**Regional Office, Durga Mata Mandir, Near Old Bus Stand, Karnal – 132001 Haryana**

 **“Request For Quotation (RFQ)”**

**Reference Number RO:RCC:2025-26:35**

**Dated : 12/09/2025**

**For Annual Maintenance Contract for**

**Maintaining Hardware and Computer Peripherals installed at**

 **Various branches /Offices under**

**Regional Office, Karnal**

**(Distt. Kurukshetra, Kaithal, Karnal, Panipat & Sirsa)**

|  |
| --- |
| **Durga Mata Mandir, Near old bus stand Karnal -132001 Haryana****REQUEST FOR QUOTES FOR AMC OF COMPUTER HARDWARES AND PERIPHERALS LOCATED AT BRANCHES UNDER KARNAL REGION** |

Central Bank of India Regional Office Karnal is interested in procurement of AMC and related services from vendors for PCs, Servers, Printers and peripherals at various locations under the jurisdiction of Karnal Region.

For this purpose, the Bank is pleased to invite Expression of Interest (EOI) from the **eligible vendors** who meet the terms and conditions given below. Interested vendors may submit their Expression of Interest (EOI) along with supporting documents.

|  |  |
| --- | --- |
| **RFQ Reference No.** | **RO/RCC/2025-26/35** |
| **Date of commencement of RFQ**  | **12.09.2025** |
| **Last Date and Time for receipts of RFQ offers** | **22.09.2025 & 5.00 PM** |
| **Address of Communication** | **Durga Mata Mandir, Near Bus Stand Karnal -132001 Haryana** |
| **Contact Telephone Numbers** | **9987117335** |
| **Contact email address** | **rmkarnro@centralbank.co.in****,** **rcckarnro@centralbank.co.in****,****gadkarnro@centralbank.co.in** |
| **Bids to be Submitted to** | **Regional Head Karnal** |
| **Cost of RFQ Document** | **500/-(Non–Refundable) in the form of DD in favor of Central Bank of India, payable at G T Road Karnal Branch** |

The copy of this document may be obtained by paying RFQ Cost by way of Demand Draft drawn in favour of Central Bank of India from a Scheduled Commercial Bank during office hours on all working days in person from the address mentioned above or by mail on request from our office. Vendors downloading the RFQ Document should make the payment along-with submission of required documents.

**(Harpal Singh)**

**Regional Head**

1. **NOTICE OF INVITATION TO Request For Quotation (RFQ)**

Central Bank of India, Regional Office, Karnal invites Quotation from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals. This offer is for maintenance of Hardware at various branches / Offices under Regional Office, Karnal.

**Annexure – I**. **Quantity mentioned herewith is only tentative and may vary depending upon actual requirement**.

**Last Date & Time for receipts of Request For Quotation offer is 15th Sep, 2025 upto 5:00 PM.**

1. **General Terms and Conditions**
2. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/ schedule to all bidders before the date of submission. Quotations submitted by the bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.
3. **DURATION OF CONTRACT**:

The contract shall initially be valid for a period of twelve months and may be extended upto 36 months on the same terms and conditions depending on annual review and satisfactory service, as may be mutually acceptable to the Bank and the Vendor.

If the vendor desires to renew the period of existing contract, then it shall, by giving two months prior notice before the expiry of the contract, express its desire to renew the contract.

