



सेंट्रल बैंक ऑफ इण्डिया  
Central Bank of India

निविदा दस्तावेज  
Tender Document

निविदा संदर्भ क्रमांक: क्षे०का०/क्षे०क०के०/AMC/ 2023-24/02 दिनांक:11/03/2024

Tender Reference No. RO/RCC/AMC/2023-2024/ 02

Dated:- 11/03/2024

*Annual Maintenance Contract (AMC)*

*Of*

*Computer Hardware and Peripherals*

*at*

*VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF RATLAM  
REGION*

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

Page 1 of 19

ई-मेल/E-mail : [rmratlro@centralbank.co.in](mailto:rmratlro@centralbank.co.in) वेबसाइट/Website : [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

कें.का.-चंद्रमुखी, नरीमन प्वाइंट मुंबई-400021 C.O. – Chandermukhi, Nariman Point Mumbai - 400021

<b>TENDER DETAILS</b>		
1	<b>TENDER REFERENCE</b>	<b>RO:RCC:AMC:2023-24:02 11.03.2024</b>
2	<b>Date of commencement of Tender</b>	11/03/2024
3	<b>Last date and time for receipt Of Bidding Document</b>	02/04/2024 UP TO 15:00 Hrs
4	<b>Date and Time of Technical/Commercial Bid Opening</b>	Technical Bid Opening Date is <b>04/04/2024 AT 16.00 Hrs.</b> Commercial Bid Opening Date and Time will be intimated after technical bid evaluation.
5	<b>Address for communication</b>	<b>Regional Manager</b> <b>Central Bank Of India, Regional Office,</b> <b>1<sup>st</sup> Floor, Salakhedi Branch,</b> <b>Mhow Road, RATLAM, M P-457001.</b> <u><a href="mailto:rccratlro@centralbank.co.in">rccratlro@centralbank.co.in</a>, <a href="mailto:gadratlro@centralbank.co.in">gadratlro@centralbank.co.in</a>,</u>  <b>Contact Number –9928393489</b>
6	<b>EMD</b>	Rs. 10,000 /- (Rs. Ten Thousand only) refundable Demand Draft with validity period of 30 days in favour of Central Bank Of India payable at Ratlam.
7	<b>Cost of Tender</b>	<b>Rs.1000/- (Non Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at RATLAM.</b> The DD/Banker Cheque should be submitted at the time of bid submission/purchase of Tender.
8	<b>Contact Ids</b>	Contact IDs should contain following information, so that in case of any clarification same may be issued to them:- Name of company, contact person, Mailing address with Pin Code, Telephone No., email address, Mobile No. etc.
9	<b>Debarment</b>	If the bidder withdraw or modify their bids during the period of validity / conclusion of tender process, they will be barred for 5 years from participating in the tender process of RATLAM Region.
10	<b>Exemption of Tender Fee</b>	The firms registered under MSME are exempted from documents cost (Document proof to be attached). However, if the firm seeking exemption is successful in bidding, then the Performance Bank Guarantee has to be submitted on notifying the successful bidder name but before PO is issued.

## **Invitation for Tender Offers**

Central Bank Of India, Regional Office, RATLAM invites sealed tenders (2 bid, technical offer and commercial offer) from eligible reputed service provider having sound technical knowledge & financial support for Annual Maintenance Contract of Computer Hardware and Peripherals for the period **01.05.2024 to 30.04.2025**. This offer is for maintenance of Hardware at various branches & administrative offices in RATLAM Region. Quantity mentioned in this tender is only tentative and may vary depending upon actual requirement.

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

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

Details of Bid for Technical Offer as per **Annexure II**

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

Format of Quotation for AMC (TCO)/ **Bid for Commercial Offer- Quotation for AMC (TCO)** is given in **Annexure IV**

District-wise list of branches & Offices in **Annexure V**

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

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

The firms registered under MSME are exempted from documents cost (Document proof to be attached). However, if the firm seeking exemption is successful in bidding, then the Performance Bank Guarantee has to be submitted on notifying the successful bidder name but before PO is issued



**Regional Manager  
Regional Office, RATLAM**

Page 3 of 19

## **Instructions to vendors**

### **1. Invitation Offer System**

Bidders may download tender document from Bank website ([www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)). Bids should accompany demand draft of Rs. 1000/- (non-refundable) towards tender document's cost.

