



सेन्ट्रल बैंक ऑफ इंडिया  
Central Bank of India

1911 से आपके लिए "केन्द्रित" "CENTRAL" TO YOU SINCE 1911

C.C.C.

क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

सेन्ट्रल बैंक ऑफ इंडिया  
CENTRAL BANK OF INDIA



TENDER DOCUMENT

For

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

**VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF RANCHI REGION**  
(Districts Covered: Ranchi, Ramgarh, Saraikela, Simdega, Palamu, Lohardaga,  
Gumla, Garhwa, Khunti, Latehar, East and West Singhbhum )

**TENDER REFERENCE NO- RO:RANC:RCC:2024-25:69 Dated: 25/10/2024**



10/2024



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**Request for Proposal (RFP) for AMC of Computer Hardwares and Peripherals located at Branches under Regional Office, Ranchi covering Districts: Ranchi, Ramgarh, Saraikela, Simdega, Palamu, Lohardaga, Gumla, Garhwa, Khunti, Latehar, East and West Singhbhum.**

Name of District	No of Branches
Ranchi	12
Ramgarh	3
Saraikela	3
Simdega	1
Palamu	2
Lohardaga	1
Gumla	1
Garhwa	6
Khunti	2
Latehar	2
East Singhbhum	13
West Singhbhum	1
<b>Total</b>	<b>47</b>

**Central Bank of India, Regional Office, Ranchi** is interested in procurement of AMC and related services from Vendors for Computer Hardware and Peripherals and Networking at various locations (Branches and Regional Office) under the jurisdiction of **Regional Office, Ranchi from 01-01-2025 to 31-12-2025**. For this purpose, the Bank is pleased to invite **Expression of Interest (EOI)/BID** from the eligible Vendors who meet the terms and conditions given below. Interested Vendors may submit their **Expression of Interest (EOI)/BID** along with the supporting documents.



12/01/2025



क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

## TENDER DETAILS

Tender Reference No.	RO:RANC:RCC:2024-25:69 Dated: 25/10/2024
Date of Commencement of Tender	28/10/2024
Last Date and Time for Submission of Sealed Offers	25/11/2024 on or before 3 PM
Technical Bid Opening Date and Time	25/11/2024 at 4 PM
Financial Bid Opening Date and Time	Will be intimated after evaluation of Technical Bids
Earnest Money Deposit (EMD)	Rs. 15000/- (Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at Ranchi
Address of Communication	The Regional Head, Central Bank of India, Regional Office, RCC, Krishna Arcade, 2 <sup>nd</sup> Floor, H.B. Road, Dipatoli, Booty More, Ranchi-834009 (Jharkhand)
Contact Telephone Numbers	8976210177/ 9264291894
Email ID:	rccrancio@centralbank.co.in
Bids to be submitted to	At above address
Tender Fee	Rs. 1000/- (Non Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at Ranchi

NOTE: Both EMD and Tender Fee DDs should be enclosed in the Technical Bid envelop.

सेन्ट्रल बैंक ऑफ इंडिया  
For Central Bank of India  
(SUNIL KUMAR)  
REGIONAL HEAD,  
REGIONAL OFFICE, RANCHI  
क्षेत्रीय प्रमुख / Regional Head  
क्षेत्रीय कार्यालय, राँची / Regional Office, Ranchi





क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

## **A. NOTICE OF INVITATION TO Request for Proposal (RFP)**

Central Bank of India, Regional Office, Ranchi invites Quotations from AMC Vendors for third party **Annual Maintenance Contract of Computer Hardware & Peripherals at various Branches/Offices under Regional Office, Ranchi.**

