



REGIONAL OFFICE, MUZAFFARPUR

Tender Document

RO:MUZA:RCC:2023-24:43 Dated 22.09.2023

**For award of comprehensive annual contract & service maintenance contract for Computer Hardware and peripherals installed in various branches / offices under regional office Muzaffarpur.**

**BRIEF INFORMATION ON BID DOCUMENT**

1.	Tender No	RO:MUZA:RCC:2023-24:43 dated 22.09.2023
2.	Duration of Contract	One year from the date of award of the contract.
3.	Last date and time of submission	15:00 hours on 13.10.2023
4.	Date of opening of Technical Bids	15:00 hours on 16.10.2023
5.	Financial Bid Opening Date and Time	Will be intimated after technical bid evaluation
6.	Cost of Tender	₹2,000/- (Rs. Two thousand only) Non-refundable Demand Draft in favor of Central Bank Of India Payable at Muzaffarpur
7.	Address and venue for the submission of Tender document	Regional Manager, Central Bank of India, Regional Office, Pawapuri Building, NH-28, Shrirampuri, Bhagwanpur, Muzaffarpur – 842001, Bihar



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REGIONAL OFFICE, MUZAFFARPUR

**RO:MUZA:RCC:2023-24:43 dated 22.09.2023**

**NOTICE INVITING TENDER**

1. Sealed quotations are invited from the reputed/registered firms for the award of comprehensive Annual Contract & service maintenance Contract for Computer Hardware and peripherals installed in various branches / offices under regional office Muzaffarpur as per details mentioned at Annexure "A" on the terms and conditions enumerated in the following paragraphs for period of one year from the date of award of the contract.
2. Complete Tender Document can be downloaded from the website of the Central Procurement Portal (<http://centralbankofindia.co.in>).
3. The Central Bank of India, Regional Office, Muzaffarpur having total 66 Branches & 1 Regional offices spread across 4(Four) Districts of Bihar viz Muzaffarpur, Vaishali, Sitamarh & Sheohar.
4. Instruction & the terms & conditions to the Bidder in relation to the AMC offer are given in Annexure "B". Bidder will have to furnish unconditional compliance for all terms and conditions of AMC offer.
5. Requisites to the Technical Bid are given in Annexure "C". Bidder should ensure that all pre-requisites are being full filled by them. Incomplete / non-fulfilment shall be liable to rejection out rightly.
6. Format for Quotation for AMC (TCO) is given in Annexure "D".
7. Application for Expression of Interest for empanelment of Bidder is given in Annexure "E".
8. While all the efforts have been made to avoid errors in the drafting of the tender document, the Bidders are advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
9. The last date of receipt of tender is 13.10.2023 at 15:00Hrs.
10. The Technical Bids will be opened by the Tender Opening Committee of Regional office Central Bank of India on 16.10.2023 at 15:00hrs.

**Dilip Kumar Singh**  
**Regional Head**  
**Central Bank of India**



REGIONAL OFFICE, MUZAFFARPUR

### **Instructions to Bidders**

1. **Invitation offers System:-** Bidder may either obtain copy of offer documents from our office or same may be downloaded from our website. Bids should accompany Demand Draft of ₹2000.00/- (Non-refundable) towards Tender Documents Cost.

2. Bidder having franchise arrangements are not eligible to quote.

3. **Two Bid Tender :-** Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address, on or before the last date and time mentioned. All envelopes should be securely sealed and stamped. Only one quotation should be submitted by one vendor.

3.1 **ENVELOP-I (Technical Offer):-** 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 "C"**.

3.2 **ENVELOP-II(Commercial Offer):-** Quotation /Offer should give all relevant price information as per **Annexure "D"**.

Both Quotations (Technical & Commercial) must be submitted, **on or before 15:00 hours on 13.10.2023** giving full particulars in **sealed envelope** at the Bank's address given below:-

Regional Head,  
Regional Office  
Central Bank of India,  
Pawapuri Building, NH-28  
Shrirampuri, Bhagwanpur,  
Muzaffarpur-842001, Bihar.

Delay in submission of any part arising due to postal on any other irregularities at any stage will not be considered. The bank will not be responsible for any damage in transit in case of postal delivery / delivery through courier service.

