



सेंट्रल बैंक ऑफ़ इंडिया
Central Bank of India

CENTRAL TO YOU SINCE 1911

റീജിയണൽ ഓഫീസ്, കൊച്ചി

क्षेत्रीय कार्यालय, कोच्चिन

Regional Office, Cochin



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Central Bank of India

Tender Document

Tender Reference No. RO:CRO:RCC:2024-25:6
Dated:- 20/04/2024

Annual Maintenance Contract (AMC)

Of

Computer Hardware and Peripherals

at

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

***(Districts of Kerala except Thiruvananthapuram, Kollam, Pathanamthitta and Alleppey Disrticts – 57
Branches and 1 Regional Office)***

Cost of the Tender: Rs 1000/- (Rupees One Thousand only)



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TENDER DETAILS		
1	TENDER REFERENCE	RO:CRO:RCC:2024-25:6 Dated 20 th April 2024
2	Date of commencement of Tender	21/04/2024
3	Last date and time for receipt Of Bidding Document	30/04/2024 UP TO 17:00 Hrs
4	Date and Time of Technical Bid Opening	01/05/2024 AT 15.00 Hrs.
5	Date and Time of Commercial Bid Opening	03/05/2024 AT 15.00 Hrs.
6	Address for communication	Chief Manager –IT, Central Bank Of India, Regional Office, Metro Palace, 1 st Floor, Opp Ernakulum North Railway Station, Cochin-18. rccochro@centralbank.co.in Contact Number – 9004683186
7	EMD	Rs. 10000/- (Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at Cochin EMD should be enclosed in Technical Bid.
8	Cost of Tender	Rs.1000/- (Non Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at Cochin. The DD/Banker Cheque should be submitted at the time of bid submission/purchase of Tender.
9	Contact Ids	Contact IDs should contain following information, so that in case of any clarification same may be issued to them:- Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.



Invitation for Tender Offers

Central Bank Of India, Regional Office, Kochi invites sealed tenders (2 bid, technical offer and commercial offer) from eligible reputed service provider having sound technical knowledge, Manpower & financial support for Annual Maintenance Contract of Computer Hardware and Peripherals for the period **01.06.2024 to 31.05.2025**. This offer is for maintenance of Hardware at various branches & administrative offices in Kochi Region. Quantity mentioned in this tender is only tentative and may vary depending upon actual requirement.

We invite sealed quotations from vendors for comprehensive Annual Maintenance of hardware items , **Desktop PCs / Gateway PC / (CPU, Monitor, Keyboard & Mouse), Operating systems and comprehensive for Printers (including Printer Heads for all types of Printers)** located at different Branches / Offices of Central Bank of India for Kochi Region as third party maintenance, as specified in this document.

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

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

Format of Quotation for AMC (TCO) is given in **Annexure -IV**

Please note that the vendors having **franchise arrangement for maintenance & support are not eligible to apply.**

Tender document can be downloaded from the Bank website www.centralbankofindia.co.in or a copy can be obtained from our Regional Computer Center, Regional Office, Kochi. The cost of tender document is **Rs 1000/- (Rupees One thousand only)** and this is to be paid by way of Demand Draft drawn on "Central Bank of India", payable at Kochi.

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



(RAHUL SINGHAL)

REGIONAL MANAGER

REGIONAL OFFICE, KOCHI



ANNEXURE I

TERMS AND CONDITIONS OF THE AMC OFFER.

1. SCOPE:

- 1.1 AMC offer is of Comprehensive in nature, as comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, and willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause. Preventive maintenance to be done at least once in a quarter and corrective as and when required. The cost of Replacement/Repairs of Printer Head to be borne by the vendor.
- 1.2 The parts are to be replaced with either be new ones or equivalent part available in the market.
- 1.3 Vendor should provide **One dedicated resident engineer** for Central Bank of India Regional Office, Kochi for dealing with the rest of the engineers for immediate resolution of issues. He should be the single point of contact for all the branches to assign engineers, maintain the Call logged record, resolution details etc. Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor.
- 1.4 The successful bidder shall pay wages to its Resident Engineer not less than the minimum wages as specified in the extant Central Minimum Wages notification issued by the Ministry of Labour and Employment (Office of the Chief Labour Commissioner (C)) , under Category 'Industrial Workers employed in Building Operations'- Skilled/Clerical- Area B
- 1.5 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement. The vendor shall not directly or indirectly open/alter, try to tamper with or in any way, do any act which will result in intruding with the internal operation of the system and the peripheral units (except routine input/output and data processing) and do any modifications to the configurations of the equipment.
- 1.6 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, whenever moved for maintenance or for any other purpose.
- 1.7 In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor, for which no extra payment will be made.





