



क्षेत्रीय कार्यालय इंदौर
Regional Office Indore

सेन्ट्रल बैंक ऑफ इंडिया
Central Bank of India

“Request For Proposal (RFP)”

संदर्भ संख्या क्षेत्रीय कार्यालय: आरसीसी: 2023-24: 03
Reference Number RO:RCC:2023-24:03

दिनांक : 15/04/2023

Dated : 15/04/2023

सेन्ट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय, इंदौर की विभिन्न शाखाओं/कार्यालयों में
इन्स्टाल किए गए हार्डवेयरों एवं उपकरणों के रखरखाव हेतु कान्ट्रैक्ट (संविदा)

**Annual Maintenance Contract
for**

**The Hardware and Peripherals installed at
Various Branches / Offices of Central Bank of India,
Indore Regional Office**

Notice of Invitation to Request For Proposal (RFP)

Central Bank of India, Regional Office, Indore invites Proposal from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals for the period of One year. This offer is for maintenance of Hardware at Various branches / Offices under Indore 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 Proposal offer is 29th April, 2023, 16:00.

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. Proposals 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 Proposals.
2. 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 "Proposal 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 Proposal and reserve the right to accept or reject any or all Proposal 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 Indore. The jurisdiction of any other Court other than Indore is specifically excluded.

C. Scope of the work.

- i) Installation of operating systems (Windows 10, Windows 2016 server, Linux), Oracle Server, Oracle client, antivirus packages and other application tools as desired by Bank at client systems.
- ii) The systems support should include the trouble shooting for O.S. (i.e. Windows 10, Windows 2008 server, Win 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.
- iii) 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.
- iv) 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.
- v) All parts of Computer systems, Laser Printers / DeskJet Printers / Dot Matrix Printers (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.
- vi) 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) .
- vii) 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 **TWO** week from the date of commencement of AMC period.
- viii) The Vendor has to depute permanent resident engineer at RO Indore. Costing should be included in AMC rate in Annex-II. (No separate Cost will be considered).
 - ix) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Indore .
 - x) In Indore region those branches that are located at huge distance (at remote places), the local support to the branch must be provided by the vendor in-time. The vendor must submit the names and contact of the local support/engineer in Annexure.
 - xi) The vendor must submit daily reports on complaints received (with complaint number), attended, resolved and pending to Indore Regional Computer Center(RCC). Pending complaints must mention the reasons for the same. All the reports must be sent to RCC mail next working day without any failure. These reports will be the important parameter for evaluating the vendor performance and linked with the release of Payments.
 - xii) The vendor must submit the escalation matrix.

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 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.5000)
ii)	PC/Desktop	Rs. 200/- (Max Rs.1000)
iii)	Line-Printers	Rs. 400/- (Max Rs.2000)
iv)	Other printers / Scanner	Rs. 200/- (Max Rs.1000)
v)	Passbook Printers	Rs 500/- (Max Rs.2500)

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

H/W Item	Quantity	H/W Item	Quantity
Desktop PC	5	Scanner	5
Printer Epson LQ 300/310	5	Keyboard	10
Printer Epson PLQ 20	5	Mouse	10
Laser Printer	3	SMPS	10
4GB RAM	5	HDD (500GB)	5

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.

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.
- Payment of Maintenance charges will be paid by Regional Office on quarterly basis after completion of respective quarter based on actual inventory of branches/other offices. No payment will be released in absence of AMC agreement.
- 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 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.10 Crore in Computer Hardware business per year in the last two financial years, as per the audited balance sheet and profit / loss statement 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 provide Computer Hardware Support Experience Certificate for **at least two Banking institutions. (Preference shall be given for 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 served previously in Central Bank of India, Indore Region during last 2 years, then they should provide satisfactory service certificate from atleast 75% of branches of Indore Region.
4. **The vendor should have support center in Madhya Pradesh and engineer should be available at district places.**
5. **Vendor must have efficient call logging system to register complaint via Phone & Mail. Complaint number must be shared immediately after each complaint.**
6. L-1 bidder will be decided on the basis of the total Cost of AMC amount as per Annexure–I. Negotiation may be done if necessary with L1 vendor. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final

I. DOCUMENTS TO BE SUBMITTED

- A. Documents required for Technical Bid in separate sealed envelope under Heading

Technical Bid

1. Request for Proposal 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. Latest Station-wise Details of the Engineers on roll as per Annexure – VII
6. **Tender Fee of Rs.2000/- (Rupees Two Thousand only) Non-Refundable Demand Draft in favor of Central Bank of India Payable at Indore.**

- B. Document required for Financial Bid in another sealed envelope under heading

Financial Bid

1. Financial bid for awarding AMC as per Annexure – II

REGIONAL HEAD

Annexure – I

REGION	GWPC	PC	136 COL PRINTER	80 COL PRINTER	PASSBOOK PRINTERS	SCANNER	LASER PRINTERS
INDORE REGION TOTAL	40	250	10	40	40	45	110

Annexure – II**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*	40		
2	Desktop PC	250		
3	136 Col. Printer	10		
4	80 Col. Printer	40		
5	Passbook Printer	40		
6	Laser Printer	82		
7	Scanner	45		
	TOTAL COST			

NO SEPARATE CHARGES ARE TO BE MENTIONED FOR RESEIDENT ENGINEER.
RATES ARE TO BE GIVEN EXCLUSIVELY OF ALL TAXES.

REQUEST FOR PROPOSAL COVERING LETTER

To
The Regional Manager,
Central Bank of India,
Regional Office Indore,
6/3 Race Course Rd.
Indore – 452002.

Sir,
Sub:Proposal for Third Party AMC for Computer Peripheral/Hardware.

We submit herewith our Commercial Proposal 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 _____ 2023.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

**To
The Regional Manager,
Central Bank of India,
Regional Office Indore,
6/3 Race Course Rd.
Indore – 452002.**

Sir,

**Sub: Our Proposal 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 RFP 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.

S. No.	Pre - Qualifications criteria	Compliance (Yes/No)	Remarks/ Deviations
1	The bidder should have at least 5 years' experience of taking AMC of Hardware and out of which at-least 2-year experience should be of PSU Bank.		
2	Bidders should have sufficient quantity of spare parts available of all models of Hardware items .		
3	The AMC related turnover of the firm should have been minimum Rs.10 Crore per year in the last two consecutive years .		
4	The bidders should be net profit making company during last two financial years		
5	Last 2 years audited Balance sheet**		

**Attach supported document (Balance sheet) Audited.

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

**Attach supported document (Banks/company certificates)

Support Center Detail	
Company Name	Address of Support Center in Madhya Pradesh

**Attach Supported document

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 Indore	
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	Qualification	Working Since	Contact Number	Stationed at
	Indore					
	Ujjain					
	Dewas					
	Khandawa					
	Khargone					
	Dhar					
	Barwani					
	Burhanpur					

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).

Signature & Seal of Company