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

## **B. General Terms and Conditions**

1. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/schedule to all bidders before the date of submission. Quotations submitted by the bidders shall be deemed to cover the effect of such addendum(s)/amendment(s) issued and such addendum (s)/amendments (s) duly signed by the bidders shall be submitted along with the Quotations.
2. **BID Validity and Duration of Contract:**
  - 2.1 Bids shall remain valid up to **31-12-2027(upto three years from commencement of the contract)**. A Bid valid for shorter period shall be rejected by the purchaser as non-responsive.
  - 2.2 The contract shall initially be valid for a period of **12 months (01-01-2025 to 31-12-2025)**. **Bank reserves the right to continue / increase the period of AMC on the same terms and conditions (price/rates) for further period of maximum two years considering the performance and services rendered by the Vendor.**
  - 2.3 If the Vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not to renew the contract, by giving **three months** prior notice before the expiry of the contract.
3. All the prices/rates quoted by the Vendor shall be in Indian Rupees, firm and not be subject to any price escalation.
4. Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor.
5. **One vendor can submit only one bid.**
6. **Method of submitting the Tender:** Tender should be submitted only in sealed covers:
  - a.) **First Cover: Technical Bid Cover-** This should contain Technical details of the Vendor and signed by bidder on all pages along with necessary enclosures. The cover should be closed and sealed & super subscribed as **"Technical bid for Annual Maintenance Contract for Maintaining Computer Hardware and other Peripherals"**.



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- b.) **Second Cover: Financial Bid Cover-** This cover should contain Financials Bid/Rates as per **Annexure-II**, duly signed by Bidders on all pages. The cover should be closed and sealed & super subscribed as **"Financial bid for Annual Maintenance Contract for Maintaining Computer Hardware and other Peripherals"**.
- c.) **Third Cover:** Both First and Second Cover should be placed in the Third Cover and should be super subscribed as **Sealed Tender for "Annual Maintenance Contract for Maintaining Computer Hardware and other Peripherals"** and addressed to Regional Head, Central Bank of India, Regional Office, Ranchi.

**NOTE:- Please note that if any envelope is found to contain both Technical and Commercial Offer, then that offer will be rejected outright.**

7. The Financial Bids for the technically qualified Bidders will be opened and reviewed to determine whether the Financial Bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified
8. **The Bank will not be bound to accept the lowest quotation and reserves the right to accept or reject any or all quotations without assigning any reasons whatsoever. Decision of the Purchaser in this regard shall be final and binding on the Bidders.**

It is the past experience of various Regions that due to competition, Vendors are used to 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 satisfactory AMC Services, penalties will be attracted as stated under **Point No- 6 (D. Uptime Guarantee)** as mentioned below. Also, the Vendor **will be black listed** and no future contract will be awarded to such Vendors.

9. **The quantities of various items mentioned in Annexure –II are indicative and there could be variations with the actual numbers.**
10. The parts for replacement will either be new parts or equivalent to new parts.
11. All maintenance/repairs shall be attended by the Vendor or authorized personnel of the Vendor.
12. The Vendor shall maintain adequate spare machines and other spares at nearby sites to facilitate any temporary replacement.
13. 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.
14. In case the Computer Systems/machines are moved for the purpose of maintenance, such costs/charges shall be borne by the Vendor.
15. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.



सेन्ट्रल बैंक ऑफ इंडिया  
Central Bank of India

क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

16. 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.
17. 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.
18. In case within the contract period, for any reasons, the systems under maintenance are disposed of by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.
19. 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.
20. 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. Proper gate pass arrangements should also be followed for movement of hardware.
21. **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 the offer.**
22. The price quoted by the Bidder/Vendor should be valid for a minimum period of **three years**. The Bidder/Vendor must give an undertaking along with the quotes that he gives service commitment along with availability of spares for a minimum period of **three years**.
23. On subsequent additions of Computer Hardware and Peripherals which fall out of warranty shall be included in the contract at the rates quoted by the Bidder/Vendor as per **Annexure II** and payments shall be made accordingly.
24. **The Bank reserves the right to appoint more than one Vendor looking into the spread of branches in several districts. Bank also reserves the right to reject one or all Vendors. The decision of the Bank in this regard will be final and binding.**
25. This Offer document is not transferable. Only the party, who has purchased/submitted this offer document, is entitled to quote.
26. Please note that the Vendors having **franchise arrangement for maintenance & support are not eligible to apply.**
27. 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 **Ranchi (Jharkhand)**. The jurisdiction of any other Court other than **Ranchi (Jharkhand)** is specifically excluded.

