



सेंट्रल बैंक ऑफ इण्डिया
Central Bank of India

निविदा दस्तावेज
Tender Document

निविदा संदर्भ क्रमांक: क्षे. का./क्षे. क.के./एएमसी / 2024-25/01 दिनांक 07/10/2024

Tender Reference No. RO/RCC/AMC/2024-2025/01

Dated:- 07/10/2024

Annual Maintenance Contract (AMC)

Of

Computer Hardware and Peripherals

At

**VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF SAGAR
REGION**

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

Page 1 of 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

TENDER DETAILS		
1	TENDER REFERENCE	RO:RCC:AMC:2024-25:01 Dated 07 TH October 2024
2	Date of commencement of Tender	07/10/2024
3	Last date and time for receipt Of Bidding Document	30/10/2024 UP TO 15:00 Hrs
4	Date and Time of Technical Bid Opening	Technical Bid Opening Date is 05/11/2024 AT 16.00 Hrs.
5	Financial Bid Opening Date and Time	Will be intimated after technical bid evaluation.
6	Address for communication	Regional Head Central Bank Of India, Regional Office, 7,Civil Lines,Infront of Sai Mandir, Sagar, Madhyapradesh-470001. <u>rccsagaro@centralbank.co.in</u> , <u>armsagaro@centralbank.co.in</u> <u>gadsagaro@centralbank.co.in</u> , Contact Number –7415022300/9049030888
7	EMD	Rs. 10,000 /- (Rs. Ten Thousand only) refundable Demand Draft with validity period of 30 days in favor of Central Bank Of India payable at Sagar.
8	Cost of Tender	Rs.2000/- (Non Refundable) in the form of Demand Draft in favor of Central Bank Of India, payable at SAGAR. The DD/Banker Cheque should be submitted at the time of bid submission/purchase of Tender.
9	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., email address, Mobile No. etc.
10	Debarment	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 SAGAR Region.
11	Exemption of 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.

Page 2 of 20

सेंट्रल बैंक ऑफ इंडिया ,क्षेत्रीय कार्यालय,
7,सिविल लाइन्स,साई मंदिर के सामने,सागर,(म.प्र.),पिन-४७०००१

Central Bank Of India , Regional Office,7,Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

Invitation for Tender Offers

Central Bank Of India, Regional Office, SAGAR 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, from **01.12.2024 to 31.11.2025**. This offer is for maintenance of Computer Hardware & Peripherals at various branches & administrative offices in SAGAR 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, Passbook, DD-TDR, Laser etc), Scanners (incl Fast Scanner) located at different Branches / Offices of Central Bank of India under SAGAR 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**

Format of Price Proposal form (To be included in Commercial Offer Envelope) – **Annexure V**

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

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 or a copy can be obtained from our Regional Computer Center, Regional Office, SAGAR. The cost of tender document is **Rs 2000/- (Rupees Two thousand only)** and this is to be paid by way of Demand Draft drawn on "Central Bank of India", payable at SAGAR.

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

(N.K.Singh)
Regional Head
Regional Office, SAGAR.

Page 3 of 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

Instructions to vendors

1. Invitation Offer System

Bidders may download tender document from Bank website (www.centralbankofindia.co.in). Bids should accompany demand draft of Rs. 2000/- (non-refundable) towards tender documents 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 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

Quotations must be submitted, on or before 15.00 hours on 30/10/2024, giving full particulars in sealed envelope titled "COMPUTER HARDWARE AMC TENDER –RO SAGAR" at the Bank's address given below :-

Regional Head
Central Bank Of India, Regional Office,
7,Civil Lines ,Infront of Sai Mandir,Sagar, Dist-Sagar
Madhyapradesh. Pin-470001.