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1.8 Since the AMC is comprehensive in nature, the cost of Replacement/Repairs is to be borne by the Vendor. We are having new systems purchased around 150 numbers and working under warranty period particularly DELL, HP, ACER 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.

1.9 Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems has to be undertaken by the vendor. While formatting the PC vendor representative has to take proper back up of the data with the help of branch staff who is working on that PC. Proper naming with IP address of the system should be done for easy identification.

Any Gateway, Network related work, if required, has to be done with the permission of the Regional Computer Centre (RCC), Regional Office, Kochi.

2. DAYS OF SERVICE:

2.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working days.

2.2 Work undertaken on Sundays and holidays will be with prior arrangement.

3. DURATION OF CONTRACT:

3.1 The contract shall initially be valid for a period of Twelve months.

4. CARE OF THE EQUIPMENT:

4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.

4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.

4.3 The vendor shall ensure that the Systems being maintained are available to the Bank in proper working condition for at least 95% of the time in every month.



5. MOVEMENT OF EQUIPMENT:

- 5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.
- 5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems / machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.
- 5.3 The obligations of both the Bank and the vendor shall proportionately cease forthwith if the Bank sells or transfers the ownership of any one or more Computer Systems/machines. If any machines are withdrawn from use, the AMC charges will be reduced proportionately. For any machines under warranty will be covered under AMC after expiry of warranty and AMC charges will be calculated proportionately.

6. PAYMENT OF CHARGES:

- 6.1 Maintenance charges will be payable post facto on Half Yearly basis i.e. after the completion of the respective Half Year 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 Half Yearly maintenance charges at Regional Office along with preventive maintenance/visit report of individual Branches and payment will be made from Regional Office.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc. TDS will be deducted as per rules.

7. EARNEST MONEY DEPOSIT -

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

8. OBLIGATIONS OF THE VENDOR:

The Vendor shall be **liable to pay penalty as hereunder per day of delay Beyond 24 hours in completion of maintenance work. Maximum Penalty ceiling for each branch will not exceed the total Half Yearly charges payable to service provider.** The penalty shall be as under:





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1	Gateway PC	Rs. 700/-
2.	Desktop/Client PC	Rs.500/-
3	Printers (136 col. & 80 col, Laser, inkjet, Deskjet)	Rs. 300/-
4	Passbook Printers	Rs. 500/-
5	Flat Bed Scanner	Rs. 100/-

9. ASSIGNMENT:

All rights, liabilities and obligations are non-transferable and any transfer/assignment of the same can be done only mutually.

10. TERMINATION:

The vendor may terminate the contract by giving three months' notice in writing. However, the bank may terminate the contract by giving One Month notice. Maintenance charges payable, shall be proportionately reduced for the remaining period and Bank will be obliged to pay only for the actual period for which the vendor provided the maintenance service.

11. FORCE MAJEURE:

As comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out/burned components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, and willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause.

12. GENERAL:

The vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions. The vendor has to prepare inventory of hardware at each branch for calculation of payment charges, and has to submit the said inventory details to branch and RCC, RO, Kochi.

The vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof consists of confidential and proprietary data, whose disclosure to or by use of third parties will be damaging or cause loss to Bank. The vendor agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to release it or disclose it to any other party.

The vendor represents and warrants that the repair and maintenance services/products hereby sold do not violate or infringe upon any patent, copy right, trade secret or other property right of any other person or other entity. The vendor agrees that it will and hereby does indemnify the bank from any claim directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.



13. Bid for Technical Offer-

Bidder should offer following information in the below given order,

- The Bidder should have Annual Maintenance Contracts with at least 3 (Three) Public Sector Banks/RBI/RRB in Kerala Region. Relevant documents of such work orders are to be attached for verification. Satisfactory performance certificate for previous years should also be attached.
- Address & contact details of AMC Support Service Centre in Cochin. Such Support Centre must be functional from past one year. Documentary proof required.
- Support Centre should have minimum **TEN** qualified and experienced Engineers on their payroll. Location List may be attached with name and employee code.
- Address and Contact Details **One dedicated Resident Engineer** should be given with Technical bids.
- Details of financial position of the bidder during last Two Years (Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted).
- Bidder should be a registered company with valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC having annual turnover of Rs 1 Crores in Hardware/Support services business per year in the last two financial years. Supportive documents may be submitted.
- DD for Rs.1000/- (Rs. One thousand only) towards cost of Tender Documents (Non-refundable).
DD Favoring: Central Bank of India, RO, Kochi payable at Kochi.
- Earnest Money Deposit (In the form of DD/Performance Bank Guarantee) of Rs.10000/- will have to be deposited along with the bid.
- **Technical Bids should be submitted in separate & securely sealed envelope with super-scribed as "Technical Bids". Commercial bids should not be the part of this bid.**





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ANNEXURE – II

INSTRUCTIONS TO VENDORS

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office; same may be downloaded from Bank website (www.centralbankofindia.co.in). Bids should accompany demand draft of Rs. 1000/- (non-refundable) towards tender document's cost.

