



सेंट्रल बैंक आफ इण्डिया
Central Bank Of India

निविदा दस्तावेज़
Tender Document

Tender Reference No. RO/RCC-BSD/2024-25/04

Dated:- 29.08.2024

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

Regional Office, Lucknow & Branches under jurisdiction

Cost of the Tender: Rs. 2000/- (Rupees Two Thousand only)

निविदा सूचना

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय लखनऊ के अंतर्गत लखनऊ, अमेठी, बाराबंकी तथा रायबरेली जिलो मे स्थित 54 शाखाओ के कम्प्यूटर हार्डवेयर (सीपीयू , मॉनिटर , कीबोर्ड एवं माऊस), प्रिंटर (प्रिंटर हैड सहित) ,लैपटाप एवं विविध स्कैनर के वार्षिक रख-रखाव हेतु निर्माताओं / सेवा प्रदाताओं से सील बंद लिफाफे मे निविदा आमंत्रित की जाती है।

वार्षिक रख-रखाव अनुबंध हेतु वेंडर के लिए नियम व शर्तें एवं निर्देश अनुलग्नक -1 में दी गई है। टेकनिकल बिड हेतु आवश्यक जानकारी अनुलग्नक- II मे दी गई है। बिडर को यह सुनिश्चित करना है कि सभी आवश्यक जानकारी बैंक द्वारा निर्धारित टेंडर फॉर्मेट मे ही भरा जाना है। अधूरी जानकारी देने पर बैंक को बिड निरस्त करने का पूर्ण अधिकार होगा। वार्षिक रख-रखाव अनुबंध हेतु कम्प्यूटर हार्डवेर का विवरण अनुलग्नक- III मे उपलब्ध है। अनुमानित संख्या एवं वार्षिक रख रखाव अनुबंध कोटेशन फ़ारमैट (कुल लागत सहित) सूचना अनुलग्नक- IV में उपलब्ध है। कृपया नोट करें कि फ्रेंचाइजी व्यवस्था के अंतर्गत वार्षिक रख-रखाव अनुबंध मान्य नहीं होगा और न ही इस प्रकार कि बिड बैंक को स्वीकार्य होगी।

टेंडर दस्तावेज़ के पूर्ण सेट इच्छुक टेंडरर द्वारा रुपये 2000/- (दो हजार मात्र) नॉन रेफ़ंडबल शुल्क डिमांड ड्राफ्ट के माध्यम से जो "सेंट्रल बैंक ऑफ इंडिया क्षेत्रीय कार्यालय लखनऊ" के पक्ष मे "लखनऊ" पर देय, क्षेत्रीय कम्प्यूटर केंद्र लखनऊ मे जमा कर प्राप्त किया जा सकता है। टेंडर दस्तावेज़ संदर्भ हेतु बैंक की वेबसाइट www.centralbankofindia.co.in से भी डाऊनलोड कर सकते है। विवरण निम्नवत है :-

टेंडर संदर्भ	RO/RCC/2024-25/154 दिनांक 29.08.2024
टेंडर कॉपी का मूल्य	रुपये 2,000.00 (दो हजार मात्र)
ई एम डी (बयाना राशि जमा) धनराशि	रुपये 10,000.00 (दस हजार मात्र)
टेंडर जमा करने की अंतिम तिथि एवं समय	20/09/2024 16:00 बजे
तकनीकी बिड खोलने की तिथि एवं समय	21/09/2024 11:00 बजे
कमर्शियल बिड खोलने की तिथि एवं समय (केवल योग्य/सफल तकनीकी बिडर)	23/09/2024 15:00 बजे
टेंडर दस्तावेज़ जमा करने का पता एवं संपर्क सूत्र	श्री विनोद मिश्रा मुख्य प्रबंधक क्षेत्रीय कार्यालय सेंट्रल बैंक ऑफ इंडिया 73 - एम जी मार्ग हजरतगंज लखनऊ -226001 rccluckro@centralbank.co.in
सम्पर्क नंबर	9170000438

ई एम डी (बयाना राशि जमा) धनराशि रुपये 10,000/- के साथ सभी टेंडर ऑफर के साथ टेंडर दस्तावेज़ मे निर्देशित नियम व शर्तों के साथ फ़ारमैट (अनुलग्नक सहित) कार्यालय में जमा करें।


(विनोद मिश्रा)
मुख्य प्रबंधक


Invitation for Tender Offers

Central Bank Of India invites sealed tender offers from eligible, reputed manufacturers and/or their authorized dealers for Annual Maintenance Contract (AMC), as Third Party Maintenance, for All Computer Hardware & Peripherals at our branch/ offices located in four districts viz; Lucknow, Barabanki, Amethi & Raebareilly.

