



सेन्ट्रल बैंक ऑफ इण्डिया
Central Bank Of India

निविदा दस्तावेज
Tender Document

निविदा संदर्भ सं. क्षेका/कूबि/आरसीसी/2021-22:07
Tender Reference No. RO/COB/RCC/2021-22:07

**सेन्ट्रल बैंक ऑफ इण्डिया कूचबिहार क्षेत्र के अधीन विभिन्न
शाखाओं / कार्यालयों में अवस्थित कम्प्यूटर हार्डवेयर एवं इसके
उपकरणों
के रख-रखाव हेतु २०२१-२२ वार्षिक संविदा**

for

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

Various Branches / Offices of

Central Bank Of India under

COOCHBEHAR Region

Cost of the Tender Document: Rs 5000/- (Rupees Five Thousand only)

Invitation for tender offers

Central Bank Of India invites sealed tender offers from eligible, reputed manufacturers and/or their authorized dealers for **Comprehensive On-Site** Annual Maintenance Contract (AMC), as Third Party Maintenance, for all Computer Hardware & Peripherals in Various Branches / Offices of Central Bank of India, under COOCHBEHAR Region comprising **COOCHBEHAR & ALIPURDUAR districts** of West Bengal State.

We invite sealed quotations from vendors for Comprehensive On-Site Annual Maintenance of **Computers (CPU, Monitor, Keyboard & Mouse), Printers (including Printer Heads for all types of Printers) & Scanners** located at different Branches / Offices of Central Bank of India COOCHBEHAR Region as third party maintenance, as specified in this document.

There are 51 branches / offices where computer hardware and peripherals are being offered for AMC.

Instructions to the vendors in relation to the AMC offer are given in **Annexure I**.

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

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

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

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

A complete set of tender document may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of **Rs. 5000/- (Rupees Five Thousand only)** by demand draft in favor of 'Central Bank of India' and payable at **COOCHBEHAR**.

The copy of tender document may be obtained from Central Bank of India, Regional office COOCHBEHAR on all working days in person. Copy of the tender document may also be downloaded from our website www.centralbankofindia.co.in for reference purpose. They should submit tender paper on tender document issued by this office only. The details are given below:

Tender Reference	RO/COB/RCC/2021-22:07
Cost of Tender Copy	Rs 5000.00
Earnest Money Deposit	Rs.25,000.00
Last Date and Time for receipt of tender offers	on or before 1500 hours on 28/07/2021
Address for Submission of Tender Documents Contact Telephone Numbers E-Mail IDs	Regional Manager, Central Bank of India, Regional Office, Coochbehar Bangchatra Road, 1st floor, Coochbehar 736101 03582-222985 / 9930697798 / 8169332308 gadcoocro@centralbank.co.in rcccoocro@centralbank.co.in drmcoocro@centralbank.co.in

Earnest Money Deposit of Rs.25,000.00 (Rs Twenty five Thousand only) must accompany all tender offers as specified in this tender document.

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

(Bibhuti B Jha)
Regional Manager

Instructions to vendors

1. Invitation Offer System

Only those vendors who have purchased the offer document by paying Rs 5000/- in the form of Demand Draft (non-refundable) may submit their Quotations.

Vendors having franchise arrangements are not eligible to quote.

Earnest money deposit Rs. 25,000- in the form of Demand Draft should accompany the tender bid. The earnest money deposit is refundable to all unsuccessful bidders, however will be refundable to the L1 bidder on submission of a Bank Guarantee from a Nationalised Bank for equivalent amount and period.

2. Two Bid System Tender

Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given above, **on or before the last date mentioned above**. All envelopes should be securely sealed and stamped.

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

- ☐ Type of Offer (Technical or Commercial)
- ☐ Tender Reference Number
- ☐ Due Date
- ☐ Name of Vendor

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 include all items asked for. The technical offer **should not contain any price information**. The Technical offer with any price information anywhere is liable to be rejected. The Technical offer should be complete to indicate that all products and services asked for are quoted.

Commercial offer of technically qualified vendors will be opened

2.2 ENVELOPE-II (Commercial Offer):

The Commercial Offer should give all relevant price information as per **Annexure - IV** and should not contradict the Technical offer in any manner.

