

# **Central Bank Of India**

## **“Request For Quotation (RFQ)”**

**Reference Number RO:RCC\_Jalandhar:2022-23:8**

**Dated : 2.4.2022**

***For Annual Maintenance Contract for***

***The Hardware and Peripherals installed at  
Various branches/Offices under Regional Office, Jalandhar***

***(Without Resident Engineer)***

***Last Date for submission of Quotation/Offer  
15<sup>th</sup> April 2022, upto 4:30 pm***

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

Central Bank of India, Regional Office, Jalandhar 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, Jalandhar.

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

#### **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 upto 31<sup>st</sup> March, 2023. 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 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.
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 Jalandhar. The jurisdiction of any other Court other than Jalandhar is specifically excluded

**C. Scope of the work**

- i) Bank has its 51 branches spread over 8 districts of Punjab (i.e. Jalandhar, Muktsar, Fazilka, Bhatinda, Faridkot, Kapurthala, Hoshiyarpur, Mansa)
- 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 (Windows 7, Windows 10, Windows 2008 & 2016 Server), Oracle Server, Oracle client, antivirus installation with time to time updation 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. (i.e. Windows 2008 & 2016 server, Windows 10 and Win 7,etc.) creating and deleting of network ID, network rights management, configuration management etc. The vendor will have to 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, Laser Printers / LaserJet Printers / Dot Matrix Printers/ Passbook printer (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power cords, 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, SMPS, Memory, Printer Parts, etc as stand by spare with vendor or in our Office (preferably at Regional Computer Centre) so that as and when requirement arises same can be used without delay to keep the system in working condition by 24x7x365. 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, Jalandhar. The vendor shall also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, Jalandhar.
- xi) The Bank will be within its own rights to refuse permission without assigning any reason to any or all the staff of the AMC vendor from entering the Bank premises.

- xii) All employees of vendor have to wear the identity cards issued by the company while on duty. In no case any unauthorized person/outsider will be deputed to branches/office of the Bank to carry out AMC work. It is vendor's responsibility to check & verify the personal and professional credentials of the service team being sent to our branch/office.
- xiii) Vendor will have to submit us copy of call reports duly signed by the vendor's representative & Branch Manager/Branch officials.

#### **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 5.00 p.m. on all week-days, and from 10.00 a.m. to 2.45 p.m. on all Saturdays (excluding 2<sup>nd</sup> & 4<sup>th</sup>)
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 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)   | Gateway PCs (Servers)    | Rs.1,000/- |
| ii)  | PC/Desktop               | Rs.200/-   |
| iii) | Passbook printer         | Rs.500/-   |
| iv)  | Line-Printers            | Rs.400/-   |
| v)   | Other printers / Scanner | Rs.200/-   |
| vi)  | Laptop                   | Rs.1,000/- |
7. 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 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.

9. Since most of the Desktop PCs do not have CD/DVD Drives, it is essential that these engineers carry a CD/DVD drive/Pen drive in case the PC is to be formatted or OS is to be repaired or new hardware device is to be installed. Taking out CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.

#### **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. 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 Performance Bank Guarantee 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.
- No AMC payment shall be paid to the vendor without RO/Branch satisfaction certificate.
- The vendor shall draw invoices for payment of quarterly maintenance charges payable on post quarter basis.
- 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 one-month notice through letter/Mail. 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 execution of its work and all the information collected/acknowledged 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. Original installation CD of Operating System will be provided by Bank.

The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.

3. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

## **H. ELIGIBILITY CRITERIA FOR AWARDED AMC**

- a. The vendor submitting the offer should have annual turnover of Rs.5 Crore and above in Computer Sale/Service sector. Vendor have to submit Audited Balance sheet of last 3 FY along with application form.
- b. Vendor should have worked with at least two banking institutions wherein B@ncs24 or Finacle is as CBS solution. Vendor have to submit copy of work order/AMC paper along with application form.
- c. The vendor should have support center /TRC at Jalandhar/Bhatinda.
- d. The vendor should have efficient call logging system to register complaint of the branches and generates complaints ID.

AMC will be given for the actual quantity of Computer Hardware (not under warranty/AMC) available at various branches. The approximate quantity and description of Computer Hardware is provided in Annexure II enclosed.

Some of the above hardware are already due for AMC whereas other hardware will come out of warranty period and become eligible for AMC in the next few months, which will automatically included in the scope of AMC.

L-1 bidder will be decided on the basis of the lowest quote of AMC percentage 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. All documents must be submitted on company's letterhead.

1. Proforma for Commercial Bid Annex- I
2. Request for Quotation Covering letter as per Annexure – III
3. Letter of undertaking as per Annexure - IV
4. Compliance Statement & Acceptance of the terms and conditions as per Annex –V
5. Address Details along with contact Numbers of the Vendor as per Annexure - VI
6. Latest Station-wise Details of the Engineers on roll as per Annexure – VII



To,

**The Regional Manager  
Central Bank Of India (RO)  
G R Dass Divine Tower  
Ladowal Road, PUDA Complex  
Jalandhar (Punjab)**

**Reg: Commercial Bid for AMC of Hardware & peripherals**

**Ref: Your RFQ no. RO:RCC:2022-23:8 dated 2.4.2022**

Sir,

This is in continuation with the Technical Bid submitted by us with intent to entering AMC for maintaining Hardware & other relevant peripherals at different branches of your Bank.