1. Selected bids shall remain valid upto 30th Sep, 2026. A bid valid for shorter period shall be rejected by purchaser as non responsive. Bank reserves the right to continue / increase the period of AMC on same terms and conditions for further period of one year considering the performance, services rendered by the Vendor.
2. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation.
3. For the purpose of the present job, a single stage bidding process will be followed. Bidder will have to submit the Bid in sealed envelopes, duly superscripting **"Quotation for 3rd party AMC rates for Hardware & Peripherals"**. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
4. The Bank will not be bound to accept the lowest quotation and reserve the right to accept or reject any or all quotation without assigning any reasons whatsoever. Decision of the Purchaser in this regard shall be final and binding on the bidders.
5. The quantities of various items mentioned in **Annexure -II** are indicative and there could be variations with the actual numbers.
6. **Vendor should have a fully functional service / support center in Karnal with qualified Technical Support Staff to provide quality service support and one staff should be posted at Regional Office, Karnal.**
7. All expenses incurred by Technical Support Staff for Computer hardware and Peripherals located at branches under Karnal Region for business travel approved by Bank shall be reimbursed and Travelling allowance ( TA ) claims shall be paid by AMC Vendor.
8. The parts replacement will either be new parts or equivalent to new parts.
9. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
10. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
11. The Computer Systems / machines shall continue to remain covered during transit as well as at the new location, when moved for maintenance or for any other purpose with the knowledge of the vendor.
12. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
13. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
14. In case of any up-grade of the system during the proposed maintenance period the maintenance shall also cover the upgraded system for the said contract period.
15. Bank may replace the scheduled equipment under maintenance and also may purchase new components. The payment for the remaining system will be made on pro rata basis.
16. In case within the contract period, for any reasons, the systems under maintenance are disposed off by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.
17. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period.
18. The jurisdiction for the purpose of settlement of any dispute or differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the contraction / interpretation thereof shall be that of the appropriate Court in Baroda. The jurisdiction of any other Court other than Baroda is specifically excluded.

**C.    Scope of the work**

i) Bank has its branches spread over districts of Kurukshetra, Kaithal, Karnal, Panipat & Sirsa

|  |  |  |  |
| --- | --- | --- | --- |
| **SN** | **BRANCH CODE** | **DISTRICT** | **NAME OF BRANCH** |
| **1** | **383** | **KAITHAL** | **KAITHAL** |
| **2** | **391** | **KAITHAL** | **PUNDRI** |
| **3** | **1544** | **KAITHAL** | **BATA** |
| **4** | **3599** | **KAITHAL** | **CHEEKA** |
| **5** | **3616** | **KAITHAL** | **KAITHAL SEC 19-20** |
| **6** | **3926** | **KAITHAL** | **HINDU S S SCHOOL** |
| **7** | **4749** | **KAITHAL** | **AHUN** |
| **8** | **381** | **KARNAL** | **KARNAL (G.T ROAD)** |
| **9** | **384** | **KARNAL** | **ASSANDH** |
| **10** | **385** | **KARNAL** | **GHARAUNDA** |
| **11** | **386** | **KARNAL** | **INDRI** |
| **12** | **393** | **KARNAL** | **TARAORI** |
| **13** | **2324** | **KARNAL** | **URBAN ESTATE, KARNAL** |
| **14** | **2622** | **KARNAL** | **BHADSON** |
| **15** | **2699** | **KARNAL** | **CHAURA BAZAR KARNAL** |
| **16** | **3349** | **KARNAL** | **SECTOR-7, KARNAL** |
| **17** | **4302** | **KARNAL** | **DINGARMAJRA** |
| **18** | **4303** | **KARNAL** | **PADHANA** |
| **19** | **4304** | **KARNAL** | **KHERA** |
| **20** | **5158** | **KARNAL** | **NISSING** |
| **21** | **387** | **KURUKSHETRA** | **JHANSA** |
| **22** | **388** | **KURUKSHETRA** | **LADWA** |
| **23** | **390** | **KURUKSHETRA** | **PEHOWA** |
| **24** | **1155** | **KURUKSHETRA** | **SHAHABAD MERKANDA** |
| **25** | **1203** | **KURUKSHETRA** | **KURUKSHETRA** |
| **26** | **3474** | **KURUKSHETRA** | **BIRLA MANDIR** |
| **27** | **3764** | **KURUKSHETRA** | **ISMAILABAD** |
| **28** | **3790** | **KURUKSHETRA** | **PIPLI, KURUKSHETRA** |
| **29** | **4300** | **KURUKSHETRA** | **BAN** |
| **30** | **4301** | **KURUKSHETRA** | **KAMUDA** |
| **31** | **382** | **PANIPAT** | **PANIPAT** |
| **32** | **389** | **PANIPAT** | **MADLAUDA** |
| **33** | **392** | **PANIPAT** | **SAMALKHA** |
| **34** | **2117** | **PANIPAT** | **CHANDOLI** |
| **35** | **2217** | **PANIPAT** | **ADYANA** |
| **36** | **3246** | **PANIPAT** | **MT PANIPAT** |
| **37** | **4750** | **PANIPAT** | **BARANA** |
| **38** | **406** | **SIRSA** | **SIRSA** |
| **39** | **407** | **SIRSA** | **ELLENABAD** |
| **40** | **409** | **SIRSA** | **RANIA** |
| **41** | **2308** | **SIRSA** | **KHUIYA MALKANA** |
| **42** | **3114** | **SIRSA** | **OTTU** |
| **43** | **3615** | **SIRSA** | **BEGU ROAD SIRSA** |
| **44** | **3788** | **SIRSA** | **MANDI DABWALI** |
| **45** | **5109** | **SIRSA** | **BARNALA SIRSA** |
| **46** | **7007** | **KARNAL** | **REGIONAL OFFICE KARNAL** |