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

### **2. Two Bid System Tender**

The offers (Technical & commercial) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given below, on or before the last date mentioned above. All envelopes should be securely sealed and stamped. Only one Quotation should be submitted by one vendor.

**Both envelopes must be super-scribed with the following information:**

- Type of Offer (Technical /Commercial)
- Tender Reference Number
- Due Date
- Name of Vendor & mail id with contact number.

#### **2.1 ENVELOPE-I (Technical Offer):**

The technical Offer should give all relevant information as per **Annexure –II of tender**. The Technical offer should be complete in all respects and contain all information asked for, except prices. The technical offer **should not contain any price information**. The 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.

#### **2.2 ENVELOPE-II (Commercial Offer):**

The Commercial Offer (C.O) should give all relevant price information as per **Annexure –IV of tender** 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 envelopes. Please note that if envelope is found to contain both technical and commercial offer, then that offer will be rejected outright.

Page 4 of 19

Quotations must be submitted, **on or before 16.00 hours on 02/04/2024**, giving full particulars in **sealed envelope** titled "**COMPUTER HARDWARE AMC TENDER –RCC Dept.**" at the Bank's address given below :-

**Regional Manager  
Central Bank Of India, Regional Office,  
1<sup>st</sup> Floor, Salakhedi Branch,  
Mhow Road, RATLAM, M P-457001.**

**Delay in submission:** Delay in submission of tender arising due to delay in postal or any other mode of delivery or delay due to any other irregularities/reasons 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 etc.

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

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

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

### **3. Eligibility of the Vendor**

- 3.1 Bidder should be a registered company with valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC having an annual turnover of **Rs 50 Crore** in Hardware/maintenance business per year in the last two financial years. Please furnish supportive documents.
- 3.2 The Bidder should have Annual Maintenance Contracts in running condition with an amount of **3 Lakhs** or more (each AMCs) with at least 3 (Three) Public/private Sector Banks/RBI/RRB. Relevant documents of work orders are to be attached for verification along with satisfactory performance certificate for previous years issued by Public Sector Banks/RBI/RRB.
- 3.3 The Bidder should have minimum 3 qualified and experienced engineers on their payroll stationed to cover branches in major dist. such as RATLAM, Mandsaur – Neemuch, Alirajpur and Jhabua area . They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full / rendering support of any sort **through franchises will not be acceptable** and they should have local support Centre.
- 3.4 The Bidder should be of financially sound condition. Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted.
- 3.5 The firm should have applicable tax registrations i.e. PAN, TIN, GST etc.

Page 5 of 19

---

ई-मेल/E-mail : [rmratlro@centralbank.co.in](mailto:rmratlro@centralbank.co.in) वेबसाइट/Website : [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

---

कें.का.-चंद्रमुखी, नरीमन प्वाइंट मुंबई-400021 C.O. – Chandermukhi, Nariman Point Mumbai - 400021

**3.6 Vendor will have to establish AMC Service Centre in RATLAM.**

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

3.8 The firms should have valid GST registration (Submit Proof).

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

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

**3. Quotations**

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

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

**The evaluation of L1 vendor will be on the basis of aggregate amount of total Hardware i.e. sum of (unit rate x Number of Units) for all items as given in Annexure IV.**

Bank also reserves the 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, penalties will be attracted as stated in Annexure II under point no. 7, so also he will be black listed and no future contract will be awarded to such vendor.

#### **4. Non-transferable Offer**

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

#### **5. Validity of Offer**

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

#### **6. Address of Communication**

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

**Regional Manager  
Central Bank Of India, Regional Office,  
1<sup>st</sup> Floor, Salakhedi Branch,  
Mhow Road, RATLAM, M P-457001.**

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



SL NO	Pre - Qualifications criteria	Compliance (Yes/No)	Documents required
1	Vendor submitting the offers should be a <b>Registered Company with ISO 9001:2008 or above with an existence of minimum FIVE years as on date with annual turnover of Rs. 50 crores in Hardware Maintenance / Service business per year in the last two financial years.</b>		1)Certificate of Registration 2)ISO 9001:2008 or above Certificate 3) Copies of Audited Balance sheet / copy of IT Return for the last two consecutive years. 4) Certificate stating that Vender is Hardware Service/ Maintenance business.
2	The bidder should have at least 3 years experience of taking third party AMC of Hardware of at least 3 (Three) Public Sector Banks/RBI/RRB		1) List of Customers. 2)Certificates from above listed Customers clearly stating that they are satisfied with services and duration of service stating from and to date.
3	The bidders should be net profit making company during last two <b>financial years</b>		Copy Audited Profit & Loss A/C for the last two consecutive years.
4	The bidder should have minimum 01 qualified and skilled engineers (Hardware) at RATLAM and at least one/two qualified and skilled engineers (Hardware) at each major District Head Quarters. Bidders should have sufficient quantity of spares & peripherals available of all models of Hardware items.		Submit the undertaking and provide brief details of employees.
5	Active Contract of minimum 100 branches of a Bank in MP.		Submit necessary certificate/proof to this effect