All tenders where any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

**The unit rate for AMC amount for each and every item should be quoted.** Any Quotation found to contain incomplete information is liable to be rejected outright.

4. Eligibility of the Bidder:-

4.1 The bidder submitting the offers should be a Registered Company (at least 5 years old) & should have at least 3 years' experience of Computer Hardware AMC i.e Server, Desktop, Printers, Scanners and peripherals etc., Hardware & Software, Networking.



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**4.2** The Bidder should have effective Annual Maintenance Contracts (AMCs) with at least 3 (THREE) Public Sector Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).

**4.3** The Bidder should have sufficient qualified and experienced engineers on their payroll. 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.

**4.4** The Bidder should be financially sound and they should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.

**4.5** Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC.

## **5. Quotations**

The vendor must ensure that all the items as specified in this offer are quoted form **Unit-wise** rates. The vendor must also ensure that it is in a position to undertake the work specified.

**The evaluation of L1 Bidder/Vendor will be strictly on the basis of Total Cost of Ownership (TCO) for the offered quantity of hardware.** Other Bidders/Vendors may be required to match the rates offered by L1 Bidder/Vendor, since bank reserves the rights to allot AMC to more than one vendor.

**The Bank shall be under no obligation to mandatory accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning any reasons whatsoever.**

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

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

AMC will be terminated any point of time if the service rendered by agency is not satisfactory and/or penalty amount calculated till that date for delayed service is considerably high.

## **6. Non-transferable Offer**

This Offer document is not transferable. Only the party, who has purchased this offer document, is entitled to quote.



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**7. Validity of Offer**

The offer should be valid for a minimum period of three years from the date of submission.

**8. Address of Communication**

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

<p><b>Regional Head, Regional Office Central Bank of India, Pawapuri Building, NH-28 Shrirampuri, Bhagwanpur, Muzaffarpur-842001, Bihar.</b></p>
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**9. 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. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

**10. Opening of Offers**

Technical bids received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same. Bidders shall be informed date & time for opening of financial bid separately upon technical bid evaluation.

**11. 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.

**12. 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.



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**13. 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.

**14. Make and Models of the equipment**

The details of the equipment are mentioned in the **Annexures A**. 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.

**15. Details of Spread.**

Branches of our Region are located in 4 distt.viz, Muzaffarpur, Vaishali, Sitamarhi and Sheohar. Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.

**16. Format for Offer (TCO)**

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

**17. 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.

**18. Costs & Currency**

The offer must be made in Indian Rupees only and should include all the charges, excluding service tax.

**19. 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.

**20. 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.



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**21. 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 to provide service commitment along with availability of spares for a minimum period of three years.

**22. Procedure for Logging the Complaint by Branches**

The tender should be specific about the procedure to lodge complain by branches (Viz by mail, phone. mobile etc.). Banking being a financial service provider requires Immediate and easy Complaint Lodgment System preferably **Logging the Complaint by Branches/offices through telephonic talk at Local Office of the AMC Agency.** As soon as a complaint is lodged, the bank should be provided with an email from vendor mentioning the complaint number and estimated time of visit of aligned engineer with engineer's contact number.

**23. Resident Engineer.**

Bidder, to whom AMC will be awarded, shall make available at least one well trained Service Engineer exclusively at our Regional Office on full time basis.