ii) Vendor shall ensure availability of sufficient number of engineers to attend to calls from various branches within the time limits specified (as mentioned below), to resolve issues.

iii) Installation of operating systems, antivirus packages and other application tools as desired by Bank at client systems.

iii) Maintain and configuring windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems

iv) The systems support should include the trouble shooting for O.S., creating and deleting of network ID, network rights management, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC.

v) Update of the software / drivers required for the networking components during the contract period.

vi) This AMC shall consist of preventive and corrective maintenance of the Computer Hardware and will include supply and replacement of unserviceable parts, at vendor’s own cost.

vii) All parts of Computer systems, High Speed Scanners/ Laser Printers / Desk Jet Printers / Dot Matrix Printers / passbook printer (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.

viii) The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Floppy Drive, Memory, Printer Parts, etc as stand by spare in our Office (preferably at Regional Computer Centre). Vendor shall also keep stand by printers.

ix) The vendor has to visit the locations as per Annexure- II and take an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Centre in writing with in a period of one week from the date of commencement of AMC period.

x) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Karnal. The vendor shall also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, Karnal.

**D.    Uptime Guarantee**

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 98% of the time in every month.
2. The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days. No work will be undertaken on Sundays and holidays except by prior arrangement.
3. The normal working hours of the Bank are from 10.00 a.m. to 5.45 p.m. on all week-days (working days).
4. **The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.**
5. **In case any replacement of parts is required, the vendor shall ensure to complete the same within 2 days. In case it is assessed that it is not possible to replace within 2 days, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs**
6. The vendor shall be liable to pay penalty as hereunder per each day of delay beyond 2 days in completion of maintenance work, which shall be as follows:
7. PC/Desktop Rs.300/-
8. Passbook printer Rs.500/-
9. Line-Printers Rs.400/-
10. Other printers / Scanner Rs.200/-
11. Server Rs.2000/-
12. **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.**
13. **The Vendor will ensure to have qualified engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Laptop, Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet Printers, Scanners as well as maintenance of Operating Systems mentioned in Scope of Work above.**
14. **Since most of the Desktop PCs do not have CD/DVD Drives, it is essential that these engineers carry a CD/DVD drive in case the PC is to be formatted or OS is to be repaired or new hardware device is to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.**
15. **Our RCC will provide the copies of licensed OS (in CD) to vendor for formatting, if required. No un-licensed copy of any OS, Application will be used / installed at any branch / office.**

