



सेन्ट्रल बैंक ऑफ़ इंडिया
Central Bank of India

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**Central Bank Of India
Regional Office Surat**

Request For Proposal (RFP)

**Reference Number RO/SURA/RCC/2022-23/35
Dated 11.03.2024**

*For Annual Maintenance Contract for
The period 01.04.2024 TO 31.03.2025 for
The Computer Hardware and Peripherals installed at various
Branches & Administrative offices of
Central Bank of India, in SURAT REGION*

RFQ DETAILS		
1	REFERENCE Number	RO/SURA/RCC/2022-23/ dated 07.03.2024
2	Date of commencement of RFQ	12.03.2024
3	Last date and time for receipt Of Bidding Document	26.03.2024 till 17:00 hours
4	Date and Time of Technical Bid Opening	28.03.2024 at 11:00 hours
	Date and Time of Commercial Bid Opening	29.03.2024 at 11:00 hours
5	Address for communication	REGIONAL HEAD, CENTRAL BANK OF INDIA, REGIONAL OFFICE, 1 st FLOOR, NARIMABAD BUILDING, ATHUGAR STREET, NANPURA, SURAT - 395001. rccsuraro@centralbank.co.in ; Phone – 0261-2460909/7574884978
6	Contact Ids	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., Fax No., email address, Mobile No. etc.

A. 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. Bids shall remain valid up to 31-03-2025 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 "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 vendor shall not subcontract the hardware maintenance jobs to any outside agency including their franchisee. If at all, it is necessitated to engage the services of any other agencies for the job, prior written permission should be obtained from the Bank, before doing so. No person below the age of 18 years shall be deputed for the job to the Bank.
8. The parts replacement will either be new parts or equivalent to new parts.
9. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
10. The vendor should have a local office in Surat city where they will maintain adequate spare machines at and other spares at site to facilitate any temporary replacement.
11. 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.

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

B. Scope of the work.

- i. Contractor should provide the following type of services
 - Preventive Maintenance
 - Corrective maintenance
 - Software services for system operations
 - Assistance in H/w & S/w up gradation

The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC i.e. cleaning of PC hardware and peripherals. Bank will not make payment if contractor default PM during quarter. A comprehensive report to this effect would be submitted by the vendor to RCC officials.

- ii. 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.
- iii. 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. Annual Maintenance Contract (AMC) should be comprehensive i.e., including cost of new /original spares for proper functioning of all systems and

sub-systems. If any part gives repeated problems i.e., 2 (two) repairs in a maximum period of two month time, then it must be replaced immediately by the vendor with an original new part. The vendor should arrange for temporary replacement of parts, if so warranted, for the interim period. Any discrepancy noticed should be brought immediately to the notice of RCC officials and also to the concerned user.

- iv. Consumables like CD/DVDs, printer ribbons, toner, cartridge tapes and stationary will not be included in AMC. The printer heads & cables, monitor, battery for SMPS & Main board, LAN cards, printer knobs, plastic parts, keyboards, Mouse cables and all other components of H/w shall be included in the AMC.
- v. 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) .
- vi. 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.
- vii. The Vendor has to depute permanent resident engineer at RO Surat. Costing should be included in AMC rate in Annex-II. (No separate Cost will be considered). Contractor shall depute a qualified engineer to attend maintenance call full time at our site for all working days and if required on holidays also.
- viii. Engineers can be replaced either on the request of this office or due to Unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to the bank must be provided as approved immediately.
- ix. The vendor shall visit RCC, Surat office at least once in two months to discuss the problems and their immediate rectification.
- x. In Surat 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 VII.
- xi. The vendor must submit daily reports on complaints received (with complaint number), attended, resolved and pending to Surat 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 Contractor will physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking

charge and commencement of AMC. At the end of AMC, the contractor shall hand over complete hardware in good condition and shall has to replace all the parts that have not been properly maintained, which any other party undertaking to do the maintenance thereafter would insist on replacement before they can take over the machines for AMC. For this purpose a detailed list of equipment or parts to be replaced by the out-going contractor, shall be prepared by incoming contractor and duly approved by IT Division of this office.

