



REGIONAL OFFICE, GANDHINAGAR

Central Bank Of India

“Request For Quotation (RFQ)”

Reference Number RO:GANA:2022-23:

Dated : 14/02/2022

*For Annual Maintenance Contract
of
The Hardware and Peripherals installed at
Various Branches / Offices of Central Bank of India,
Gandhinagar Regional Office for FY 2022-23*

Notice of Invitation to Request For Quotation (RFQ)

Central Bank of India, Regional Office, Gandhinagar invites Quotation from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals for the period up to **31.03.2023**. This offer is for maintenance of Hardware at Various branches / Offices under Gandhinagar Region as per **Annexure – I. Quantity mentioned herewith is only tentative and may vary depending upon actual numbers.**

Last Date and Time for receipts of Request For Quotation offer is 4th March , 2022, 5-00 PM.

B. General Terms and Conditions

1. 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.
2. Bids shall remain valid up to 31-03-2022 after the date of bid opening prescribed by the Purchaser. 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.
3. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation.
4. For the purpose of the present job, a single stage bidding process will be followed. **Bidder will have to submit the Bid in Two sealed envelopes (Technical and Commercial) , 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.
5. 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.
6. The quantities of various items mentioned in **Annexure -II** are indicative and there could be variations with the actual numbers.
7. The parts replacement will either be new parts or equivalent to new parts.
8. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
9. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
10. 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.

11. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
12. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
13. 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.
14. 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.
15. 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.
16. 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.
17. 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 Ahmedabad /Gandhinagar. The jurisdiction of any other Court other than Ahmedabad / Gandhinagar is specifically excluded

C. Scope of the work.

- i) Installation of operating systems (Win 10, Window 2016 Server etc), Oracle Server, Oracle client, antivirus packages and other application tools as desired by Bank at client systems.
- ii) 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. (i.e. Win 10, Window 2016 server etc.) 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. **Bank will not make payment if contractor default PM during quarter.**
- v) AMC contract will also include updating of antivirus software , up gradation of OS in desktop as well as server and other software updation as per bank need wherein the media & necessary updates will be provided by the Bank.



- 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, Laser Printers / DeskJet Printers / Dot Matrix Printers (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, I/O lets, Network equipment's, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.) excluding ribbons and toner cartridges shall be covered under the Annual Maintenance Contract.
- viii) The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Memory, Printer Parts, etc as stand by spare in our Office (preferably at Regional Computer Centre). The Contractor required to maintained 5% stock of hardware for adhoc need (Standby) during AMC for Bank (at Bank Premises) .
- ix) The vendor has to visit the locations as per Annexure- I 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 have to depute permanent resident engineer at RO Gandhinagar, Costing should be included in AMC rate in Annex-II.
- x) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Gandhinagar.

D. Uptime Guarantee

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 99% 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 9.45 a.m. to 6.30 p.m. on all week-days, and from 9.45 a.m. to 6.30 p.m. on 1st, 3rd & 5th Saturdays
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 24 hours. In case it is assessed that it is not possible to replace within 24 hours, 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 will share the reports indicating nature of issue and time taken for resolution of the issue, on monthly basis.
7. The vendor shall be liable to pay penalty as hereunder per each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

i)	Servers	Rs. 2,000/- (Max Rs.10000)
ii)	PC/Desktop	Rs. 200/- (Max Rs.1000)
iii)	Laptop	Rs. 500/- (Max Rs.2500)
iv)	Line-Printers	Rs. 400/- (Max Rs.2000)
v)	Other printers / Scanner	Rs. 200/- (Max Rs.1000)

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. The Vendor has to maintain following Hardware items at Banks Regional office as standby always.

H/W Item	Quantity
Desktop PC	5
Printer Epson LQ 300/310	3
Printer Epson PLQ 20	3
Laser Printer	3
Scanner	3
Keyboard	10
Mouse	10
SMPS	5
HDD (1000GB)	5

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 - I**.
- 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.
- Payment of Maintenance charges will be paid by Branch Offices on quarterly basis after completion of respective quarter based on actual inventory of branch. No payment will be release in absence of AMC agreement and/or a PBG. The Vendor has to submit PBG for the amount of 10% of total AMC value with claim period upto 30-06-2023.
- 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, 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's at one-month notice. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice of 1 Month.
- 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. TOTAL COST OF AMC

Total cost of AMC should be arrived as per Annexure – II.