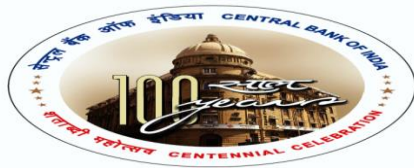
REGIONAL OFFICE, MUZAFFARPUR

**ANNEXURE – “A”**

**1. Locations of offices / Branches under our Region**

Sl. No.	BRANCH NAME	DISTRICT	Sl. No.	BRANCH NAME	DISTRICT
1	Amgola	Muzaffarpur	35	Manjhauli Dharamdas	Muzaffarpur
2	Amwara Chowk	Muzaffarpur	36	Maripur	Muzaffarpur
3	Anhari	Sitamarhi	37	Marwan	Muzaffarpur
4	Aurai	Muzaffarpur	38	Mithanpura	Muzaffarpur
5	Bahadurpur Chiknauta	Vaishali	39	Mohini Mandal	Sitamarhi
6	Belahi Nilkanth	Sitamarhi	40	Motipur	Muzaffarpur
7	Bhagwanpur	Muzaffarpur	41	Muzaffarpur	Muzaffarpur
8	Chehrakala	Vaishali	42	Muzaffarpur RO	Muzaffarpur
9	Damodarpur	Muzaffarpur	43	Narma	Muzaffarpur
10	Dawoodnagar	Vaishali	44	Paharpur	Vaishali
11	Dhanaur	Muzaffarpur	45	Patepur	Vaishali
12	Dholi	Muzaffarpur	46	Pateri BIsar	Vaishali
13	Dumra	Sitamarhi	47	Pirapur	Vaishali
14	Amnour (Garha Chowk)	Muzaffarpur	48	Pohyar	Vaishali
15	Gisara	Sitamarhi	49	Pupri Bazar	Sitamarhi
16	Gobindptaujhia	Sitamarhi	50	R.D.S College	Muzaffarpur
17	Hajipur	Vaishali	51	R.K.G College Sitamarhi	Sitamarhi
18	Hajipur Court	Vaishali	52	Rahimapur	Vaishali
19	Harpur Belwa	Vaishali	53	Rahsa	Vaishali
20	Harpur Hrdas	Vaishali	54	Ranipokhar	Vaishali
21	Jarang	Muzaffarpur	55	Righa	Sitamarhi
22	Jasparha	Vaishali	56	Runisaidpur	Sitamarhi
23	Jatkauli	Vaishali	57	Rustampur	Vaishali
24	Jhuran Chpra	Muzaffarpur	58	Sahdei Bzrg	Vaishali
25	Kalambagh Rd	Muzaffarpur	59	Sahebganj	Muzaffarpur
26	Kharagpur	Vaishali	60	Sahupokhar	Muzaffarpur
27	L S College	Muzaffarpur	61	Sarai	Vaishali
28	Lalganj Bihar	Vaishali	62	Sheohar	Sheohar
29	Madarna	Vaishali	63	Siho	Muzaffarpur
30	Madhopur	Sitamarhi	64	Sitamarhi	Sitamarhi
31	Mahnar Bzr	Vaishali	65	Sursand	Sitamarhi
32	Mahsaul	Sitamarhi	66	Terasia	Vaishali
33	Mahua	Vaishali	67	Vaishali	Vaishali
34	Maniyari	Muzaffarpur	68	CLD	Muzaffarpur





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**2. Approximate Quantity of Hardware to be covered under AMC (may vary as per Bank's CO guidelines or requirement)**

	Description of HW	Tentative Qty.
	Gateway PC with all peripherals and OS	67
	Desktop PC with all peripherals and OS	355
	Dot-Matrix Printer 80 Col.	63
	Passbook Printer	106
	Laser / Inkjet / Deskjet	98
	Scanner	68
	CTS Scanner	16
	DD/TDR Printer	66



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**ANNEXURE – “B”**

**Terms and Conditions of the AMC Offer**

**1. SCOPE OF WORK:**

- 1.1 The Comprehensive 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 except in case of force majeure via damage due to external factors (robbery, arson, rioting and will-full damage). Damage due to electrical / voltage problems will not be in the scope of force majeure clause.
- 1.2 The parts to be replaced will either be new parts or equivalent to new parts.
- 1.3 AMC Contract will also include updating of antivirus software, up gradation of OS in desktop as well as server and other software up-dation as per bank need wherein the media & necessary updates will be provided by the Bank.
- 1.4 The vendor has to visit the locations as per Annexure “A” and take an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Center in writing with in a period of one week from the date of commencement of AMC period. All hardware (under AMC) should be identified by the vendor, unique ref. no. should be provided by the vendor to all branches & Regional Office within 7 days of assigning the contract.
- 1.5 All the parts of computers systems, MFK Printers/ Laser Printers/ DeskJet Printers/ Dot Matrix Printers (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, I/O lets, Network equipment's, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) excluding ribbons and toner cartridges shall be covered under the Annual Maintenance Contract.
- 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 at Regional office / Districts HQ to facilitate any temporary replacement.