### **C. Scope of Work**

1. **This AMC shall consist of preventive and corrective maintenance of the Computer Hardware & Peripherals and will include supply and replacement of unserviceable parts at Vendor's own cost** except in case of force majeure via damage due to external factors



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क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

- (robbery, arson, rioting and willful damage). **Damage due to electrical/voltage problems will not be in the scope of force majeure clause.**
2. Installation of Operating Systems (Windows 10/11, Windows 2016 Server), Oracle Server, Oracle Client, antivirus packages, trouble shooting of LAN networking in Branches/RO/Offices and other application tools as desired by Bank at client systems.
  3. Maintaining and configuring windows advanced server - Domain Controller. Creating and maintaining of users and other related activities under windows server/client operating systems.
  4. **For the under warranty PCs/Peripherals, Vendor has to support for call logging with different manufacturers/OEM vendors and they have to provide remote technical support as desired by the Bank. After completion of Warranty these PCs/Peripherals will be added in the AMC as per the rates finalized.**
  5. The system support should include the trouble shooting for Operating System (OS) (i.e. Windows 2016 Server, Win-10/11, etc.), creating and deleting of network ID, network rights management, IO Port repairs, LAN networking trouble shooting, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and system accessories included in AMC. Bank will not make payment if Contractor default PM during quarter.
  6. AMC contract will also include updation of antivirus software, up gradation of OS in client as well as server PCs, updation of the software/drivers required for the networking and other software updation as per Bank's need wherein the media & necessary updates will be provided by the Bank.
  7. All parts of Computer Systems, 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 equipments, 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.
  8. The Vendor shall keep sufficient spare parts like Hard Disks, Mother Boards, Memory, Printer Parts, RAMs etc. as stand by spares in our Office (preferably at Regional Computer Centre). The Vendor is required to maintain 5% stock of hardware for adhoc need (Standby) during AMC for Bank (at Bank Premises).
  9. 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 **within a period of two weeks** from the date of commencement of AMC period. All Hardware (under AMC) should be identified by the Vendor and unique reference no. should be allotted to each Hardware. Branch wise detailed list of such Hardware with unique reference no. should be provided by the Vendor to all Branches & Regional Office **within 14 days** of assigning the contract.
  10. **The Vendor has to depute one permanent Resident Engineer at Ranchi Regional Office who have at least 2-years experience in this domain in company.**



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क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

11. Vendor has to arrange an engineer (equally qualified and experienced), in the event of absence of regular engineer (mentioned in above **Point No-10**).
12. The Vendor shall arrange monthly visit/meeting of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Ranchi.
13. Since most of the Desktop PCs do not have CD/DVD Drives, it is essential that these engineers will carry a CD/DVD drive in case the PC is to be formatted or OS is to be repaired or new hardware device is to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.
14. The Vendor will ensure to have qualified engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser/Deskjet/Inkjet Printers, CTS Scanners, Flatbed and ADF Scanners as well as maintenance of Operating Systems mentioned in the Scope of Work above.
15. Branches under Ranchi Region are located at huge distance across twelve Districts, the local support to the branch must be provided by the Vendor on time. The vendor must submit the names and contact of the local support/engineer in **Annexure VII**.
16. Vacuum cleansing of CPU on monthly basis of non-warranty PC's.
17. The Vendor must daily report on complaints received (with complaint number), attended, resolved and pending to Ranchi 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 important parameter for evaluating the Vendor's performance and linked with the release of Payments.
18. 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 AM to 6.30 PM on all week-days from Monday to Friday, and from 9.45 AM to 6.30 PM on 1<sup>st</sup>, 3<sup>rd</sup> & 5<sup>th</sup> 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 a 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 for each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:





क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

1	Gateway PC	Rs. 500/-
2	Desktop PCs/Laptops	Rs. 300/-
3	DMP Printers (136 col. & 80 col.)	Rs. 300/-
4	Passbook Printers	Rs. 400/-
5	Laser/Inkjet/Deskjet Printer	Rs. 300/-
6	Flat Bed Scanner	Rs. 100/-
7	ADF Scanner	Rs. 300/-
8	CTS Scanner	Rs. 400/-
9	Absence of resident engineer for more than three hours in a day	Rs. 300/-per day

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.