I. ELIGIBILITY CRITERIA FOR AWARDING AMC

Technical Qualification Criteria (Annexure V)

1. The vendor submitting the offers should have **Annual turnover of Rs. 5 Crore in Computer Hardware business per year in the last two financial years, as per the audited balance sheet available at the time of submission of tender.** This must be the individual Company's turnover and not that of any group of Companies.
2. The vendor should have provided computer hardware support to **atleast two Banking institution wherein at least one having B@ncs24 as CBS solution.** The relevant "satisfactory service support certificate" should be obtained from Banks and should be submitted along with the tender.
3. The Vendors, which were served previously in Central Bank of India, Gandhinagar Region should be provide satisfactory service certificate from branches.

4. The vendor should have support center at Ahmedabad/Gandhinagar and engineer should be available at respective district places
5. Vendor must have efficient call logging system to register complaint via Phone & Mail. Complaint no. must be shared immediately after each complaint.

Note : If any Service Provider (Vendor) wants any relaxation in above mentioned technical criteria as per Govt. guideline , please produce certificate or relevant document issued by Central Govt. or State Govt. , to their firm stating about item-wise relaxations for eligibility/participation. Without relevant document there will be no relaxation in technical criteria.

Commercial Criteria

L-1 bidder will be decided on the basis of the total Cost of AMC amount as per annexure – II. 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.

J. 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
5. To claim any relaxation on any Technical Criteria, Vendor has to produce Certificates / relevant document issued by Central Govt. or State Govt. stating about item-wise relaxation for eligibility /participation .Without relevant document there will be no relaxation in any technical criteria



**DETAILS OF THE HARDWARE & PERIPHERALS FOR
MAINTENANCE CONTRACT (As per Annex I)**

Sr No	Branch Code	Branch	District	GWPC FOR AMC	DESKTOP FOR AMC	136 COL Pnter	80 COL Printer	Pass book	LASER	SCANNER
1	556	RAKHIAL (DEH.)	AHMEDABAD	1	6	1	1	1	0	1
2	7001	RO GANDHINGAR & CPAC	AHMEDABAD	0	0	0	1	0	3	0
			AHMEDABAD Total	1	6	1	2	1	3	1
3	518	ANAND	ANAND	0	0	1	1	2	2	1
4	2241	ASHI	ANAND	0	3	0	1	0	2	1
5	525	BAKROL	ANAND	1	0	0	1	2	0	1
6	3122	BEDWA	ANAND	1	1	1	0	2	0	1
7	526	BHALEJ	ANAND	0	6	1	1	2	1	0
8	527	BORIAVI	ANAND	0	4	0	1	2	2	1
9	521	BORSAD	ANAND	0	3	2	1	2	2	1
10	528	DAVOL	ANAND	1	2	1	0	2	0	1
11	1534	DEMOL	ANAND	1	5	0	1	2	1	1
12	522	DHARMAJ	ANAND	0	6	1	1	1	2	1
13	1081	GADA	ANAND	0	1	0	0	2	0	1
14	1262	INSTITUTE	ANAND	0	4	1	1	2	2	1
15	2282	JITODIA	ANAND	1	6	1	1	2	2	1
16	4842	KARAMSAD	ANAND	0	2	1	0	2	2	1
17	3102	KASOR	ANAND	0	2	1	0	1	0	1
18	539	KHAMBHOLAJ	ANAND	0	1	1	0	2	1	1
19	2432	KINKHLOD	ANAND	1	6	1	1	2	2	1
20	3103	LAMBHVEL	ANAND	0	1	0	1	1	1	1
21	531	MALATAJ	ANAND	1	2	0	0	2	1	1
22	532	MOGRI	ANAND	0	0	0	1	2	0	1
23	3769	NAR	ANAND	1	1	1	1	1	1	1
24	533	NAVLI	ANAND	0	1	0	1	2	1	1
25	4070	NRI	ANAND	0	0	0	1	1	1	1
26	523	ODE	ANAND	1	5	1	1	1	2	1
27	520	PETLAD	ANAND	0	3	1	1	2	1	1
28	982	RANOLI	ANAND	1	6	0	1	2	2	1
29	4992	RAS	ANAND	0	0	1	1	2	1	1
30	535	SARSA	ANAND	0	1	1	1	1	0	1
31	536	TARAPUR	ANAND	0	2	1	1	2	0	1
32	537	THAMNA	ANAND	0	0	1	0	1	0	1
33	3555	V.V.NAGAR	ANAND	1	6	1	1	1	2	1
34	2392	ZAROLA	ANAND	0	3	1	0	2	0	1
			ANAND Total	11	83	22	23	53	34	31