**E.    Terms of Payment**

* The Bank shall pay amount per unit of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per Annexure - II.
* Vendor has to execute the AMC agreement with the Bank (Regional Office level) without any exception within 15 days from the acceptance of Annual Maintenance Contract order. A copy of agreement is attached along with this document. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.
* The vendor has to furnish a Performance Bank Guarantee (PBG) of equal to 10% of amount of the contract awarded for the contract period with additional claim period of 3 months. The vendor has to furnish a PBG within 15 days from the acceptance of Annual Maintenance Contract order.
* Payment of Maintenance charges will be paid by Regional Office/Branches on quarterly basis after completion of respective quarter. No payment will be release in absence of AMC agreement and/or a PBG.
* The vendor shall draw invoices for payment of quarterly maintenance charges.
* No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
* Maintenance charges payable by the Bank are exclusive of all duties, taxes etc. The payment would be made after deducting necessary taxes applicable, if any.
* Except the payments mentioned in this para E, no other payments are payable by the Bank to the vendor.

**F.     Termination**

* Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment at three-month notice prior written notice to the vendor. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.
* 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.

**G.     Confidentiality**

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communications and confidential. Any violation of this clause shall lead to cancellation of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages.
2. The vendor shall not encourage or partake in any form of software piracy during the contract period.
3. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.
4. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

**H. ELIGIBLITY CRITERIA FOR AWARDING AMC**

L-1 bidder will be decided on the basis of the total Cost of AMC amount as per annexure – I. Negotiation may be done if necessary with L1 vendor. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final.

**I. DOCUMENTS TO BE SUBMITTED**

Documents required in Techno Commercial Bid.

1. Request for Quotation Covering letter as per Annexure – III
2. Letter of undertaking as per Annexure – IV.
3. Compliance Statement & Acceptance of the terms and conditions as per Annexure – V
4. Address Details along with contact Numbers of the Vendor as per Annexure – VI.

The actual hardware available at branches may vary. But this value will be taken into consideration for arriving at L1 vendor.

AMC will be given for the actual quantity of Computer Hardware (not under warranty) available at various branches per unit for AMC, as given in Annexure-I.

Vendor offer to maintain hardware under AMC as per above clauses (given in this document) is:

The approximate quantity and description of Computer Hardware is provided in Annexure I & II below.

**Annexure-I**

**DETAILS OF EQUIPMENT AVAILABLE FOR AMC AT VARIOUS BRANCHES**

**1. PCs and Servers (CPU, MONITOR, KEYBOARD & MOUSE)**

|  |  |
| --- | --- |
| **MAKE** | **CONFIGRATION (Illustrative)** |
| **HP, Acer, HCL, Wipro, Lenovo or any other make** | - Pentium I to Pentium IV, Core 2Duo, Dual Core- HDD From 250 GB and above- RAM 4 GB and above- TFT Monitor 15”/17”- Keyboard- Mouse - Windows 2011 & Windows 2016 Server.- Open Office, MS Office, Office 365, Winzip, etc- Antivirus S/W |

**2. PRINTERS**

|  |  |
| --- | --- |
| **PRINTER TYPE** | **MAKE / MODEL** |
| **Scanners** | High Speed Canon – DR C230, Canon Lide 100/110 / EPSON or any other variant/ any other brand |
| **DMP 80 Col** | Epson LQ 300/310 or any other variant/brand |
| **Passbook Printers** | Epson / Lipi make with different variants/brand |
| **Laser Printers/ Multi function printers** | HP, Canon, Samsung with different variant/Brand |

**Annexure II**

**DETAILS OF THE HARDWARE & PERIPHERALS FOR ANNUAL MAINTENANCE CONTRACT**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No of Branches**  | **Server (Gateway PC)** | **Computers Full Set** | **DMP****80 col** | **Passbook Printer** | **High Speed** **Scanners** | **Flatbed Scanners** | **Laser Printer** |
| **45 + 1 RO**  | **46** | **308** |  **6** | **45** | **45** | **45** | **68** |