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	4	Scanner	3
Printer Epson LQ 300/310	3	Keyboard	6
Printer Epson PLQ 20/35	3	Mouse	6
Laser Printer	3	HDD (500GB)	3

## 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 - II**.
- **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 conditions 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 Hardware after deduction of penalty (if any). No payment will be released in absence of AMC agreement and/or a PBG. The Vendor has to submit PBG for the amount of 10% of total AMC value with claim period of AMC contract period.**
- The Vendor shall draw Invoices for payment of quarterly maintenance charges at Regional Office along with the preventive maintenance visit reports with seal and sign of the engineer and Bank official and payment will be made from Regional Office, Ranchi.
- No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- TDS will be deducted from maintenance charges as per the rules.



क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

- Except the payments mentioned in this Para, no other payments are payable by the Bank to the Vendor.

## **F. WAIVER OF EARNEST MONEY DEPOSIT/TENDER FEE:**

The firms registered under MSME are exempted from EMD/Tender Fee (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.

## **G. Termination**

- The Bank reserves the right to discontinue/terminate the Annual Maintenance Contract by giving **one month prior notice to the Vendor**. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due **notice of one month**. 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.
- Bank also reserves the right to terminate the contract by giving **one month prior notice to the Vendor** in case of breach of any of the material obligations under the contract, if committed by the Vendor, during the contract period.
- The Vendor may terminate the contract by giving three months' prior notice to the Bank in writing.

## **H. 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 communication 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 form of network hacking at Bank.
4. The Vendor shall not take Bank as a reference to their prospectus or clientele for any purpose.



क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

## **I. TOTAL COST OF AMC**

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

## **J. ELIGIBILITY CRITERIA FOR AWARDING CONTRACT**

### **Technical Qualification Criteria (Annexure V)**

1. The Vendor submitting the Offer/Bid should have **Annual Turnover of Rs. 50 Lakhs in Computer Hardware AMC 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 Bidder should have Computer Hardware & Peripherals **Annual Maintenance Contract in running condition with at least 1 (One) Public Sector Bank/RBI/RRB/Scheduled Bank**. Relevant documents of Work Order is to be attached for verification. Also, the Bidder needs to submit **Satisfactory Service Support Certificate for AMC for previous 2 (Two) years** issued by any Public Sector Bank/RBI/RRB or any Scheduled Bank along with the Tender.
3. Applicant/Firm/Vendor should not be blacklisted by any Govt. Authority or Public Sector Undertakings (PSUs)/PSBs. The Vendor shall give an undertaking on their Letter Head that they have not been black listed by any of the Govt. Authorities or PSUs/PSBs as on date.
4. Company should be registered with PF and ESIC, Documentary. Proof be attached.
5. Applicable Tax Registration(if any) PAN/TIN/GST Registration etc. (Submit Proof).
6. **The Vendors must have a Service/Support Center at Ranchi and engineers should be available at district places**. If AMC **Service/Support Center** is not at RANCHI then the Vendor has to open a Service/Support Center at RANCHI if the contract is awarded to the Vendor after Tender and for the same they shall submit an affidavit to open a Service/Support Center at RANCHI location immediately. The Vendor must be able to provide support engineers at various locations as follows:
  - i. One Dedicated Engineer for Ranchi and nearby branches
  - ii. One Dedicated Engineer for Garhwa and nearby branches
  - iii. One Dedicated Engineer for Jamshedpur and nearby branches
  - iv. One Resident Engineer at Regional Office, Ranchi



**NOTE:- The Vendor must submit the Station-Wise Details of the Engineers On Roll As On Date as per Annexure VII**

7. Vendor must have efficient call logging system to register complaints via Phone & Mail. Complaint No. must be shared immediately after each complaint.
8. L-1 bidder will be decided on the basis of the Total Cost of AMC amount as per **Annexure-II**. Negotiations may be done if necessary with L1 Vendor. The decision of Bank in respect of evaluation of Bids and/ or award of contract will be final.