- xiii. If systems/subsystems are required to be taken out of office for repairing, then a stand-by system/subsystem of the similar configuration and quality acceptable to Bank will be provided on returnable basis. Contractor will be responsible for transportation and delivery of systems/subsystems. Such hardware under repair, should be returned, repaired up to the satisfaction of user /IT Division within a period of maximum ten days.
- iv. Software support with reference to installation of Windows, OS patches, MS Office, Open Office, Compliance tools/agents like EMS Agent, Corporate Antivirus, etc. must be provided in case of any problems reported by user. The AMC engineer shall also provide assistance to users in installing the various packages, and in taking proper backup copies of the same wherever recommended /required.
- xv. To keep PCs in Branches/Offices virus free, the Contractor will update anti-virus software provided on various systems, on a predefined frequency. Anti-virus update will be provided by the Bank.
- xvi. Valid Identity Card should be carried by Hardware Engineer while visiting any Branch or Office.
- xvii. AMC Vendor must inform the Bank (RCC/ZCC/DIT) about “End of Support/End of Life” of H/W equipment declared by OEM, if any.
- xviii. Failed hard disk shall be degaussed/physically destroyed before moving out of Bank’s premises .
- xix. The vendor must submit the escalation matrix.

C. 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 weekdays, and from 9.45 a.m. to 6.30 p.m. on 1st, 3rd & 5th Saturdays.
3. The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.
4. Machine down time should not be more than 24 hours from the time of report of fault. In case of failure and if it takes longer time to make it fully functional, then standby/ replacement equipment with equivalent capacity should be provided by the vendor with no additional cost to the Bank. This would be applicable to all types of peripherals also.
5. 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. 1,000/- (Max Rs.5000)
ii)	PC/Desktop	Rs. 500/- (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)
6. The Vendor has to maintain Hardware items at Banks Regional office/ Local office (in Surat) as standby always. Frequently required spare parts for at least for 2 PCs (if the number of PCs under maintenance is more than 100, it should be minimum 2% of total number of PCs) must be kept at premises of the concerned office for replacement of the components of the faulty PCs so that PCs be made functional, at the earliest.
7. Spare parts supplied by contractor in lieu of irreparable components should be brand new/original/equivalent/advanced make and from reputed manufacturers for giving satisfactory performance. Used/repaired spare parts will not be accepted.
8. 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.

D. 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. The number of PCs/peripherals under AMC can be increased or decreased at the discretion of the Bank.
- 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 branch. No payment will be released in absence of AMC agreement.
- The bills for AMC will have to be submitted in duplicate duly pre-receipted along with service reports or month-wise MIS reports which will be maintained by the vendor. The service reports are to be signed by the user of PC in the respective branch/office.
- The vendor shall draw invoices for payment of quarterly maintenance charges in name of Regional Office.
- 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.

E. Termination

- Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment at three-month notice. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice of 3 Months.
- 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.

F. 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.

5. Security and Integrity of Data in Systems: The AMC vendor should not copy any of the data residing in Bank's System without consent of Bank official. Else it would be treated as breach of Contract

G. TOTAL COST OF AMC

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

H. ELIGIBILITY CRITERIA FOR AWARDING AMC

Technical Qualification Criteria (Annexure V)

1. The vendor submitting the offers should have **Annual turnover of 10 Lakh 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, Surat Region during last 2 years, then they should provide satisfactory service certificate from atleast 75% of branches of Surat Region.
4. **The vendor should have support center in Gujarat State 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 & 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

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

Financial Bid

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

ANNEXURE I

SRN	BRCODE	BRNAME	DISTRICT
1	2558	ANKLESWAR-GIDC	BHARUCH
2	3734	BHOLAV	BHARUCH
3	499	BHARUCH	BHARUCH
4	4732	DAHEJ	BHARUCH
5	2255	DORA	BHARUCH
6	4786	MATAR	BHARUCH
7	500	SARBHAN	BHARUCH
8	501	SHUKLATIRH	BHARUCH
9	502	ZADESHWAR	BHARUCH

SRN	BRCODE	BRNAME	DISTRICT
1	505	AMALSAD	NAVSARI
3	2706	DASTURWAD	NAVSARI
4	507	GANESH SISODARA	NAVSARI
5	1219	GURUKUL SUPA	NAVSARI
6	2218	LUNSIKUI	NAVSARI
7	503	NAVSARI	NAVSARI
8	1263	TALODH	NAVSARI
9	509	VESMA	NAVSARI
10	1322	ZERVAVRA	NAVSARI