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 The bidder submitting the offers should be a Registered Company (at least 5 years old) & should have at least 5 years' experience of Computer Hardware AMC i.e Server, Desktop, Printers, Scanners and peripherals etc., Hardware & Software, Networking with valid ISO 9001:2008 or above quality services certification. Bidder should be a registered company in the relevant fields of IT AMC having an annual turnover of Rs 5 Crore in Hardware maintenance business per year in the last three financial years. Please furnish supportive documents.
- 3.2 The Bidder should have Annual Maintenance Contracts in running condition with an amount of Rs.2.50 Lakhs or more (each AMCs) with at least 3 (Three) Public 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 Sagar to cover branches in major districts under the region such as Sagar,Narsinghpur,Damoh,Panna,Chhatarpur,Tikamgarh,Ashoknagar,Guna 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. Proof of Engineers appointment and residential address for verification stating their eligibility is to be submitted.
- 3.4 The Bidder should be of financially sound condition. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.

Page 5 of 20

सेंट्रल बैंक ऑफ इंडिया ,क्षेत्रीय कार्यालय,
7,सिविल लाइन्स,साई मंदिर के सामने,सागर,(म.प्र.),पिन-४७०००१

Central Bank Of India , Regional Office,7,Civil Lines
In front of Sai Mandir, Sagar,Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

3.5 The firm should have applicable tax registrations i.e. PAN, TIN, GST etc. Supportive documents must be attached.

3.6 Vendor should have an established AMC Service Centre nearest to SAGAR Region preferably in SAGAR; such AMC Support Centre must be functional from past **Three years**. Supportive documents such as full Address proof of service support office should be produced such as PAN, Tax receipt, Certificate of registration like Shop & Establishment, Service Tax/Sales Tax/VAT/LBT/ GST etc must be attached. If AMC service Center is not in SAGAR then Vendor has to open Service Center in SAGAR if contract will award to vendor after tender and for the same they shall submit an affidavit to open service center in SAGAR location immediately.

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.

4. 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.

The Bank will not be bound to accept the lowest tender and reserve the right to accept or reject any one or all the tenders without assigning any reasons whatsoever.

Page 6 of 20

सेंट्रल बैंक ऑफ इंडिया , क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India , Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

The evaluation of L1 Bidder/Vendor will be strictly on the basis of Total Cost of Ownership (TCO) for the offered quantity of hardware in this RFP. Other Bidders/Vendors may be required to match the rates offered by L1 Bidder/Vendor, since bank reserves the rights to allot AMC to more than one vendor. Bank also reserves the rights to award the AMC contract to L2 bidder at the same rates of L1 bidder in 50-50 manner.

If L1 bidder is unable to provide the satisfactory services to our branches after awarding the AMC contract for the period mentioned in the RFP, Bank reserves the right to award the AMC contract to L2 bidder on same terms and condition of L1 bidder for the remaining period.

The vendor on award of the contract will have to deposit an amount of 10% of cost of AMC (rounded off to nearest hundred) OR submit Bank guarantee of equal amount from nationalized bank with validity up to AMC period in 21 days from the date of award of the Contract

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 I under point no. 8, so also 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

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.

7. Address of Communication

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

**Regional Head
Central Bank Of India, Regional Office,
7,Civil Lines ,Infront of Sai Mandir,Sagar,
Dist-Sagar
Madhya Pradesh. Pin-470001.**

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 Registered Company with ISO 9001:2008 or above with an existence of minimum FIVE years as on date with annual turnover of Rs. 5 crores in Hardware Maintenance / Service business per year in the last three financial years.		1)Certificate of Registration 2)ISO 9001:2008 or above Certificate 3) Copies of Audited Balance sheet / copy of IT Return for the last three consecutive years. 4) Certificate stating that Vender is <i>Hardware Service/ Maintenance</i> 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 three financial years		Copy Audited Profit & Loss A/C for the last three consecutive years.
4	The bidder should have minimum 01 qualified and skilled engineers (Hardware) at SAGAR 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 Computer 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 20

सेंट्रल बैंक ऑफ इंडिया ,क्षेत्रीय कार्यालय,
7,सिविल लाइन्स,साई मंदिर के सामने,सागर,(म.प्र.),पिन-४७०००१

Central Bank Of India , Regional Office,7,Civil Lines
In front of Sai Mandir, Sagar,Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

कें.का.-चंद्रमुखी, नरीमन प्वाइंट 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 SAGAR.