*****Vendors having franchise arrangements are not eligible to quote.**

2. Two Bid System Tender

The offers (Technical & commercial) must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address given below, on or before 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)
- Tender Reference Number
- Due Date
- 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.

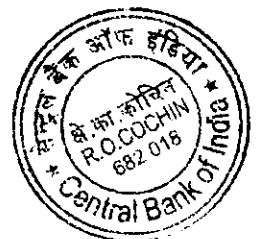
2.2 ENVELOPE-II (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information as per Annexure -IV and should not contradict the T.O. in any manner.

These two envelopes containing the Technical and Commercial Offer should be submitted at the same time but in separate sealed envelopes. Please note that if envelope is found to contain both technical and commercial offer, then that offer will be rejected outright.

Quotations must be submitted, **on or before 17.00 hours on 30/04/2024**, giving full particulars in sealed envelope at the Bank's address given below :-

Chief Manager –IT,
Central Bank Of India, Regional Office,
Metro Palace Building, Cochin, PIN -682018
reccocho@centralbank.co.in
Contact Number - 9004683186





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

The unit rate for AMC amount for each and every item should be quoted and final total should also be incorporated in annexure. Any Quotation found to contain incomplete information is liable to be rejected outright.

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

3. Eligibility of the Vendor

Bidder should be a registered company with valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC having an annual turnover of Rs 1 Crore in Hardware/maintenance business per year in the last two financial years. Please furnish supportive documents.

The Bidder should have Annual Maintenance Contracts with at least 3 (Three) Public Sector Banks/RBI/RRB in Kerala Region. Relevant documents of work orders are to be attached for verification along with satisfactory performance certificate for previous years issued by Public Sector Banks/RBI/RRB.

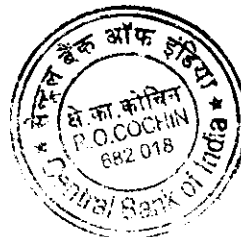
The Bidder should have minimum 10 qualified and experienced engineers on their payroll well est. They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort **through franchises will not be acceptable** and they should have local support Centre.

The Bidder should be of financially sound condition. Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted.

The firm should have applicable tax registrations i.e. PAN, TIN, GST etc.

Vendor should have an established AMC Service Centre in Thiruvananthapuram and Cochin, and such AMC Support Centre must be functional from past one year. All District Head Quarters must have sufficient support personnel's. Supportive documents must be attached.

Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU). The vendor shall give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU as on date. The firms should have valid GST registration (Submit Proof).





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The unit rate for AMC amount for each and every item should be quoted. Any Quotation found to contain incomplete information is liable to be rejected outright. Tenders received late on account of any reason whatsoever and telegraphic tenders will not be entertained /considered. The earnest Money deposit without any interest will be returned to the unsuccessful bidder soon after the decision to award the work. The earnest Money deposit without any interest will be returned to the successful bidder after submitting the Bank guarantee of equal amount to EMD. The bidder shall bear all the costs associated with preparation and submission of its bid and Central Bank of India herein called Purchaser will in no case be responsible or liable for these costs, regardless of the conduct of the bidding process.

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

3.1 Quotations

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

The vendor must ensure that all the items as specified in this offer are quoted for. **Unit-wise** rates & **total amount** should be quoted for each item. Grand total for all items must also be incorporated in Annexure. The vendor must also ensure that they are in a position to undertake the work specified.

The evaluation of L1 vendor will be on the basis of aggregate amount of total Hardware i.e. sum of (unit rate x Number of Units) for all items as given in Annexure IV, whereas quantity at branch level may differ on account of shifting of hardware/ expiry of warranty.

The Bank reserves the right to appoint more than one vendor looking to spread of branches in several districts. Bank also reserves the right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.

The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any one or all the tenders without assigning any reasons whatsoever.

It is our past experience that due to competition, vendors quote abnormally low rates only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide the AMC Services to the Branches/administrative offices, penalties will be attracted as stated in Annexure I under point no. 8, so also he will be black listed and no future contract will be awarded to such vendor.