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

Quotations must be submitted, **on or before 15:00 hours on 28/07/2021**, giving full particulars in **sealed envelope** at the Bank's address given below:

**Regional Manager
Central Bank of India,
Regional Office, 1st floor
Bangchatra Road ,
Coochbehar-736101**

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

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

3. Eligibility of the Vendor

- 3.1 The Bidder should be in the business of providing IT AMC/Facility management Services to Corporate / PSU / Govt. bodies / Banks during the last three years.
- 3.2 The Bidder should have undertaken Annual Maintenance Contact with at least 3 (three) Central/State Govt. Depts. / offices during the last 5 (five) years (relevant documents are to be attached for verification).
- 3.3 The Bidder should have undertaken Annual Maintenance Contact in Central/State Govt. Depts./ Offices/Banks in any of the previous 5 (five) years in West Bengal (relevant documents are to be attached for verification). Also Bidder should have an average Annual Turnover of minimum Rupees 10 Crore from AMC & FMS business during the last three consecutive years ending 31.03.2021
- 3.4 The Bidder should have undertaken minimum 2 orders for AMC/FMS during last 3 (three) years. Photocopies of the relevant work order from their clients with satisfactory performance certificates are to be attached.
- 3.5 The Bidder should have sufficient qualified and experience engineers on their payroll in West Bengal. They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full in Central Bank of India in the districts of COOCHBEHAR and ALIPURDUAR district in West Bengal State. Rendering support of any sort through franchises will not be acceptable and they should have support center at COOCHBEHAR/ALIPURDUAR.
- 3.6 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.

3.7 Bidder should be a Limited Company.

3.8 Bidder should have valid ISO 20000 or above quality services certification in the relevant fields of IT AMC/FMS.

3.9 Bidder should not be debarred/ Blacklisted by any Govt. or PSU enterprise in India as on date of submission of the RFP.

4. Quotations

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

The evaluation of L1 vendor will be on the basis of Total Cost of AMC amount quoted as per Annexure IV.

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 to the Branches/administrative offices the vendor will be black listed and no future contract will be awarded to such vendor.

5. Non-transferable Offer

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

6. Validity of Offer

The offer should be valid for a minimum period of 120 days from the date of submission.

7. Address of Communication

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

**Regional Manager
Central Bank of India,
Regional Office, 1st floor
Bangchatra Road,
Coochbehar-736101**

8. 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. The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the closing

date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same.

10. Preliminary Scrutiny

The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made, whether the documents have been properly signed and whether items are quoted as specified. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers.

11. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. The Bank has the right to disqualify the vendor whose clarification is found not suitable to the Bank.

12. No Commitment to Accept Lowest or Any Other Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

13. Make and Models of the equipment

The details of the equipment's are mentioned in the **Annexure 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.

14. Details of Spread

Branches / Offices are spread across COOCHBEHAR and ALIPURDUAR district of West Bengal State.

15. Format for Total Cost Offer (TCO)

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

16. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. The Bank may treat offers not adhering to these guidelines as unacceptable.

17. Costs & Currency

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

18. 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.

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 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. 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.

20. Price Variations and Supply of Spares

The price quoted by the vendor should be valid for a minimum period of one year. The vendor must give an undertaking along with the quotes to provide service commitment along with availability of spares for a minimum period of one year.

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## **Terms and Conditions of the AMC Offer**

### **1. SCOPE:**

- 1.1 Maintenance and Repair /Replacement of all Computers, computer peripherals, printers, Scanners etc. at Branches/Administrative office.
- 1.2 The maintenance services will be comprehensive and will include cost of labor, faulty parts/complete equipment replacement of the same or higher configuration etc.
- 1.3 The Bidder will be required to provide maintenance and repair of operating systems, installation or re-installation of operating systems, installation of application software like MS-office, open office etc., installation/updating of antivirus software (Bank will provide the software), installation and configuration of peripherals like printers, scanners, passbook printers, modem etc. as required by Bank from time to time. The Bank will provide all required software.
- 1.4 The Bidder shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
- 1.5 The Bidder is required to carry out Periodic Preventive Maintenance activities (minimum once in quarter) on all the equipment under AMC. This includes periodic cleaning and replacement of parts that are subject to wear and tear, without any cost to the bank. During this time the AMC vendor may send helper to clean-up the computers & related peripherals such as keyboard, mouse, printers etc.
- 1.6 It shall be the responsibility of the bidder to make all the computers and peripherals work satisfactorily throughout the contract period and the hand over the systems in working condition to the Bank after Expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of AMC contract.
- 1.7 While shifting any hardware out of Bank's premises for repair, the bidder will have to arrange for suitable replacement of the respective hardware.
- 1.8 AMC charges will be based upon the actual number of items handed over to the contractor for maintenance at the rate negotiated and accepted by Banks Tender procurement committee for different type of equipment's.
- 1.9 The total number of items shown in Annexure may vary i.e. it may increase or decrease at the time of awarding contract. The actual cost of AMC will be based on actual number of items brought under AMC.
- 1.10 Replacement of parts will be at the vendors cost with original spares of the brand /make/model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient spares at our office & at their office and should provide replacement parts including motherboard, Hard disks, DVD-Drives, Keyboard, Mouse, Power supplies, Memory, Monitor etc. within reasonable period.
- 1.11 In case the vendor is not able to accept the contract after it is awarded to him if he is not able to do the work after accepting the contract, he will be liable to pay damages to the Bank including the extra rate, which the Bank will have to pay to any other vendor for getting such work done.
- 1.12 The above act of backing out would automatically debar the vendor from any further dealings with the Bank and the EMD amount would also be forfeited.
- 1.13 A Bank Guarantee amounting to 10% of AMC value shall be submitted to Bank once the contract is awarded. The Earnest Money Deposit would be refunded after submission of the guarantee.