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

**Seal and signature of bidder**

Page 8 of 19

ई-मेल/E-mail : [rmratlro@centralbank.co.in](mailto:rmratlro@centralbank.co.in) वेबसाइट/Website : [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

के.का.-चंदरमुखी, नरीमन पाइंट मुंबई-400021 C.O. – Chandermukhi, Nariman Point Mumbai - 400021



## **8. AMENDMENT OF BIDDING DOCUMENTS**

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

## **9. BID CURRENCIES**

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

## **10. Opening of Offers**

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

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

### **14. Details of Spread.**

Branches / offices are spread across Neemuch , Alirajpur, Mandasaur, Jhabua and RATLAM Districts.

### **15. Format for 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. No Negotiation**

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

### **18. Right to Alter Quantities**

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

### **19. Price Variations and Supply of Spares**

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

## 20. CONTENTS OF DOCUMENTS TO BE SUBMITTED

Documents required in Technical Bid.

1. Bidders Information.
2. Compliance Statement.
3. Acceptance of the terms and conditions.
4. ISO 9001:2008 or above Certification document
5. Last two years audited balanced sheet and profit and loss account statement.
7. Certificate of Registration.
8. Bid Security Declaration.
- 9 List of customers.
10. Certificate from the customers in M P state clearly stating that they are satisfied with the service and duration of service starting from and dates.
11. Undertaking for having minimum 03 qualified and skilled field engineers (Hardware) at major District Head Quarters/ to cover our important centers like Neemuch , Alirajpur, Mandasaur, Jhabua and RATLAM locations with name and contact number.
12. Supporting document for having maintained systems with Windows (all versions) & DOS, Printers (all Types), LAN in at least 2 similar organizations.
13. DD for cost of the document.
14. Any other documents required to prove qualification criteria as given in this RFP.

### Inventory of the Hardware to be brought under AMC :

S.No.	PC+Gateway PC	136 Col	80Col	Pass Book Printers	Scanner	Laser Printer
Total	200	1	08	52	41	76

## 21. Procedure for Lodging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (Viz by mail, phone, mobile etc. to call center and generate Unique reference number for lodged complaint. These daily complaint number must be get available to us and branch on daily basis for further follow-up. Escalation matrix must be shared along with contact person's name, contact number and e-mail ID.

## 22. Hardware Ref. Number

All Hardware (under AMC) should be identified by the vendor; unique ref. no. should be allotted to each Hardware sticker must be pasted on hardware with unique ref number for call logging. Branch wise detailed list of such Hardware with unique ref. no. should be provided by the vendor to all branches & Regional Office.