#### **K. 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**

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

1. Financial Bid for awarding AMC as per **Annexure – II**



क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

**District wise list of all Branches under Ranchi Region including Regional Office**

**Annexure – I**

SR. NO.	BRANCH CODE	BRANCH NAME	DISTRICT
1	974	ADITYAPUR	SARAIKELA
2	1559	ANGARA	RANCHI
3	4874	ARKI	KHUNTI
4	1059	BAHARAGORA	EAST SINGHBHUM
5	1573	BALUMATH	LATEHAR
6	4446	BIRSA CHOWK	RANCHI
7	4448	BOOTYMORE	RANCHI
8	1249	BURMA MINES	EAST SINGHBHUM
9	89	CHAIBASSA	WEST SINGHBHUM
10	4599	CHAKRADHARPUR	SARAIKELA
11	1583	CHANDRI	GARHWA
12	1031	DALTONGANJ	PALAMU
13	1630	GARHWA ROAD	PALAMU
14	4452	GARHWA	GARHWA
15	4115	GHATSHILA	EAST SINGHBHUM
16	994	GOLA	RAMGARH
17	2406	GOLMURI	EAST SINGHBHUM
18	4098	GUMLA	GUMLA
19	5143	HARDAGKALAN	GARHWA
20	4447	HARMU HOUSING	RANCHI
21	2857	HETHPOCHRA	LATEHAR
22	88	JAMSHEDPUR	EAST SINGHBHUM
23	1381	JUGSALAI	EAST SINGHBHUM
24	3072	KANKE ROAD	RANCHI
25	4207	KHUNTI	KHUNTI
26	1223	LALPUR	RANCHI
27	4248	LOHARDAGA	LOHARDAGA



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क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

28	3035	MATIHANA	EAST SINGHBHUM
29	2901	PALEKALAN	GARHWA
30	2028	PARSUDIH	EAST SINGHBHUM
31	4884	PATRATU	RAMGARH
32	2018	PISKAMORH	RANCHI
33	3022	PURAINI	GARHWA
34	85	RAMGARH	RAMGARH
35	86	RANCHI	RANCHI
36	1311	RANCHI COLLEGE	RANCHI
37	1848	REGIONAL OFFICE RANCHI	RANCHI
38	4871	RATU	RANCHI
39	4572	MANGO	EAST SINGHBHUM
40	3884	SAGAMA	GARHWA
41	87	SAKCHI	EAST SINGHBHUM
42	4600	SARAIKELA	SARAIKELA
43	4537	SIMDEGA	SIMDEGA
44	1271	SONARY	EAST SINGHBHUM
45	2343	SUKHADEONAGAR	RANCHI
46	1180	TELCOTOWNSHIP	EAST SINGHBHUM
47	1393	UPPER BAZAR	RANCHI
48	4038	TISCO	EAST SINGHBHUM



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Central Bank of India

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क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

Annexure – II

## TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE CONTRACT (AMC)

TENTATIVE LIST OF HARDWARE ITEMS SITUATED AT VARIOUS BRANCHES/OFFICES UNDER THE JURISDICTION OF RANCHI REGION (All amounts are in Indian Rupees)

SR. NO.	HARDWARE ITEM	MAKE/MODEL/OEM	Indicative Qty. of H/W	Rate Per Unit (in Rs.)	Total Amount (in Rs.)
1	DESKTOP PCs (Client PCs and Gateway PCs)	HCL/ACER/WIPRO/LENOVO/HP and other similar brands	422		
2	80 COL. DOT MATRIX PRINTER	EPSON LQ-300/310 and other similar brands	47		
3	PASSBOOK PRINTERS	EPSON PLQ-20,35/OLIVETTI PR2 Plus/LIPI PB2 and other similar brands	55		
4	FLATBED SCANNERS	CANON/BEARPAW/HP/EPSON and other similar brands	65		
5	ADF/FAST SCANNERS	CANON DR-C230 and other similar brands	46		
6	LASER/ INKTANK/ MULTIFUNCTION PRINTERS	Epson/Canon/HP and other similar brands	120		
7	CTS SCANNERS	ARCA LS150/DIGITAL CHECK TS240 and other similar brands	0		
8	CASH RECEIPT PRINTER	TVS RP 45 SHOPPE and other similar brands	0		
	NET TOTAL AMOUNT (TCO)				

To be filled up by the Bidder / Vendor

Above figure may vary +/- 10%.