- 1.14 In case of equipment that are not under AMC, but are under warranty/services of some other vendor, the vendor would be required to perform the initial scrutiny /diagnostics only and try to resolve the call/ complaints by following up with the respective vendor by adhering to laid down call resolution procedure without violating the standard warranty clause /service Level Agreement of the other vendors.
- 1.15 The Bidder would be responsible to manage /maintain the Asset Inventory based on the Equipment Unique Serial NO including the hardware movement information from one location to another. The vendor will required to check and monitor the progress of next delivery and installation. The asset inventory will include details of IP address of systems in case of desktop.
- 1.16 The Bidder would be required to maintain inventory list location wise and submit to our office on quarterly basis including duly updated details of new installations if any and incorporating the hardware movement during the period under reference.
- 1.17 Maintenance & Repair of all printers including replacement of Teflon, Logic card, head, RAM etc. and all other consumable items except Ribbon, toner and cartridge.
- 1.18 Data recovery is part of the maintenance contract and is in the scope of work
- 1.19 In case the call / complaint are not resolved the vendor will have to log a complaint with the supplier /service provider and monitor the call till its resolution. The vendor will be required to provide the Bank with helpdesk / call resolution statistics on a fortnight basis.
- 1.20 All maintenance /repairs shall be attended by the vendor or authorized personal of the vendor.
- 1.21 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.

## **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 12 months and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

## **4. CARE OF THE EQUIPMENT:**

- 4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.
- 4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.

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

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

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

## **6. PAYMENT OF CHARGES :**

- 6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.
- 6.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 6.3 **The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc.

## **7. 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.** The penalty shall be as under:

|                               |            |                |
|-------------------------------|------------|----------------|
| i) GWPC                       | Rs. 2000/- | (Max Rs.5000)  |
| ii) PC/Desktop                | Rs. 200/-  | (Max Rs.1000)  |
| iii) DMP-136 column Printers  | Rs. 400/-  | (Max Rs.2000)  |
| iv) DMP-80 col printers       | Rs. 200/-  | (Max Rs.1000)  |
| v) Laserjet / Duplex printers | Rs. 200/-  | (Max Rs.1000)  |
| vi) Scanners                  | Rs. 200/-  | (Max Rs.1000)  |
| vii) Passbook Printers        | Rs. 500/-  | (Max Rs. 2500) |

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.

## **8. ASSIGNMENT:**

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

## **9. TERMINATION :**

The 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.

## **10. 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.

## **11. GENERAL :**

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

### **ANNEXURE III**

#### **Gateway PC / Desktop PCs / Servers**

| <b>Make / Model</b>                       | <b>Configuration &amp; Operating System</b>                          |
|-------------------------------------------|----------------------------------------------------------------------|
| Acer / HCL / HP /Lenovo/Wipro and similar | OS (Windows Server 2008, Windows Server 2016, Win 7 Pro, Windows 10) |

#### **Printers**

| <b>Printer Type</b> | <b>Make / Model</b>                                               |
|---------------------|-------------------------------------------------------------------|
| 136 Col. Dot Matrix | Epson DLQ3500, Wipro, TVS DP5000 or similar                       |
| 80 Col Dot Matrix   | Epson, Wipro, TVS / MSP430, LQ540DX, LQ300 II or similar          |
| Pass Book           | Olivetti PR2 Plus / PR2e, Lipi PB2, TVSE, Epson PLQ 20 or similar |
| Laserjet / Duplex   | HP1008 / HP1020 / Epson M2140 or similar                          |