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

**1. SCOPE:**

- 1.1 AMC offer is of Comprehensive in nature, as comprehensive AMC is proposed the selected vendor(s) will have to replace damaged/worn out components at no additional cost to the bank except in case of force majeure viz damage due to external factors (robbery, arson, rioting, and willful damage). Damage due to electrical/voltage problems will not be in the scope of force majeure clause. Preventive maintenance to be done at least once in a quarter and corrective as and when required. The cost of Replacement/Repairs of Printer Head to be borne by the vendor.
- 1.2 The parts are to be replaced with either be new ones or equivalent part available in the market.
- 1.3 Vendor should **provide One dedicated resident engineer** for Central Bank of India Regional Office, RATLAM. The dedicated engineer has to be present on all working days during office hours or as directed by Bank for RO RATLAM to see the branch operation is not hampered due to technical issues with proper coordination with team. Other than the same Field Engineer must be available to cover branches under mandasaur, neemuch, Alirajpur, Jhabua and in Ratlam area to cover all the branches under Ratlam Region as per list available in Annexure V . In case the services of the Engineer posted at Regional Office is not satisfactory Bank may ask to replace the Engineer with suitable one only after checking the technical compatibility of the Engineer. Vendor shall not sub contract or permit anyone other than the company personnel to perform any of the services required by the vendor. Call lodging system should be clearly given to us along with daily tracker of all the calls for monitoring the call status.
- 1.5 **The vendor shall maintain adequate spare machines like CPU, hard disk, Monitor and RAM and other spares like printer, scanner which is used in our bank at RO/site to facilitate any temporary replacement.** The vendor shall not directly or indirectly open/alter, try to tamper with or in any way, do any act which will result in intruding with the internal operation of the system and the peripheral units (except routine input/output and data processing) and do any modifications to the configurations of the equipment. AMC 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.
- 1.6 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, whenever moved for maintenance or for any other purpose. The bank reserves the right to replace any Hardware with new ones during the validity of AMC and the AMC charges of that removed hardware shall be discontinued from the next quarter. The same shall be informed by mail to your office. Also hardware can be shifted from one bank office to other office. In case of any up-gradation of the system during the proposed maintenance period, the maintenance shall also cover the upgraded system for the said contract period. On subsequent additions of Hardware, PCs and Printers which fall out warranty shall be included in the contact at the rates quoted by the Bidder/Vendor.

All parts of Computer systems, MFK Printers/ Laser Printers/ Desk Jet 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. In case some parts cannot be repaired on-site and are taken by the vendor to their factory site for necessary repairs etc., standby arrangement for the equipment has to be made by the vendor, for which no extra payment will be made. Hardware in case not repairable shall be replaced with same or higher version at your own cost.

- 1.8 Since the AMC is comprehensive in nature, the cost of Replacement/Repairs is to be borne by the Vendor.
- 1.9 Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems has to be undertaken by the vendor. While formatting the PC vendor representative has to take proper back up of the data with the help of user. Installation/up gradation of operating systems (Windows 7, Windows 10, Windows 2008 Server, Windows 2016 Server), Oracle Server, Oracle client, antivirus packages, trouble shooting of LAN networking/cabling in branches/RO/Offices and other application tools as desired by Bank at Server and client systems must be carried by Vendor without any extra cost to bank. The vendor shall carry out a quarterly Preventive Maintenance (PM) especially cleaning of the CPU in all the computer systems, systems accessories included in AMC and submit the report along with invoices.

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

## **2. DAYS OF SERVICE:**

- 2.1 The provision, by the vendor, of maintenance service will be confined to the Banks normal working days.
- 2.2 Work undertaken on Sundays and holidays will be with prior arrangement.

## **3. DURATION OF CONTRACT:**

- 3.1 The contract shall initially be valid for a period of **12** months, and may be extended for further three months depending on satisfactory service.
- 3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months at the same terms and rates at Bank's discretion, 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.

ई-मेल/E-mail : [rmratlro@centralbank.co.in](mailto:rmratlro@centralbank.co.in) वेबसाइट/Website : [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

के.का.-चंद्रमुखी, नरीमन प्वाइंट मुंबई-400021 C.O. – Chandermukhi, Nariman Point Mumbai - 400021

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

**5. MOVEMENT OF EQUIPMENT:**

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

**6. PAYMENT OF CHARGES:**

- 6.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter by Regional Office with quarterly PM report.
- 6.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- 6.3 **The vendor shall draw Invoices for payment of quarterly maintenance charges at Regional Office along with preventive maintenance visit report and payment will be made from Regional Office.**
- 6.4 TDS will be deducted from maintenance charge as per rules.

**7. WAIVER OF EARNEST MONEY DEPOSIT/ TENDER FEE:**

The firms registered under MSME are exempted from documents cost (Document proof to be attached). However, if the firm seeking exemption is successful in bidding, then the Performance Bank Guarantee has to be submitted on notifying the successful bidder name but before PO is issued.