4. Non-transferable Offer

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

5. Validity of Offer

Bids shall remain valid for twelve months after the date of bid opening prescribed by the Purchaser. A bid valid for shorter period shall be rejected by purchaser as non-responsive. In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity. The request and response thereto shall be made in writing or by fax. The Bidder may refuse the request. A bidder granting the request will not be required nor permitted to modify its bid.

6. Address of Communication

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

**Chief Manager –IT,
Central Bank Of India, Regional Office,
Metro Palace Building, Cochin, PIN -682018
rccochro@centralbank.co.in
Contact Number - 9004683186**

7. Qualifications for bidders for AMC of Hardware and Peripherals etc.

SL NO	Pre - Qualifications criteria	Compliance (Yes/No)	Documents required
1	Vendor submitting the offers should be a Registered Company with ISO Certification with an existence of minimum FIVE years as on date with annual turnover of Rs. 1 crore, out of which major portion should be in Hardware Service business per year in the last two financial years in IT related business.		1)Certificate of Registration 2) ISO Certificate 3) Copies of Audited Balance sheet / copy of IT Return for the last two consecutive years
2	The bidder should have at least 3 years' experience of taking third party AMC of Hardware and out of which at-least 2 years' experience should be of PSU Bank.		1)Certificates from customers clearly stating that they are satisfied with services and duration of service stating from and to date 2) List of Customers.
3	The bidders should be net profit making company during last two financial years		Copy Audited Profit & Loss A/C for the last two consecutive years.





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4	The bidder should have minimum 02 qualified and skilled engineers (Hardware) at Kochi and at least one qualified and skilled engineers (Hardware) at each District Head Quarters or at all important centers. Bidders should have sufficient quantity of spares & peripherals available of all models of Hardware items.		Submit the undertaking and provide brief details of employees.
5	Active Contract of 3 Public Sector Bank with minimum 40 branches in Kerala.		Submit necessary certificate/proof to this effect

Please attach all the relevant documents along with Technical bids, failing which bank reserves the right to summarily reject the bid. Further, the bidders who have not successfully completed any of the contract with the Bank, shall not be eligible to participate in this tender

Seal and signature of bidder

8. AMENDMENT OF BIDDING DOCUMENTS

The Bank has a right to modify/alter the offer and the terms thereon, before the closure of the offer. At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. Amendment will be notified in writing or by fax to all prospective Bidders, who have received the Bidding documents and will be binding on them. In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the dead line for submission of bids. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. BID CURRENCIES

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

10. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same. Bids will be opened in presence of the bidders' representatives who prefer to attend.





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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.

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's are mentioned in the Annexures III. It is mandatory to quote for all items. The brief details given about the configuration are only indicative. A vendor must quote **unit rate** for each item.

15. Details of Spread.

Branches / offices are spread across 10 districts in Kerala i.e. Kasargod, Kannur, Kozhikode, Wayanad, Malappuram, Palakkad, Thrissur, Ernakulam, Kottayam, Idukki.

16. Format for Offer (TCO)

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

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. No Negotiation

It is absolutely essential for the vendors to quote the best price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations, except with the lowest quoting vendor, whose offer is found to be other-wise in order.

19. Right to Alter Quantities

The Bank reserves the right to alter the hardware quantities specified in the offer. The Bank also reserves the right to add or delete one or more items from the list of items specified in offer. Bank also reserves right to add or delete name of any branch.

20. Price Variations and Supply of Spares

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

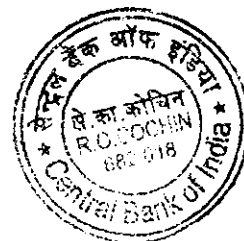
21. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid.

1. Bidders Information.
2. Compliance Statement.
3. Acceptance of the terms and conditions.
4. ISO Certification document.
5. Last two years audited balanced sheet and profit and loss account statement.
7. Certificate of Registration.
8. Bid Earnest Money in the form of Demand Draft.
- 9 List of customers.
10. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
11. Undertaking for having minimum 2 qualified & skilled engineers at vendor office at Kochi.
12. Supporting document for having maintained systems with Windows (all versions) & DOS, Printers (all Types), LAN in at least 2 similar organizations.
13. DD for cost of the document.

Approximate Inventory of the Hardware to be brought under AMC

S.No.	PC(Including Gateway PC)	136 Col	80Col	Pass Book Printers	Scanner	Laser Printer	Inkjet Printer
Total	450	32	65	87	75	82	25





22. Procedure for Lodging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (Viz by mail, phone, mobile etc.). Escalation matrix must be shared along with contact person's name, contact number and e-mail ID.

23. 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.