#### **Flat Bed Scanners**

| <b>Make</b>                  | <b>Model</b>                        |
|------------------------------|-------------------------------------|
| Umax, Canon, Bear Paw Mustek | Canon Lide 100, 110, 300 or similar |

**ANNEXURE IV****TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE CONTRACT**  
(All amounts in ` Rupees)

| SNo | Hardware Item               | Make/Model                                                         | Indicative quantity of H/W | AMC charges per Unit | Total amount of AMC for HW item |
|-----|-----------------------------|--------------------------------------------------------------------|----------------------------|----------------------|---------------------------------|
|     |                             |                                                                    | (A)                        | (B)                  | C=A*B                           |
| 1   | Gateway PCs                 | HCL/ACER/WIPRO/LENOVO/HP and other similar brands.                 | 51                         |                      |                                 |
| 2   | Desktops PCs                | HCL/ACER/WIPRO/LENOVO/HP and other similar brands.                 | 157                        |                      |                                 |
| 3   | 136 col DMP Printers        | Epson DLQ-3500 and other brands.                                   | 2                          |                      |                                 |
| 4   | 80 col DMP Printers         | EPSON LQ-300+II, LQ-310, TVS MSP-450 and other similar brands.     | 16                         |                      |                                 |
| 5   | Passbook Printers           | EPSONPLQ-20/30/35/OLIVETTI PR2+/LIPI PB2 and other similar brands. | 29                         |                      |                                 |
| 6   | Laser/Multipurpose Printers | EPSON/CANON/HP and other similar brands.                           | 50                         |                      |                                 |
| 7   | Scanner                     | CANON/HP and other similar brands.                                 | 28                         |                      |                                 |
|     | <b>TOTAL COST</b>           |                                                                    |                            |                      |                                 |

**Note:**

- 1. Amount should be quoted without GST/TAX.**
2. Desktop PCs /Gateway PCs include CPU, Keyboard, mouse, monitor CD ROM/RW with operating system
3. Rates must be quoted for all the items required by the bank. If the rate of any of the items is not quoted, vendor will be rejected summarily as non-responsive.
4. No. of units are indicative of quantity available under AMC and may vary i.e it may increase/decrease at the time of awarding contract.
5. Hardware presently under warranty will also be covered under AMC after expiry of warranty period and fresh inventory can be calculated accordingly.

Date:

Place:  
signatory

Seal &amp; Signature of Authorized

## Bidders Profile

|                                                                                                                            |                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Name of Company                                                                                                            |                                                                                                                                        |
| Address of Registered Office                                                                                               |                                                                                                                                        |
| Registration number and Date of Registration                                                                               | a. Under Companies Act 1956 _____<br>b. Under CST _____<br>c. Under BST _____<br>d. Under GST _____<br>e. Other (Please specify) _____ |
| Company PAN/TAN                                                                                                            | a. PAN _____<br>b. TAN _____                                                                                                           |
| Nature of Business                                                                                                         |                                                                                                                                        |
| Services that can be provided                                                                                              |                                                                                                                                        |
| Whether a fully functional Service /support centre is available at COOCHBEHAR and ALIPUDUAR                                |                                                                                                                                        |
| Details of 2 Project undertaken for handling 300 Pcs/peripherals in PSU Bank/Insurance sector /FI etc. during last 3 years |                                                                                                                                        |
| Details of Profit in Rs.                                                                                                   | a. 2018-19 _____<br>b. 2019-20 _____<br>c. 2020-21 _____                                                                               |

Date:  
Place:

Seal & Signature of Authorized Signatory

**Declaration On Letter Head**

To  
Regional Manager  
Central Bank Of India  
Regional Office, 1<sup>st</sup> floor  
Coochbehar 736101

Dear Sir/Madam,

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

Signature  
Seal of Company  
Date  
Place



**Please Note:**

Since, this is two bid system, Please submit two envelopes:

**1) Envelop-I (Technical Offer)**

- Document comprising:
- Annexure-I
- Annexure-II
- Annexure-III
- Bidders profile
- Declaration on Letter Head
- The cost of document ₹ 5000 /-(In favor of Central Bank Of India, payable at COOCHBEHAR)
- Relevant documents required for eligibility of the vendor.

All above must be duly signed by the bidder.

*(Any price information is liable to be rejected)*

**2) Envelop-II (Commercial Offer)**

- Annexure-IV (Duly filled & Signed by Bidder)
- EMD

**...END OF DOCUMENT...**