**08. OBLIGATIONS OF THE VENDOR:**

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

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

**9. ASSIGNMENT:**

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

**10. TERMINATION:**

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

**11. FORCE MAJEURE:**

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

**12. GENERAL:**

1. The selected vendor shall be required to sign an Agreement as per Banks Standard Format incorporating various terms & conditions within one month from date of order. The vendor has to prepare inventory of hardware at each branch for calculation of payment charges, and has to submit the said inventory details to branch and RCC, RO, RATLAM.
2. The vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof consists of confidential and proprietary data, whose disclosure to or by use of third parties will be damaging or cause loss to Bank. The vendor agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information and not to release it or disclose it to any other party.
3. The vendor represents and warrants that the repair and maintenance services/products hereby sold do not violate or infringe upon any patent, copy right, trade secret or other property right of any other person or other entity. The vendor agrees that it will and hereby does indemnify the bank from any claim directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

Page 15 of 19



**Bid for Technical Offer-**

Bidder should offer following information in the below given order,

- Details of Annual Maintenance Contracts in running condition with an amount of 3Lakhs or more (each AMCs) with at least 3 (Three) Public Sector Banks/RBI/RRB/Govt office. Relevant documents of such work orders are to be attached for verification. Satisfactory performance certificate for previous years should also be attached.
- Address & contact details of AMC Support Service Centre. Such Support Centre must be functional from past one year. Documentary proof required.
- Support Centre should have minimum **1 OR 2** qualified and experienced Engineers on their payroll stationed at RATLAM and at least one/two qualified and skilled engineers (Hardware) at each major District Head Quarters/ important centers like Neemuch , Alirajpur, Mandasaur, Jhabua and RATLAM. Location min 3 engg in total. List with employee name and contact number to be provided.
- Address and Contact Details **One dedicated Resident Engineer** should be given with Technical bids.
- Details of financial position of the bidder during last Two Years (Audited Balance Sheet and Profit & Loss account statement for the last two years to be submitted).
- Bidder should be a registered company with valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC having annual turnover of Rs 4 Crores in Hardware Maintenance /Support services business per year in the last two financial years. Supportive documents may be submitted.
- Compliance of Qualification criteria with relevant documents as specified in page no.8.
- DD for Rs.1000/- (Rs. One thousand only) towards cost of Tender Documents (Non-refundable). DD Favoring: Central Bank of India, RO, RATLAM payable at RATLAM.
- **Bid Security Declaration** stating that vendor accept that if they withdraw or modify their bids during the period of validity period (during bid processing period or during contract period) they will be barred for 5 years from participating in the tender process of RATLAM Region.
- Applicable tax Registration(if any) PAN/TIN/ GST registration etc. (Submit Proof)
- Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU). The vendor shall be give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU as on date.

**Technical Bids should be submitted in separate & securely sealed envelope with super-scribed as "Technical Bids". Commercial bids should not be the part of this bid.**

**ANNEXURE III**

DETAILS OF EQUIPMENTS AVAILABLE FOR AMC in branches / Regional Office under RATLAM Region:

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC				
SN	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Units
1	GATEWAY PCs/ DESKTOP PCs	HCL/ ACER/ WIPRO/ LENOVO (i3/ AMD/Intel Pentium IV equivalent & core2 Duo) and other similar Brands	OS (Windows Servers 2008/2016, Win 7/10 etc)	200
2	136 COL. DOT MATRIX PRINTER	TVS MSP EPSON DLQ 3500 and other similar Brands		1
3	80 COL. DOT MATRIX PRINTER	EPSON LQ 300, 310 TVS MSP and other similar Brands		08
4	PASSBOOK PRINTER	EPSON PLQ-20,OLIVETTI PR2, LIPI PB2 other similar Brands		52
	LASERJET PRINTER	HP - HP 1020,1106,1108,Pro 400, ,SAMSUNG-ML 2851,2161, CANON and other similar Brands		76
5	SCANNERS	CANON/ BEARPAW/ HP and other similar Brands	Umax Astra 4100/5600, Canon Lide 100/110/120, Epson V39	41

Page 17 of 19

ई-मेल/E-mail : [rmratlro@centralbank.co.in](mailto:rmratlro@centralbank.co.in) वेबसाइट/Website : [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

कें.का.-चंद्रमुखी, नरीमन प्वाइंट मुंबई-400021 C.O. – Chandermukhi, Nariman Point Mumbai - 400021

**Bid for Commercial Offer- Quotation for AMC (TCO)**

**ANNEXURE IV**

**FORMAT OF QUOTATION FOR EQUIPMENTS AVAILABLE UNDER AMC**

SL. NO.	ITEMS	AMC RATE PER UNIT (IN RS.)	Total Amount (in Rs)
1	GATEWAY PCs/ DESKTOP PCs		200 X @Rs =
2	136 COL. DOT MATRIX PRINTER		1 X @Rs =
3	80 COL. DOT MATRIX PRINTER		08 X @Rs =
4	PASSBOOK PRINTER		52 X @Rs =
5	LASERJET PRINTER		76 X @Rs =
6	SCANNERS		41 X @Rs =
	<b>TOTAL BID AMOUNT</b>		<b>Rs.</b>

- The above amount is exclusive of GST which will be paid by the Bank as per actuals.
- The quantity mentioned above is estimated and not actual quantity. Actual quantity may vary.
- Before coming into contract, physical asset verification to be done by the vendor on their own cost.