We invite sealed quotations from vendors for Comprehensive Annual Maintenance of **Computers (CPU, Monitor, Keyboard & Mouse) & Laptops, Printers (including Printer Heads for all types of Printers) & Scanners** at different Offices of Central Bank of India above four districts as third party maintenance, as specified in this document.

Instructions & the Terms & Conditions to the vendors in relation to the AMC offer are given in **Annexure I**.

Vendor will have to furnish unconditional compliance for all terms and conditions of AMC offer.

Requisites to the Technical Bid are given in Annexure -II. Bidders should ensure that all pre-requisites are being full filled by them.

Incomplete /non-full fulfillment shall be liable to rejection out rightly. The details of the Systems / Computers available for AMC are given in **Annexure III**. Approx quantity and Format of Quotation for AMC (TCO) is given in **Annexure -IV**.

Please note that the vendors having franchise arrangement for maintenance & support shall not be eligible to quote.

A complete set of tender document may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of **Rs. 2000/- (Rupees Two Thousand only)** by demand draft in favor of 'Central Bank of India' and payable at Lucknow. The copy of tender document may be obtained from Central Bank of India, Zonal Office, Zonal Computer Centre, Lucknow.

Copy of the tender document may also be downloaded from our website www.centralbankofindia.co.in for reference purpose. They should submit tender paper on tender document issued by this office only. The details are given below:

Tender Reference	RO/RCC/2024-25/154 dated: 29.08.2024
Cost of Tender Copy	Rs 2,000.00 (Rs Two Thousands only)
Earnest Money Deposit	Rs.10,000.00 (Rs Ten Thousands only)
Last Date/Time for receipt of tender offers	20/09/2024 at 16.00 Hrs.
Date and Time for opening of Technical Bids	21/09/2024 at 11:00 Hrs
Date and Time for opening of Commercial Bids (For successful Bidders of Technical Offers only)	23/09/2024 at 03:00 PM.
Address of Communication for submission of Tender Documents	Shri Vinod Mishra, Chief Manager Regional Office, Central bank Of India, Ground Floor, 73-M G Marg,Hazaratganj Lucknow-226001 rccluckro@centralbank.co.in
Contact Number	9170000438

Earnest Money Deposit of Rs.10,000.00 (Rs Ten Thousand only) must accompany all tender offers as specified in this tender document. Technical Specifications, Terms and Conditions and formats for submitting the tender offer are described in the tender document and its Annexures.


(VINOD MISRA)

Chief Manager



Instructions to vendors

1. Invitation Offer System

Bidders may either obtain copy of offer documents from our office or same may be downloaded from our website. Bids should accompany Demand Draft of Rs 2,000/- (non-refundable) towards Tender Document's cost.

Vendors having franchise arrangements are not eligible to quote.

2. Two Bid System Tender

Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given above, **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 be complete in all respects and contain all information asked for, **except prices**. The T.O. should include all items asked for. The technical offer **should not contain any price information**. The T.O with any price information anywhere is liable to be rejected. The T.O. should be complete to indicate that all products and services asked for are quoted as per **Annexure –II**.

2.2 ENVELOPE-II (Commercial Offer):-

Quotation /Offer should give all relevant price information as per **Annexure – IV**.

Both Quotations (Technical & Commercial) must be submitted, **on or before 16:00 hours on 22.08.2024** giving full particulars in **sealed envelope** at the Bank's address given below:-

**Shri Vinod Mishra
Chief Manager
Regional Office
Central Bank of India,
73-M G Marg, Hazartganj
Lucknow-226001**

Delay in submission: Delay in submission of any part arising due to postal on any other irregularities 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.

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. Any Quotation found to contain incomplete information is liable to be rejected outright.