Note:

1. Rate/Total Amount should be Quoted excluding GST/TAX. GST/TAX will be paid by the Bank as per the actuals.
2. Desktop includes Keyboard and Mouse along with the Monitor.
3. Rates must be quoted for all the items mentioned above. If the rate of any of the items is not quoted, the Vendor will be rejected summarily as non-responsive. **Price must be quoted even for Zero Item under AMC.**
4. No. of units are indicative of quantity available under AMC and may vary.
5. Hardware presently under warranty will also be covered under AMC after expiry of warranty period and fresh inventory can be calculated accordingly.



क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

Annexure - III

**REQUEST FOR PROPOSAL COVERING LETTER**

To,  
The Regional Head  
Central Bank of India,  
Regional Office, RCC,  
Krishna Arcade, 2<sup>nd</sup> Floor,  
H.B. Road, Dipatoli,  
Booty More,  
Ranchi -834009 (Jharkhand)

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

We submit herewith our Commercial/Financial Quotation 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: \_\_\_\_\_

Name: \_\_\_\_\_





सेण्ट्रल बैंक ऑफ इंडिया  
Central Bank of India

1911 ने आपके लिए "केन्द्रित" "CENTRAL" TO YOU SINCE 1911

C.C.C.

क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

Annexure - IV

**LETTER OF UNDERTAKING**

To,  
The Regional Head  
Central Bank of India,  
Regional Office, RCC,  
Krishna Arcade, 2<sup>nd</sup> Floor,  
H.B. Road, Dipatoli,  
Booty More,  
Ranchi -834009 (Jharkhand)

Sir,

**Reg.: Our Quotation for Third Party AMC for Computer Hardware/Peripherals -  
Undertaking of Authenticity for components/parts/assembly.**

With reference to our Bid for Third Party AMC for Computer Hardware/Peripherals being quoted vide your RFQ notice cited above. We hereby undertake that all the components/parts/assembly/software used for maintenance of computer peripherals 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 if 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:**



सेन्ट्रल बँक ऑफ इंडिया  
Central Bank of India

1911 से आपके लिए "केन्द्रित" "CENTRAL" TO YOU SINCE 1911  
क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi



Annexure - V

**COMPLIANCE STATEMENT**

**DECLARATION**

Please note that any deviations mentioned elsewhere in the Bid will not be considered and evaluated by the Bank. Bank reserves the right to reject the Bid, if the Bid is not submitted in proper format as per the Tender.

Business Details			(Amt in Lakh)	
Name of Company	Turnover (2022-23)	Profit/Loss (2022-23)	Turnover (2023-24)	Profit/Loss (2023-24)

\*\*Attach supported document (Audited Balance Sheet).

AMC Provided At				
Sr. No.	Bank Name/Company	Service Period		CBS Solution of the Bank (e.g., BaNCS, Finacle, etc.)

\*\*Attach supported document (Bank/Company Certificates)

Support Center Detail	
Company Name	Address of Support Center at Ranchi

\*\*Attach Supported document

Seal & Signature of Bidder



क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

**Annexure -VI**

**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 Ranchi	
Contact Details of the Vendor along with Escalation Matrix	

**Signature & Seal of Company**



सेन्ट्रल बैंक ऑफ इंडिया  
Central Bank of India

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क्षेत्रीय कार्यालय, राँची Regional Office, Ranchi

## Annexure –VII

### Station-Wise Details of the Engineers On Roll As On Date

Sr. No.	Location	Name of the Engineer	Qualification	Working Since	Contact Number	Stationed At
1	Ranchi Station					
2	Garhwa Station					
3	Jamshedpur Station					

We hereby undertake and agree to abide by all the terms and conditions including all Annexure(s), Corrigendum(s), etc. stipulated by the Bank in this Tender (Any deviation may result in disqualification of Bids).

**Signature & Seal of Company**