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- 1.9 Hardware in case not repairable shall be replaced with same or higher version at your own cost.
- 1.10 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.
- 1.11 In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor.
- 1.12 Since most of the Desktop PCs do not have CD/DVD drives, it is essential that these engineers will carry a CD/DVD/PEN drive in case the PC is to be formatted or OS is to be repaired or new hardware device to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.
- 1.13 The cost of Replacement/Repairs of Printer Head and Mylar (sheet) Strip except consumables to be borne by the Bidder.
- 1.14 Representative of the Bidder/Vendor shall visit the concerned RCC office biweekly to discuss the problems and their immediate rectification and also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, Muzaffarpur.
- 1.15 AMC amount will be changed as and when old hardware is replaced with new one or will be added if warranty of new hardware will be expired.
- 1.16 In case of any up-gradation of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period.
- 1.17 The Vendor should be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period.
- 1.18 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.**



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- 1.19 The engineers to be instructed that in case any PC to be formatted - they should connect the Hard disk in another PC and backup of the drive that is being formatted is to be taken and should be restored after formatting.
- 1.20 The price quoted the Bidder/Vendor should be valid for a minimum period of three 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 three years.
- 1.21 Vendor has to provide AMC services for a period of three years; however the Purchase order will be issued for a period of 1 year and the Total Cost of Ownership for the AMC services in the RFQ will be for a period of three years. Vendor has to give commitment to provide the AMC services for the Hardware for 2<sup>nd</sup> and 3<sup>rd</sup> year as the same rate as quoting for the 1<sup>st</sup> year. Bank will initially issue Purchase order to the successful bidder for 1<sup>st</sup> year and the AM Hardware would be continued Year on Year basis for the next two years at the same cost as 1<sup>st</sup> year cost, subject to satisfactory performance of the vendor. TCO will be for one year.
- 1.22 AMC Shall be paid on quarterly basis after the expiry of the quarter upon receiving invoice and satisfactory performance letter from all branches from vendor.
- 1.23 It is past experience of other regions 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.
- 1.24 One dedicated Technical as well as experienced Engineer has to be posted at Regional Office Muzaffarpur on all working days of the Bank for coordinating with the vendors other field engineers and attending the calls of branches for troubleshooting. **The engineer has to be present on all working days from 10:00 am to 6:30 pm or as directed by Bank.** The Engineer has to serve dedicated for Central Bank of India Muzaffarpur Regional Office. Bank will check the Technical compatibility of the Engineer before engaging an engineer. The same has to be followed while replacing an Engineer with New Engineer. **Vendor will be liable to pay penalty of Rs. 500/- (Rs. Five Hundred) per day for absence of Engineer on working days.** The amount will be deducted from the quarterly AMC amount payment to vendor.
- 1.25 Apart from **the dedicated Engineer posted at Regional Office, Sufficient No. of Technical & experienced engineers have to be available in each District Head Quarter to cater to the issues on call basis.**



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1.26 **In case of delay** / inability of the vendor to carry out maintenance, the Bank will be at liberty to get the work carried out by outside vendors and the total expenses paid to such outside vendors for carrying out such maintenance work will be recoverable by the Bank in addition to the penalty to be levied for the delay.

1.27 Call lodging system should be clearly given to bank with Daily Tracker of all the call lodged.

1.28 The vendor must submit the escalation matrix.

**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 may be renewed for a further period of 3 months and above 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.

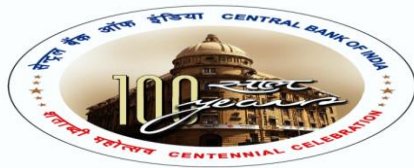
3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving three months prior notice before the expiry of the contract.

**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.



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

5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.

5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.

5.3 The Bank shall pay maintenance charges, as per clause 7 hereunder, for all the Computer Systems/machines, irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.

The bank reserves all rights for replacement of old hardware with new hardware. If at any point of time, Bank will replace old hardware Desktop PCs with new Desktop PCs due to technological up-gradation, then the replaced old Desktop PCs will discontinue from AMC from that point of time. Rest of the hardware Desktop PCs with Printers and Scanners will continue as it is. Further if Bank staff will increase at Branches and if Bank uses the old hardware Desktop PCs, then those PCs again will be included under AMC from that point of time. Stand by servers are also covered under AMC.