11. 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.

12. 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.

13. 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.

Page 9 of 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

14. 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.

15. Details of Spread.

Branches/offices are spread across Sagar, Narsinghpur, Damoh, Panna, Chhatarpur, Tikamgarh, Ashoknagar and Guna Districts.

16. Format for Offer (TCO)

The offer must be submitted in suggested format as per **Annexure IV**.

17. 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.**

18. 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.

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. Bank also reserves right to add or delete name of any branch.

20. 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.

Page 10 of 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

21. 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 three 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 Madhya Pradesh 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) stationed at SAGAR to cover major District Head Quarters centers like Sagar,Narsinghpur,Damoh,Panna,Chhatarpur,Tikamgarh,Ashoknagar,Guna 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.

Tentative Inventory of the Hardware to be brought under AMC:

S.No.	PC+Gateway PC	80Col	Pass Book Printers	Scanner	Laser Printer	ADF Fast Scanner
Total	410	25	49	48	84	56

22. 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.). Escalation matrix must be shared along with contact person's name, contact number and e-mail ID.

23. 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 by 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, SAGAR. The dedicated engineer has to be present on all working days during office hours or as directed by Bank for RO SAGAR 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 Sagar, Narsinghpur, Damoh, Panna, Chhatarpur, Tikamgarh, Ashoknagar, Guna area to cover all the branches under SAGAR Region as per list available in Annexure VI . 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.
- 1.4 The vendor shall maintain adequate spare machines and other spares at 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.
- 1.5 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 contract 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.

- 1.6 Since the AMC is comprehensive in nature, the cost of Replacement/Repairs is to be borne by the Vendor.
- 1.7 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 10, Windows 11, 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.

Representative of the Bidder/Vendor shall visit the concerned RCC office at least once in a month to discuss the problems and their immediate rectification and also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, SAGAR.

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

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 three months prior notice before the expiry of the contract.

Page 13 of 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

कें.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.
- 4.2 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. TDS will be deducted from maintenance charge as per rules.
- 6.3 The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office along with preventive maintenance visit report duly seal and sign by your engineer and Bank official and payment will be made from Regional Office, Sagar.
- 6.4 Changes or additions in Computer Systems/machines features may result in change in minimum maintenance charges, which will have to be finalized with mutual discussions. Addition of Hardware coming out of warranty will be added into the Hardware list and likewise deletion will be made from the list of Hardware due to removal or becoming obsolete and payment will be made proportionately.

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.

Page 14 of 20

सेंट्रल बैंक ऑफ इंडिया, क्षेत्रीय कार्यालय,
7, सिविल लाइन्स, साई मंदिर के सामने, सागर, (म.प्र.), पिन-४७०००१

Central Bank Of India, Regional Office, 7, Civil Lines
In front of Sai Mandir, Sagar, Madhyapradesh Pin-470001

ई-मेल/E-mail : rmsagaro@centralbank.co.in वेबसाइट/Website : www.centralbankofindia.co.in

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

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. 500/-
2.	Desktop PC	Rs. 300/-
3	Passbook Printer	Rs. 200/-
4	Flat Bed Scanner	Rs. 100/-
5	ADF Scanner	Rs. 200/-
6.	Laser Printers & 80 Col Printers	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 the 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, SAGAR.
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 20