3. Eligibility of the Vendor

- 3.1 Vendor must be having Service Centre at Lucknow.
- 3.2 Vendor should have a proven expertise in Managing Gateway PCs/Servers/Desktops/Printers/Scanners/laptops and other peripherals relating with banking.
- 3.3 Vendor should have an experience of working for at least 5 years with our/other banks/financial institutions in UP and for which documentary evidence/satisfactory service support must be submitted.
- 3.4 Vendor should not enter into sub contract for AMC with third party/Franchisee
- 3.5 Vendor should be able to provide efficient and effective support at offices of all the Lucknow Districts of Lucknow Zone so as to attend the call immediately.
- 3.6 The Bidder should have qualified and experienced engineer(s) on their payroll stationed at Lucknow &/or nearby districts.
- 3.7 The Bidder should be profit making organization. Audited Balance Sheet and Profit & Loss account statement **for the last two years to be submitted.**

4. Quotations

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. The vendor must also ensure that it is in a position to undertake the work specified.

The evaluation of L1 vendor will be on the basis of aggregate amount quoted for each item.

The Bank reserves the right to appoint more than one vendor. It also reserves 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 he will be black listed and no future contract will be awarded to such vendor.

5. Non-transferable Offer

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

6. Validity of Offer

The offer should be valid for a minimum period of 90 days from the date of submission.

7. Address of Communication

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

**Shri Vinod Mishra
Chief Manager
Regional Office
Central Bank of India,
73-M G Marg, Hazartganj
Lucknow-226001**

8. Modification and Withdrawal of Offers

The Bank has a right to modify / alter the Offer and the terms thereon, before the closure of

the Offer. The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor, subsequent to the closing date and time for submission of offers.

9. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same, in the presence of vendors. Bidders shall be informed date & time for opening of offers separately, preferably through mail.

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 equipments 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.

Our Region covers four district of U.P. which are nearer to Lucknow and branches are spread over these four districts only viz; Lucknow, Barabanki , Raebareilly & Amethi

Presently, AMC of Hardware of all 55 branches & Regional Office is offered through this RFQ.

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. Costs & Currency

The offer must be made in Indian Rupees only and should include all the charges, excluding service tax, GST & other taxes.

18. No Negotiation

It is absolutely essential for the vendors to quote the lowest 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.

19. 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 (some more hardware of different branches may be added / deleted any time during contract) .

20. Price Variations and Supply of Spares

The price quoted by the vendor should be valid for a minimum period of one year. The vendor must give an undertaking along with the quotes to provide service commitment along with availability of spares for a minimum period of one year.

21. Procedure for Logging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (viz; by mail, phone, mobile etc.)

22. Hardware Ref. No.:-

All HW (under AMC) should be identified by the vendor unique ref. no. should be allotted to each HW. Branch-wise detailed list of such HW with unique ref. no. (may be Serial Number of the HW) should be provided by the vendor to all branches & Regional Office.

23. Engineer at our Office.

Vendor has to assign a Engineer time to time at our mentioned offices as and when required throughout the day (Working hours) in some special cases to monitor the HW complaints and follow up for its redressal. He will also maintain the HW Inventory, Spares stock and ensure its availability in case of need.

Terms and Conditions of the AMC Offer

1. SCOPE:

- 1.1 The AMC shall be comprehensive consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of unserviceable parts, at vendor's own cost. Fault occurred due to any reason, unconditionally, will be attended and resolved by the vendor.
- 1.2 The parts to be replaced will either be new parts or equivalent to new parts.
- 1.3 In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.4 All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.
- 1.5 The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
- 1.6 The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, when moved for maintenance or for any other purpose.
- 1.7 Maintenance/repair/replacement/reinstallation of OS and also configuration of desktops (including domain joining ,all type of applications), printer/scanner installation/configuration as per bancslink/bank requirement will be responsibility of vendor.
- 1.8 Maintenance/Repair/replacement/reinstallation of Anti-Virus will be the responsibility of vendor.
- 1.9 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.
- 1.10 The cost of Replacement/Repairs of Printer Head to be borne by the vendor.

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 by prior arrangement.

3. DURATION OF CONTRACT:

- 3.1 The contract shall be valid for a period of one year. However, First work order to successful bidder will be issued for 3 months and if services of the vendor will be found satisfactory during these three months, work order for remaining 9 months will be issued to the same vendor.
- 3.2 The above quantity is estimated quantity. Immediately upon receipt of first work order of three months, vendor has to make inventory of hardware on the prescribed format by visiting the subjected branches which are to be added into AMC and submit the proposal for sanction for difference amount, if any.
- 3.3 Upon expiry of the period of contract, the same may be renewed for a further period of 2 years (1+1 Year) upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor.
- 3.4 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.