We hereby offer our AMC rate for maintaining Hardware & other relevant peripherals on the following unit rates for entire 51+1 locations.

| #  | Type of Hardware             | AMC Charges (per Unit) |
|----|------------------------------|------------------------|
| 1. | Gateway PC (Win 2008/2016)   | Not Applicable         |
| 2. | Desktop/PC (Win 2007/2010)   |                        |
| 3. | Dot Matrix Printer (136 Col) |                        |
| 4. | Dot Matrix printer (80 Col)  |                        |
| 5. | Pass Book Printer            |                        |
| 6. | Laser/Deskjet Printer        |                        |
| 7. | Scanner                      |                        |

This rate is **exclusive of GST** applicable on AMC amount.

Faithfully yours,

Name of Authorized Signatory:

Designation :

Place :

Date :

| Branches under Jalandhar Region - Annex II |                            |       |            |
|--|----------------------------|-------|------------|
| #  | Branch                     | CLASS | DISTT      |
| 1  | CIVIL LINES BATHINDA       | U     | Bathinda   |
| 2  | GEHRI DEVI NAGAR           | R     | Bathinda   |
| 3  | Jeon Singh Wala            | R     | Bathinda   |
| 4  | MAUR MANDI                 | SU    | Bathinda   |
| 5  | RAMA MANDI                 | SU    | Bathinda   |
| 6  | BHATINDA                   | U     | Bhatinda   |
| 7  | BHUCHHU MANDI              | SU    | Bhatinda   |
| 8  | GZSCET Bathinda            | U     | Bhatinda   |
| 9  | TALWANDI SABOO             | SU    | Bhatinda   |
| 10   | CHAHAL                     | R     | Faridkot   |
| 11   | FARIDKOT                   | SU    | Faridkot   |
| 12   | JAITO                      | SU    | Faridkot   |
| 13   | KOTKAPURA                  | SU    | Faridkot   |
| 14   | ABOHAR                     | U     | Fazilika   |
| 15   | BAJIDPUR                   | R     | Fazilika   |
| 16   | CHAK SAIDOKI               | R     | Fazilika   |
| 17   | FAZILKA                    | SU    | Fazilika   |
| 18   | JALALABAD                  | SU    | Fazilika   |
| 19   | DATARPUR                   | R     | Hoshiarpur |
| 20   | GARHSHANKAR                | SU    | Hoshiarpur |
| 21   | HOSHIARPUR                 | U     | Hoshiarpur |
| 22   | MUKERIAN                   | SU    | Hoshiarpur |
|  |                            |       |            |
| 24   | BHOGPUR                    | SU    | Jalandhar  |
| 25   | BUNDALA                    | R     | Jalandhar  |
| 26   | CIVIL LINES, JAL           | U     | Jalandhar  |
| 27   | COURT ROAD, JAL            | U     | Jalandhar  |
| 28   | G G S AVENUE, JALA         | U     | Jalandhar  |
| 29   | GORAYA                     | SU    | Jalandhar  |
| 30   | I E, JALANDHAR             | U     | Jalandhar  |
| 31   | JALANDHAR CANTT.           | U     | Jalandhar  |
| 32   | KAPURTHALA ROAD, JALANDHAR | U     | Jalandhar  |
| 33   | M H G, JALANDHAR           | U     | Jalandhar  |
| 34   | Mandi Road Jalandhar       | U     | Jalandhar  |
| 35   | MAQSUDAN, JAL              | U     | Jalandhar  |
| 36   | MODEL TOWN, JALANDHAR      | U     | Jalandhar  |
| 37   | N J N, JALANDHAR           | U     | Jalandhar  |
| 38   | NAKODER                    | SU    | Jalandhar  |
| 39   | PHAGWARA GATE JAL          | U     | Jalandhar  |
| 40   | PHILLAUR                   | SU    | Jalandhar  |
| 41   | WADALA CHOWK, JALANDHAR    | U     | Jalandhar  |
| 42   | D M, KAPURTHALA            | SU    | Kapurthala |
| 43   | INDUSTRIAL AREA, PHAGWARA  | SU    | Kapurthala |
| 44   | RAILWAY ROAD, PHAGWARA     | SU    | Kapurthala |
| 45   | MANSA                      | SU    | Mansa      |
| 46   | SARDULGARH                 | SU    | Mansa      |
| 47   | BADAL                      | R     | Muktsar    |
| 48   | GIDDERBAHA                 | SU    | Muktsar    |
| 49   | HUSNER                     | R     | Muktsar    |
| 50   | LAKHEWALI                  | R     | Muktsar    |
| 51   | MALOUT                     | SU    | Muktsar    |
| 52   | MUKTSAR                    | U     | Muktsar    |

**REQUEST FOR QUOTATION COVERING LETTER**

To,  
The Regional Manager  
Central Bank Of India (RO)  
G R Dass Divine Tower  
Ladowal Road, PUDA Complex  
Jalandhar (Punjab)

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

We submit herewith our Commercial Quotation Document.

We understand that:

1. Bank is not bound to accept the lowest or any bid received by Bank, and Bank 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. Bank 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,  
The Regional Manager  
Central Bank Of India (RO)  
G R Dass Divine Tower  
Ladowal Road, PUDA Complex  
Jalandhar (Punjab)

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:**

**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 annexure, 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**

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

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

**Signature & Seal of Company**

**Station-wise Details of the Engineers on roll as on date**

| S. No. | Location | Name of the Engineer | Contact Number | Stationed at |
|--------|----------|----------------------|----------------|--------------|
|        |          |                      |                |              |
|        |          |                      |                |              |
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|        |          |                      |                |              |
|        |          |                      |                |              |

**Signature & Seal of Company**