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 Rs. 2.5 Lakhs or more (each AMCs) with at least 3 (Three) Public Sector Banks/RBI/RRB. 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 Nearest to SAGAR Region preferably in SAGAR. Such Support Centre must be functional from past three years. Documentary proof required. If AMC service Center is not in SAGAR then Vendor has to open Service Center in SAGAR if contract will award to vendor after tender and for the same they shall submit an affidavit to open service center in SAGAR location immediately.
- Support Centre Nearest to SAGAR Region preferably in SAGAR should have minimum **1 OR 2** qualified and experienced Engineers on their payroll stationed at SAGAR and at least one/two qualified and skilled engineers (Hardware) at each major District Head Quarters/ important centers like Sagar,Narsinghpur,Damoh,Panna,Chhatarpur,Tikamgarh,Ashoknagar & Guna. Location min 3 engg in total. List with employee name and contact number to be provided.
- Address and Contact Details of **One dedicated Resident Engineer** should be given with Technical bids.
- Details of financial position of the bidder during last Three Years (Audited Balance Sheet and Profit & Loss account statement for the last three 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 5 Crores in Hardware Maintenance /Support services business per year in the last three financial years. Supportive documents may be submitted.
- Compliance of Qualification criteria with relevant documents as specified in page no.8.
- DD for Rs.2000/- (Rs. Two Thousand only) towards cost of Tender Documents (Non-refundable).
DD Favoring: Central Bank of India, RO, SAGAR payable at SAGAR.
- **Bid Security Declaration** stating that vendor accepts 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 SAGAR 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 SAGAR 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/DELL/HP (i3/ AMD/Intel Pentium IV equivalent & core2 Duo) and other similar Brands	OS (Windows Servers 2016 or other , Win 10/11 or other etc)	410
2	ADF FAST SCANNER	CANON/HP/ other similar Brands	OS (Windows 10/11 or other version etc)	56
3	80 COL. DOT MATRIX PRINTER	EPSON LQ 300, 310 TVS MSP and other similar Brands		25
4	PASSBOOK PRINTER	EPSON PLQ-20, PLQ-35, OLIVETTI PR2, LIPI PB2 other similar Brands		49
5	LASER PRINTER	HP - HP 1020,1106,1108,Pro 400, , SAMSUNG-ML 2851,2161, EPSON, CANON etc and other similar Brands		84
6	SCANNER	CANON/ HP /EPSON etc	Canon Lide 100/110/120, Epson V39 etc	48

Bid for Commercial Offer- Quotation for AMC (TCO)
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		410 X @Rs =
2	ADF FAST SCANNER		56 X @Rs =
3	80 COL. DOT MATRIX PRINTER		25 X @Rs =
4	PASSBOOK PRINTER		49 X @Rs =
5	LASER PRINTER		84 X @Rs =
6	SCANNERS		48 X @Rs =
	TOTAL BID AMOUNT		Rs.

- 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.

PROPOSAL FORM (PRICE PROPOSAL) (To be included in Commercial Offer Envelope) need to Submit in Company Letter Head.

**The Regional Manager,
Central Bank of India,
Regional Office Sagar
7, Civil Lines, In front of Sai Mandir
Sagar
Madhya Pradesh – 470001.**

Re: Request for Proposal for Annual Maintenance Contract of computer hardware and peripherals installed at various Branches/offices in Sagar Regional Office.

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute Annual Maintenance Contract, in conformity with the said Proposal documents for the sum of _____

(Total Proposal amount in words and figures) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to execute the Annual Maintenance Contract in accordance with the Terms & Conditions specified in the Bid Document.

If our Proposal is accepted, we will submit the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the Bank.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that the Bank has the complete and absolute right to accept or reject any proposal at its sole discretion.

Dated this day of 2024

(Signature with seal) (In the capacity of)

Duly authorized to sign Proposal for and on behalf of

Page 19 of 20

District wise list of Branches & Offices:

Annexure VI

SR NO	BSR	Branch Location	DISTRICT	SR NO	BSR	Branch Location	DISTRICT
1	4171	AMANGANJ	SAGAR	32	738	KHURAI_KHURAI	SAGAR
2	3380	ASHOK NAGAR	PANNA	33	4719	MAGARDHA	SAGAR
3	2625	BAGWAR_BHAGWARKALAN	ASHOK NAGAR	34	4520	MAKRONIA SAGAR	SAGAR
4	739	BANRAI_BANDA BELAI	PANNA	35	4407	MALTHON	SAGAR
5	2127	BARDHA_BARDHA	SAGAR	36	740	MANBAM_MANDI BAMORA	SAGAR
6	4706	BELAHARI	SAGAR	37	2677	MIRKHE_MIRKHEDI	SAGAR
7	3368	BHASAG_BHAGWANGANJ(M.P.)	CHHATARPUR	38	4509	MUNGAWALI	ASHOK NAGAR
8	1366	BINA_BINA	SAGAR	39	2309	MUNJAB_MUNGWANI	NARSINGHPUR
9	2315	CHAGAO_SUKHAKHEDI	SAGAR	40	4790	NAKTUWA	NARSINGHPUR
10	4508	CHANDERI	NARSINGHPUR	41	1092	NARSIN_NARSINGHPUR	NARSINGHPUR
11	3344	CHATAR_CHHATARPUR	ASHOK NAGAR	42	2158	PANNA_PANNA	PANNA
12	1598	CHAWAR_CHAVARPATHA	CHHATARPUR	43	1891	RAHHOS_RAHATGARH	SAGAR
13	749	CHHCHH_CHHOTA CHINDWARA	NARSINGHPUR	44	741	REHLI_REHLI	SAGAR
14	2029	DALPAT_DALPATPUR	NARSINGHPUR	45	2277	SAGONI_SAGONI TENDUKHEDA	NARSINGHPUR
15	2157	DAMOH_DAMOH	SAGAR	46	1239	SAGTON_SAGAR CANTONMENT (M.P.)	SAGAR
16	1027	GADARW_GADARWARA	DAMOH	47	1717	SANODH_SANODHA	SAGAR
17	4718	GADOLI KHURD	NARSINGHPUR	48	737	SAUGOR_SAGAR (SAUGAR),M.P	SAGAR
18	4859	GOHGAWARI	SAGAR	49	2836	SESAIS_SESAI SAJI	SAGAR
19	3142	GOPSAG_GOPALGANJ SAGAR.	NARSINGHPUR	50	2030	SHAHGA_SHAHGARH	SAGAR
20	1719	GOURJH_GOURJHAMAR	SAGAR	51	4174	SIMARIA	PANNA
21	2156	GUNA	SAGAR	52	1784	SINGHP_SINGHPUR	NARSINGHPUR
22	2718	HARDI_HARDI (M.P)	GUNA	53	2031	TADA_TADA	SAGAR
23	3522	HATSAG_HATTA (M.P.)	PANNA	54	4172	TENDUKHEDA	DAMOH
24	4173	JASINAGAR	DAMOH	55	1066	TIKAMG_TIKAMGARH (M.P.)	TIKAMGARH
25	4717	JHUNKU DEORI	SAGAR	56	2353	REGIONAL OFFICE, SAGAR	SAGAR
26	2130	JOTESH_JOTESHWAR	SAGAR	57		CURRENCY CHEST SAGAR	SAGAR
27	1524	KARAKB_KARKABEL	NARSINGHPUR	58		LDM OFFICE SAGAR	SAGAR
28	1005	KARBHO_KARELI	NARSINGHPUR	59		TRAINING CENTRE RSETI SAGAR	SAGAR
29	1596	KESHOS_KESLI	NARSINGHPUR	60		LDM OFFICE NARSINGHPUR	NARSINGHPUR
30	4521	KHAJURAO	SAGAR	61		TRAINING CENTRE RSETI NARSINGHPUR	NARSINGHPUR
31	1619	KHIMLA_KHIMLASA	CHHATARPUR				

~~~~~ END ~~~~~

20

Page 20 of

सेंट्रल बैंक ऑफ इंडिया ,क्षेत्रीय कार्यालय,  
7,सिविल लाइन्स,साई मंदिर के सामने,सागर,(म.प्र.),पिन-४७०००१

Central Bank Of India , Regional Office,7,Civil Lines  
In front of Sai Mandir, Sagar,Madhyapradesh Pin-470001

ई-मेल/E-mail : [rmsagaro@centralbank.co.in](mailto:rmsagaro@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