ANNEXURE III

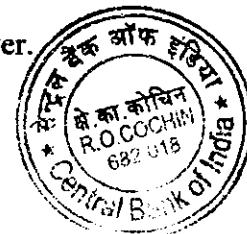
DETAILS OF EQUIPMENTS AVAILABLE FOR AMC in branches/Other Departments / Regional Office under Kochi Region:

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC(Approximate)				
SN	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Units(approx .)
1	GATEWAY PCs/ DESKTOP PCs	HCL/ ACER/ WIPRO/ LENOVO/DELL/HP (i3/ i5 AMD/Intel Pentium IV equivalent & core2 Duo) and other similar Brands	OS (Windows Servers 2016, Windows 11,Windows 10, Win 7 ,Vista etc)	450
2	136 COL. DOT MATRIX PRINTER	EPSON / TVS MSP Series and other similar Brands		32
3	80 COL. DOT MATRIX PRINTER	EPSON LQ-300+II. LQ-310,LX-310 and other similar brands		65
5	PASSBOOK PRINTER	LIPI PB2, Olivetti ,Epson PLQ 20,PLQ-30,PLQ-35		87
6	LASERJET PRINTERS	Canon/HP/Samsung and other similar Brands,Brother		82
7	INKJET PRINTERS	Canon/HP/Samsung and other similar Brands		25
8	SCANNERS	CANON/ BEARPAW/ HP /Lipi and other similar Brands		75

**The quantities of various items mentioned above are indicative and there could be variations with the actual numbers.

**In case of Dot Matrix Printers/Pass Book Printers the Annual Maintenance Contract rates quoted should cover the replacement of printer head also.

**Preventive Maintenance should be done quarterly including server.





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क्षेत्रीय कार्यालय, कोच्चिन

Regional Office, Cochin

BID FOR COMMERCIAL OFFER-

ANNEXURE IV

FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC

SL. NO.	ITEMS	AMC RATE PER UNIT (IN RS.)	Total Amount (in Rs)
1	GATEWAY PCs/ DESKTOP PCs		450 X @Rs =
3	136 COL. DOT MATRIX PRINTER		32 X @Rs =
4	80 COL. DOT MATRIX PRINTER		65 X @Rs =
5	PASSBOOK PRINTER		87 X @Rs =
6	LASERJET PRINTER		82 X @Rs =
7	INKJET PRINTER		25 X @Rs =
8	SCANNERS		75 X @Rs =
	TOTAL BIS AMOUNT		Rs.

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

R



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क्षेत्रीय कार्यालय, कोच्चिन

Regional Office, Cochin

TENDER COVERING LETTER

To
Regional Manager
Central Bank of India, Regional Office,
Metro Palace, 1st Floor, Opp Ernakulum North Railway Station,
Cochin-18.

Sir,
Reg.: Our bid for Third Party AMC for Computer Hardware/Peripheral

We submit herewith our Technical and Commercial Bid 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 thereof, 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 _____ 2024.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

To
Regional Manager
Central Bank of India, Regional Office,
Metro Palace, 1st Floor, Opp Ernakulum North Railway Station,
Cochin-18.

Sir,

**Reg.: Our bid for Third Party AMC for Computer Hardware/Peripheral
Undertaking of Authenticity for components / parts / assembly.**

With reference to our bid for Third Party AMC for Computer Peripheral Hardware being quoted vide your tender 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/Component 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.

Authorized Signatory

**Signature
Designation
Seal of Company
Date & Place:**



सेन्ट्रल बैंक ऑफ इंडिया
Central Bank of India

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Regional Office, Cochin

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.

Compliance	Description	Compliance (Yes/No)	Remarks/ Deviations
Terms and Conditions	We hereby undertake and agree to abide by all the terms and conditions including all Annexures, Corrigendum(s) etc. stipulated by the Bank in this Tender. (Any deviation may result in disqualification of bids).		
Technical Specification	We certify that the systems/services offered 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



सेन्ट्रल बँक ऑफ इंडिया
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Regional Office, Cochin

Bidders Information

Name of the Company	
Address of Registered Office	
Name and Address of the /Prop./Partners Director/Authorized person, If Applicable.	
Contact Person(s) Phone no./Mobile/ e-mail address	
Telephone, Fax, Email	
Total Years of Experience in this Business	

Please give brief financial particulars of your Firm for the last 3 years along with the volume of Business handled.

F.Years	2021-2022	2022-2023	2023-2024
Net Profit			
Turnover			
Revenue earned on Hardware business			

Is Company ISO Certified? YES/NO

If yes, provide information along with true copy of certificate.

Signature & Seal of Company