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. **PURVIEW OF THIS AMC CONTRACT:**

**6.1** The scope of AMC will include all parts of computer systems (Mother Board, SMPS, RAM, Processors, all types of PCI cards, Cables ,Hard disk etc.), all parts of TFT & all parts of printers ( printer cables, printer knobs, printer heads, paper guide, power cords, cables, power adapter, Network equipment, drums, laser printer fuser assembly set, paper trays, Logic cards, miler strip, all plastic parts etc.) excluding ribbons and toner cartridges, irrespective of the cause of damage.

**6.2 Any Servicing of Virus related Problems.** Anti-Virus software **will be made available by the Bank.**

**6.3 Any maintenance of normal system related software** i.e. System Software and Operating System (O/S) / Virus related problems have 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. . However, operating system, normal application software will be made available by the bank.



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**6.4** Installation of operating systems (Existing Windows 10, Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server), Oracle Server, Oracle client, antivirus packages and other application/complete tools/software/sites as desired by Bank at clients/server systems.

**6.5** The systems support should include the trouble shooting for O.S. (Existing like Win- 10, Server Win-8 , Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server) etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and all systems accessories included in AMC along with the rectification of complaints lodged by bank officials of branches/offices.

**6.6** The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of all damaged parts, at vendor's own cost. Preventive maintenance to be done at least once in a quarter and corrective as and when required. While preventive measure at all branches/offices, any power related issue observed, endorse the same in a separate register to be maintained at branches/offices and get it resolved with the help of bank officials by calling electrician immediately or provide the electric current from another electric point with the help of extension box till repairs of electric point, just to avoid electric fluctuation. In case of earthing issues, write endorsement in a register with authorization of noting by bank officials in branches/offices.

**6.7** All parts of Computer systems (Mother Board, HDD etc.), Laser Printers / Desk Jet Printers / Dot Matrix Printers/passbook printer (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) shall be covered under the Annual Maintenance Contract.

**7. PAYMENT OF CHARGES :**

**7.1** Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.

**7.2** No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.

**7.3** The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office.

**7.4** Maintenance charges payable by the Bank are inclusive of all duties, taxes etc. excluding GST.

**8. OBLIGATIONS OF THE VENDOR :**

**8.1** Calls for server/ Gateway PC should be attended immediately and should be sorted out within 4-5 hours from lodging the complaint.

**8.2** The normal working hours of the Bank are from 10.00 a.m. to 6:30 p.m. on all working days and varies from branch to branch depend upon Market area/residential area/Urban/Semi





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Urban/Rural.

8.3 The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended within 12 hours and closed within 48 hours of complain lodged.

8.4 In case any replacement of parts is required, the vendor shall ensure to complete the same within 24 hours at town/local sites and 48 hours at remote/rural sites. In case it is assessed that it is not possible to replace within 24/48 hours whatever the case may be, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs.

8.5 The vendor shall be **liable to pay penalty as hereunder per day of delay beyond 48 hours in completion of maintenance work**, which shall be as follows:

i)	Gateway PCs (Servers)	Rs.1000/-
ii)	CTS Clearing Machine	Rs. 400/-
iii)	PC/Desktop	Rs.400/-
iv)	Passbook printer	Rs.400/-
v)	Line-Printers	Rs.200/-
vi)	Other printers / Scanner	Rs.200/-
vii)	Laptop	Rs.500/-

8.6 In case of delay / inability of the vendor to carry out maintenance, the Bank will be at liberty to get the work carried out by outside vendors and the total expenses paid to outside vendors for carrying out such maintenance work will be recoverable by the Bank in addition to the penalty to be levied for the delay.

## **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.

Bank reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the vendor, during the contract period. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.



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**11.      FORCE MAJEURE :**

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

**12.      GENERAL :**

The vendor shall be required to sign an Agreement as per Bank's Standard Format incorporating various terms & conditions. As well as vendor has to provide dedicated team for our Region.