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

**District wise list of Branches & Offices:**

**Annexure V**

SN	BSR	Location	DISTRICT	SN	BSR	Location	DISTRICT
1	769	RATLAM_RATLAM (BAJAJ KHANA) M.P.	RATLAM	32	2628	AJAIPU_AJAIPUR	MANDSAUR
2	770	BAJNA_BAJNA	RATLAM	33	2734	PIPRAT_PIPLIARAOJI	NEEMUCH
3	771	MANDSA_MANDSAUR MADHYA PRADESH	MANDSAUR	34	2831	KUNDAN_KUNDANPUR	RATLAM
4	772	MANMIL_MANASA	NEEMUCH	35	3012	BHADAN_CHANDRAPURA(BHADANA)	MANDSAUR
5	773	NARAYA_NARAYANGARH	MANDSAUR	36	3896	JHABUA_JHABUA	JHABUA
6	774	PIPLIA_PIPLIAMANDI	MANDSAUR	37	4130	ALIRAJ_ALIRAJPUR	ALIRAJPUR
7	776	SUWASA_SUWASARA	MANDSAUR	38	4787	RAOTI_RAOTI	RATLAM
8	777	DALAUD_DALAUDA	MANDSAUR	39	5020	SALAKH_SALAKHEDI	RATLAM
9	1014	BAGHAN_BAGHANANEEMUCH	NEEMUCH	40	5021	KUMRAT_KRISHI UPAJ MANDI ARNIA PEETHA	RATLAM
10	1043	SHAMIL_SHAMGARH	MANDSAUR	41	5104	MANGAT_MANDI GATE	MANDSAUR
11	1064	RATMIL_RATANGARH	NEEMUCH	42	7004	RATLRO_REGIONAL OFFICE RATLAM	RATLAM
12	1210	ALOTE_ALOTE	RATLAM	43		TRAINING CENTRE RSETI	RATLAM
13	1212	SAILAN_SAILANA	RATLAM	44		CURRENCY CHEST	RATLAM
14	1436	RAIRAT_RAILWAY COLONY RATLAM	RATLAM	45		LDM OFFICE MANDSAUR	MANDSAUR
15	1519	SHIDOR_SHIVGARH	RATLAM	46		LDM OFFICE RATLAM	RATLAM
16	1627	BADAWD_BADAWDA	RATLAM	47		TRAINING CENTRE RSETI	MANDSAUR
17	1628	KUKADE_KUKDESHWAR	NEEMUCH	48			
18	1634	JEERAN_JEERAN	NEEMUCH	49			
19	1781	JAWAD_JAWAD	NEEMUCH	50			
20	1819	KHEJAD_KHEJADIA	MANDSAUR	51			
21	1968	BIRMIL_BIRMAWAL M.P.	RATLAM	52			
22	1971	BHPURA_BHAGWANPURA NEEMUCH	NEEMUCH	53			
23	1975	BHSODA_BHAINSODAMANDI	MANDSAUR	54			
24	2123	KALUKH_KALUKHEDA	RATLAM	55			
25	2124	RINGNO_RINGNODM.P.	RATLAM	56			
26	2126	TAL_TAL	RATLAM	57			
27	2164	BANGRO_BANGROD	RATLAM	58			
28	2172	JAORA_JAORA	RATLAM	59			
29	2181	SANIND_SANDHARA	MANDSAUR	60			
30	2198	TRIPOL_TRIPOLIA GATERATLAM	RATLAM	61			
31	2539	GAROTH_GAROTH	MANDSAUR				

ई-मेल/E-mail : [rmratlro@centralbank.co.in](mailto:rmratlro@centralbank.co.in) वेबसाइट/Website : [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)

के.का.-चंदरमुखी, नरीमन प्वाइंट मुंबई-400021 C.O. - Chandermukhi, Nariman Point Mumbai - 400021