**Above figure may vary +/- 5%.**

**TENTATIVE LIST OF HARDWARE ITEMS SITUATED AT THE ABOVE LISTED BRANCHES**

|  |  |  |
| --- | --- | --- |
| **S.N** | NAME OF THE HARDWARE  | AMC RATE PER UNIT ( excluding GST ) |
| **1** | **Servers/ Gateway PC** |  |
| **2** | **Desktop PC** |  |
| **3** | **Pass Book Printers** |  |
| **4** | **Printer (80 Col)** |  |
| **5** | **High Speed Scanner** |  |
| **6** | **Flat Bed scanner** |  |
| **7** | **Laser Printers/ Multi function printers** |  |
|  | **TOTAL**  |  |

**Annexure - III**

**REQUEST FOR QUOTATION COVERING LETTER**

**To,**

**Regional Head**

**Central Bank of India**

**Regional Office,**

**Durga Mata Mandir, Near Bus Stand**

**Karnal-132001**

**Sir,**

**Reg.: Our Quotation for Third Party AMC for Computer Peripheral/Hardware.**

**We submit herewith our Commercial Quotation Document.**

**We understand that:**

1. **You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.**
2. **If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance there of, shall constitute a binding contract between us.**
3. **If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.**
4. **You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.**

**Dated at\_ \_\_\_\_\_\_\_\_\_\_\_this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_day of \_\_\_\_\_\_\_\_\_\_2025.**

**Yours Faithfully**

**For\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Annexure - IV**

**LETTER OF UNDERTAKING**

**To,**

**Regional Head**

**Central Bank of India**

**Regional Office,**

**Durga Mata Mandir, Near Bus Stand**

**Karnal-132001**

**Sir,**

**Reg.: Our Quotation for Third Party AMC for Computer Peripheral / Hardware -**

**Undertaking of Authenticity for components / parts / assembly.**

With reference to our bid for Third Party AMC for Computer Peripheral Hardware being quoted vide your RFQ notice cited above. We hereby undertake that all the components / parts / assembly / software will be used for maintenance of computer peripheral shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts assembly / software are being used or shall be used. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery installation. It will be our responsibility to produce such letters from our OEM supplier’s at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware including Software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard.

We hereby undertake to ensure effective control and prompt maintenance of computer hardware whenever called upon by branches/Offices of Central Bank of India.

**Authorized Signatory**

**Signature**

**Designation**

**Seal of Company**

**Date & Place:**

**Annexure - V**

**COMPLIANCE STATEMENT**

**DECLARATION**

**Please note that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. Bank reserve the right to reject the bid, if bid not submitted in proper format as per Tender**.

|  |  |  |  |
| --- | --- | --- | --- |
| **S. N** | **Pre - Qualifications criteria** | **Compliance****(Yes/No)** | Remarks/Deviations |
| **1** | The bidder should have at least 3 years’ experience of taking AMC of Hardware and out of which at-least 2-year experience should be of Financial Institution. (Attach last work order proofs). |  |  |
| **2** | Bidders should have sufficient quantity of spare parts available of all models of **Hardware items.** |  |  |
| **3** | The AMC related turnover of the firm should have been minimum Rs. Twenty lacs per year in the last two consecutive **years.** |  |  |
| **4** | The bidders should be net profit making company during last two **financial years** |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Compliance | Description | Compliance(Yes/No) | Remarks/Deviations |
| Terms andConditions | We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this tender. (Any deviation may result in disqualification of bids). |  |  |
| TechnicalSpecification | We certify that the systems/servicesoffered by us for tender confirms to the specifications stipulated by you with the following deviations |  |  |

**(If left blank it will be construed that there is no deviation from the specifications given above)**

 **Seal & Signature of Bidder**

**Annexure -VI**

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

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

**Signature & Seal of Company**