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**ANNEXURE –“C”**

**Bid for Technical Offer-**

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least 3 **(THREE)** Public Sector Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificate to be attached with).
- Submit Certificate Of Registration.
- Address & contact details of office in Patna/Muzaffarpur along with details of sufficient qualified and experienced Engineers on their payroll stationed in Bihar. (Enclosed relevant documents as proof).
- Details of financial position of the bidder during last Three Years (Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted).
- Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC. (Enclose copy).
- DD for Rs.2000/- (Rs. Two thousand only) towards cost of Tender Documents (Non-refundable) Favoring: Central Bank of India, Muzaffarpur
- Any instrument Other than DD viz, FD, Cheque etc. not accepted.
- List of customers. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
- The details of the Systems/Computers available for AMC are given in Annexure A.
- Format of Quotation for AMC (TCO) is given in Annexure-D.
- Application for Expression of Interest for empanelment of Bidder is given in Annexure-E.
- Declaration on Letter Head is given in Annexure-F.
- Address Details of Vendor along with Contact No. is given in Annexure-G

**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.**



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**ANNEXURE – “D”**

**BILL OF MATERIAL WITH INDICATIVE LIST OF HARDWARE FOR AWARDING AMC**

(All amounts in Rupees)

Sr. No.	Description of HW	No of Unit	AMC RATE PER UNIT (in Rs.)	Remarks
1	Gateway PC (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems (Lenovo,HP,Acer etc.)	67		
2	Desktop PCs (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems (Lenovo,HP,Acer etc.)	362		
3	Dot-Matrix 80 col.(TVS, Epson, etc)	63		
4	Passbook Printer(Epson, Lipi, etc.)	106		
5	Laser / Inkjet / Deskjet(Canon, HP, Samsung etc.)	98		
6	Scanner(Epson etc)	68		
7	CTS Scanners (Lipi etc.)	16		
8	DD/TDR Printer (Epson etc)	66		
<b>Total Cost of Ownership (Rs) =(1+2+3+4+5+6+7+8)</b>				

The above quotation/prices are inclusive of all Taxes including GST. We confirm that the prices quoted above will be valid for a minimum period of three 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 three 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)

Note: The Total AMC value (Total Cost of Ownership) for whole region arrived at as above after calculating the rate of AMC per hardware item multiplied by the quantity of hardware will be considered as the total AMC value quoted by the vendor for purpose of arriving at L1. AMC will be given for the actual quantity of Computer Hardware (excluding items under Guarantee/ Warrantee) available at various branches/offices at individual item wise in as it is status, rates quoted above. Vender may visit for branches/offices for their confirmation of hardware/peripheral items.

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



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**Annexure – “E”**

**Application for Expression of Interest for empanelment of Bidders for AMC & Related Services for Gateway PC, PCs, Dot Matrix Printers (132 col & 80 col), CTS, Passbook printer, Laser Printers and Peripherals at Central Bank of India, Muzaffarpur Region**

Name of the Company	
Address of Registered Office	
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) _____
Company PAN/TAN	a.) PAN _____ b.) TAN _____
Nature of Business	
Services that can be provided	
Whether a fully functional Service / support center is available in Bihar	Yes / No



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Details of at least three deals executed to Banks/Financial Institution since Oct 2018.	a.) b.) c.)
Details of profit in	a. 2020-2021 b. 2021-2022 c. 2022-2023

The following documents are enclosed (tick as applicable)

1. Company Profile ( YES / NO )
2. Copy of Certificate of Registration under Companies Act 1956 ( YES / NO )
3. Copy of Certificate of Registration under PAN/TAN ( YES / NO )
4. Copy of Certificate of Registration under GST ( YES / NO )
5. Documentary proof of at least 3 deals executed since January 2020. ( YES / NO )
6. Copy of the Annual Audited Balance Sheet and Profit & Loss Account for the last three accounting years ( YES / NO )
7. Others (Please specify):

Date:

Place:

Sign and Seal of the Company



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**Annexure –“F”**

**DECLARATION ON LETTER-HEAD.**

To,  
Regional Head,  
Central Bank of India,  
Regional Office, Shrirampuri,  
Bhagwanpur, Muzaffarpur - 842001

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 abide by the decision taken by the bank & bank's decision shall be final.

Signature  
Date:  
Place:

Seal of the Company





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**Annexure –“G”**

**Address Details along with contact Numbers (Tel. No., Mobile, Email-ids) of the Bidder**

Registered Address of the Bidder	
Branch Office /Local Office address in Bihar	
Contact Details of the Bidder along with Escalation Matrix	

Signature & Seal of Company