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.
- 4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.
- 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 Bank shall pay maintenance charges, as per clause 7 hereunder, for all the Computer Systems/machines, irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.
- 5.4 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.

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.
- 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 Zonal Office.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes but exclusive of GST.

7. 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.** The penalty shall be as under :

1	Desktop PCs / Gateway PCs /Servers/Laptops	Rs. 600/- (maximum – Rs. 1,500/=)
2	Printers (Laser)	Rs. 300/- (maximum – Rs. 900/=)
3	Laser /Ink Jet Printer	Rs. 300/- (maximum – Rs. 900/=)
4	Flat Bed Scanner	Rs. 100/- (maximum – Rs. 300/=)

In any case the total penalty in a quarter will not be more than the quarterly AMC Amount.

8. ASSIGNMENT:

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

9. TERMINATION:

The vendor may terminate the contract by giving three months' notice in writing. However, the bank may terminate the contract by giving 15 days 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.

10. FORCE MAJEURE :

The vendor shall not be liable for any loss, damage, injury or delay which is due to fault or causes beyond the control of the vendor or force majeure such as acts of god, government direction, Riots, War, Civil commotion, sabotage, fires, lightening, floods, earthquakes, explosions or other catastrophes, epidemics, quarantine.

11. Engineer & Spares Maintenance :

The vendor has to assign Engineer at time to time at our offices of the bank as and when required in timely manner to monitor the Services and has to maintain Spares (HDD, Motherboard, Printer heads, RAM etc.) at Banks' premises.

11. GENERAL:

The vendor shall be required to sign an Agreement as per Bank's Standard Format incorporating various terms & conditions.

ANNEXURE II

Bid for Technical Offer-

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least 2 **(TWO)** our/other banks/financial Institutions in UP (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance (certificates to be attached with).
- Address & contact details of office in Lucknow District along with details of qualified and experienced Engineer(s) on their payroll stationed at these districts.
- 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).
- Pan copy of the Firm
- GST No./Copy of the Firm
- DD for Rs.2000/- (Rs. Two thousands only) towards cost of Tender Documents (**Non-refundable**).

Favouring : **Central Bank of India, RO, Lucknow**

- DD for Rs.10,000/- (Rs. Ten Thousand only) towards Earnest Money Deposits. Favouring : **Central Bank of India, RO, Lucknow**
- Any instrument Other than Demand Draft will NOT be accepted.

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 HARDWARE EQUIPMENTS AVAILABLE FOR AMC**

SL. NO.	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	Approx Quantity *
1	GWPCs (with monitors)	Any Make and Model	Windows Server 2016	58
2	DESKTOP PCs (with monitors)	Any Make and Model	Windows -10 (or higher)	368
3	LAPTOPS	Any Make and Model	I3- Window-10	01
4	Deskjet/LASERJET PRINTER/MFPs	Any Make and Model		105
5	SCANNERS –FLAT BED	Any Make and Model		58
6	ADF Scanners	CANON-DR-C230/ any make		54
7	CTS Scanner	PANINI		55
8	Passbook Printers			80
9	80/132/136 Col DMPs			55
10	Receipt Printer	TVS-RP-45		58

- * - Please note that the quantity may increase or decrease due to upgradation by Bank. Payment will be made as per actuals.

Format for Bid for Commercial Offer-

ANNEXURE -IV

FORMAT OF QUOTATION FOR HARDWARE AVAILABLE UNDER AMC for Lucknow Region's Branches & offices

SL. NO.	ITEMS	No. of Units	AMC RATE PER UNIT (Amount in Rs.)	Total Amount (Amount in Rs.) (Including all duties and taxes but excluding GST)
1	GWPCs (with monitors)	58		
2	DESKTOP PCs (with monitors)	368		
3	LAPTOPS	01		
4	Deskjet/LASERJET PRINTER/MFPs	105		
5	SCANNERS –FLAT BED	58		
6	ADF Scanners	54		
7	CTS Scanner	55		
8	Passbook Printers	80		
9	80/132/136 Col DMPs	55		
10	Receipt Printer	58		
	TOTAL BID AMOUNT	XXXX	XXXXXXXXXX	

Commercial Bid should be submitted in two separate & securely sealed envelopes with super-scribed as "**Commercial Bid for HW AMC**".

~~~~ **END** ~~~~