SRN	BRCODE	BRNAME	DISTRICT
1	504	VALSAD	VALSAD
2	506	DOONGRI	VALSAD
3	2299	DHARAMPUR	VALSAD
4	4880	PARDI	VALSAD
5	3699	VAPI	VALSAD

SRN	BRCODE	BRNAME	DISTRICT
1	3527	ADAJAN	SURAT
2	514	AMROLI	SURAT
3	3193	BARDOLI	SURAT
4	2480	BHATAR ROAD	SURAT
5	2246	DINDOLI	SURAT
6	4947	DUMBHAL	SURAT
7	1328	GANGADHARA	SURAT
8	1594	GHODDOD ROAD	SURAT
9	511	LAL DARWAJA	SURAT
10	4122	MCB, SURAT	SURAT
11	1250	NANPURA	SURAT
12	515	ORNA	SURAT
13	513	RUSTOMPURA	SURAT
14	1196	SAGRAMPURA	SURAT
15	510	SAHARA DARWAJA	SURAT
16	4946	SARTHANA	SURAT
17	512	SURAT, KANPITH	SURAT
18	1146	REGIONAL OFFICE	SURAT
19	516	VAV	SURAT
20	4945	VESU	SURAT
21	5081	PAL	SURAT
22	5082	ALTHAN	SURAT
23	5083	KATARGRAM	SURAT
24	5084	VARACHA	SURAT

SRN	BRCODE	BRNAME	DISTRICT
1	4218	AHWA	DANG

SRN	BRCODE	BRNAME	DISTRICT
1	4492	DAMAN	DIU & DAMAN
2	4195	SILVASSA	DIU & DAMAN

SRN	BRCODE	BRNAME	DISTRICT
1	4194	VYARA	TAPI

ANNEXURE II

DETAILS OF EQUIPMENTS AVAILABLE FOR AMC in CBS branches / offices under SURAT Region :

1 .Gateway PC / Desktop PCs:

Sr. No	TYPE/Model	MAKE & Operating system	Quantity
1	PC Core i3	HP/DELL/Lenovo O/S (Windows 2008/2016 Standard server, Windows 10)	300

2. PRINTERS :

PRINTER TYPE	MAKE / MODEL	Quantity
Dot-Matrix 136 col.	Epson DLQ – 3500 or similar	50
Dot-Matrix 80 col.	EPSON LQ-300/310	55
Pass Book Printer	EPSON PLQ-20 and other similar make.	62
Laser / Multi-function laser / Deskjet	HP / Cannon / Epson/Samsung or similar.	100

3. Flat Bed Colour Scanners :

Sr.No	MAKE	Model	Quantity
1	Cannon/HP	LiDE 100/110/120 or similar.	50

REQUEST FOR PROPOSAL COVERING LETTER

To,
The Regional Head,
Central Bank of India,
Regional Computer Centre,
1st Floor, Narimabad building,
Athugar Street, Nanpura
Surat-395001

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 _____ 2024.

Yours Faithfully

For _____

Signature: _____

LETTER OF UNDERTAKING

**To,
The Regional Head,
Central Bank of India,
Regional Computer Centre,
1st Floor, Narimabad building,
Athugar Street, Nanpura
Surat-395001**

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:**

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 Surat	
Contact Details of the vendor along with Escalation matrix	

Signature & Seal of Company

Station-wise Details of the Engineers Availability

S. No.	Location	Name of the Engineer	Qualification	Working Since	Contact Number	Stationed at
1	Surat					
2	BHARUCH					
3	Navsari					
4	Valsad					
5	vapi					

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

COMPLIANCE STATEMENT AND 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 Lakh 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		
6	Bidder should have local office in Surat city		

Attach supported document (Balance sheet) Audited.

AMC experience details in various PSUs			
Sr. No.	Bank/Company Name	Service Period	CBS platform

****Attach supported document (Banks/company certificates)**

Support Center Details	
Company Name	Address of Support Center Details in Gujarat

****Attach Supported document**