35	3876	PALANPUR	BANASKANTHA	1	9	1	1	1	2	1
			BANASKANTHA Total	1	9	1	1	1	2	1
36	466	ADALAJ	GHANDHINAGAR	1	7	1	1	1	1	1
37	4825	BORISANA	GHANDHINAGAR	0	4	1	1	1	1	0
38	5114	CUG	GHANDHINAGAR	1	4	1	1	1	1	1
39	1364	GANDHINAGAR	GHANDHINAGAR	0	6	1	1	2	3	1
40	4806	GIDC	GHANDHINAGAR	0	5	1	1	1	1	1
41	4990	IIT	GHANDHINAGAR	0	2	1	1	1	1	1
42	471	KALOL	GHANDHINAGAR	1	6	1	1	1	2	1
43	2391	KHORAJ	GHANDHINAGAR	0	0	1	1	1	1	1
44	4870	PIPLAJ	GHANDHINAGAR	0	0	1	1	2	1	1
45	467	SARDHAV	GHANDHINAGAR	1	4	1	1	1	2	1
46	468	UNVARSD	GHANDHINAGAR	0	4	0	1	1	0	1
47	469	VAVOL	GHANDHINAGAR	1	7	1	1	1	0	1
			GHANDHINAGAR Total	5	49	11	12	14	14	11
48	475	BALOL	MAHESANA	1	5	0	1	1	1	0
49	476	LANGHNAJ	MAHESANA	1	5	1	1	1	1	1
50	472	MEHSANA	MAHESANA	0	0	1	1	1	1	1
51	477	UMTA	MAHESANA	1	5	1	1	1	1	1
52	474	UNJHA	MAHESANA	0	3	1	1	1	2	1
53	478	VASAI DABHLA	MAHESANA	1	6	1	1	1	2	1
			MAHESANA Total	4	24	5	6	6	8	5
54	470	PATAN	PATAN	0	2	1	1	1	2	1
55	473	SIDHPUR	PATAN	1	6	1	1	1	2	1
			PATAN Total	1	8	2	2	2	4	2
56	480	DEHMAI	SABAR KANTA	1	9	1	1	1	1	1
57	986	HIMATNAGAR	SABAR KANTA	0	3	1	1	1	2	1
58	479	IDAR	SABAR KANTA	0	2	1	1	2	1	1
			SABAR KANTA Total	1	14	3	3	4	4	3
			Grand Total	24	193	45	49	81	69	54

GWPC FOR AMC	DESKTOP FOR AMC	136 COL Pnter	80 COL Printer	Passbook	LASER	SCANNER
24	193	45	49	81	69	54

Handwritten signature

A-TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE
CONTRACT

(All amounts in Rupees)

S.No.	Item of Hardware	No. of Units	AMC charges per Unit	Total amount of AMC for H/W item
		(A)	(B)	C = (A) * (B)
1	Server /GWPC*	24		
2	Desktop PC	193		
4	136 Col. Printer	45		
5	80 Col. Printer	49		
6	Passbook Printer	81		
7	Laser Printer /MFP	69		
8	Scanner	54		

*GWPC configuration same as desktop PC

REQUEST FOR QUOTATION COVERING LETTER

To,
Regional Manager (Gandhinagar)
Central Bank of India
Regional Computer Centre
7th Floor ,Central Bank Bulding,
Lal Darwaja,
Ahmedabad 380001

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 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 _____ 2022.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

To,
Regional Manager (Gandhinagar)
Central Bank of India
Regional Computer Centre
7th Floor, Central Bank Building,
Lal Darwaja,
Ahmedabad 380001

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.

Authorized Signatory

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



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.

Business detail			(Amt in Crore)
Name of Company	Turnover (2019-20)	Turnover (2020-21)	Profit/Loss

**Attach supported document (Balance sheet)

AMC provided at				
Sr. No.	Bank Name	Service Period		CBS solution of Bank

**Attach supported document (Banks certificates)

Support Center Detail	
Company Name	Address of Support Center at Ahmedabad / Gandhinagar

****To claim any relaxation on any Technical Criteria, Vendor has to produce Certificates / relevant document issued by Central Govt. or State Govt. stating about item-wise relaxation for eligibility /participation .Without relevant document there will be no relaxation in any technical criteria.**

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).



Seal & Signature of Bidder

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 Ahmedabad /Gandhinagar.	
Contact Details of the vendor along with Escalation matrix	

Signature & Seal of Company