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Regional Office, Asrampara, Siliguri - 734001

RO/SILI/RCC/2024-25/ 39

5th November 2024**Notice for Invitation of Competitive Offer**

Sealed offer on percentage as well as aggregate rate basis is invited from Computer, Printers and Accessories Service Agencies/Vendor for **Annual Maintenance Contract** of Computer sets, Printers and Scanners of 51 Branches across Darjeeling, Malda, Kalimpong, Uttar Dinajpur and Dakshin Dinajpur under Siliguri Region of Central Bank of India.

Quotation Format	In letter head of the Vendor/Agency quoting Lowest AMC prices for each item for a duration of ONE YEAR
Time of Submission of Quotation	From 6 th November 2024
Last Date of Submission of Quotation	Till 20 th November 2024 by 04:00pm
Validity of Offer	Till Completion of Process
Sales Tax IT Octroi Levies	The rate quoted should include excise Sales Tax, IT, Octroi, Levies but exclusive of GST
Conveyance and other Expenses	The rate quotes should be inclusive of Conveyance and other Expenses
To be addressed to	Regional Manager, Central Bank of India, Siliguri RO, Ashrampara, Panitanki More, Siliguri, 734001

Details of Hardware to be under Maintenance is as per below:

Hardware Item	Make/Model	Quantity
Gateway PCs	HCL/ACER/LENOVO/HP and other similar brands.	52
PCs Desktop/Internet PCs	HCL/ACER/LENOVO/HP and other similar brands.	270
80col Dot Matrix Printers	EPSON LQ -300+II, LQ-310, TVS MSP-430 and other brands	36
Passbook Printers	Epson PLQ 35/30/20/olivity and other brands.	51
Laser Printers	Brother, HP, Canon, and other similar Brands	69
136 col Dot Matrix Printers	Epson DLQ-3500, TVS MSP 450, EPSON-LQ2090II and other brands	23
Scanners	Canon, Epson and other similar brands	51

Note: 1. Above mentioned devices are spread across 51 Branches at Districts of Darjeeling, Malda, Kalimpong, Uttar Dinajpur and Dakshin Dinajpur

2. Bank is not bound to accept the lowest offer and reserves the right to accept or reject any or all the offer without assigning any reason whatsoever.

Additional Terms and Conditions mentioned in Annexure 1 Attached

Yours faithfully,

Debjit Sarkar
(Debjit Sarkar)
Chief Manager

**Regional Office, Asrampara, Siliguri - 734001**

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5th November' 2024**Annexure 1: Terms and Conditions of the AMC Offer****1. SCOPE:**

- 1.1 The AMC shall 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.
- 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 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.
- 1.8 The cost of Replacement/Repairs of Printer Head to be borne by the vendor.
- 1.9 Any maintenance of normal system related software, i.e. System Software and Operating System (O/S) / Virus related problems.

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 initially be valid for a period of one year.
- 3.2 Upon expiry of the period of contract, the same may be renewed for a further period of 12 months and upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor, and also subject to the Para 3.3 mentioned hereunder.
- 3.3 If the vendor desires or does not desire to renew the period of existing contract, he shall express his desire to renew or not renew the contract, by giving two months prior notice before the expiry of the contract.

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

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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 Regional Office.**
- 6.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc.

7. OBLIGATIONS OF THE VENDOR:

The Vendor shall be **liable to pay penalty as hereunder per day of delay beyond 48 hours in completion of maintenance work.** The penalty shall be as under:

i) GWPC	Rs. 500/-	(Max Rs.2000)
ii) PC/Desktop	Rs. 200/-	(Max Rs.1000)
iii) DMP-136 column Printers	Rs. 200/-	(Max Rs.1000)
iv) DMP-80 col printers	Rs. 200/-	(Max Rs.1000)
v) Laserjet / Duplex / Multifunction printers	Rs. 200/-	(Max Rs.1000)
vi) Scanners	Rs. 100/-	(Max Rs.1000)
vii) Passbook Printers	Rs. 300/-	(Max Rs.1500)

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.

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, lightning, floods, earthquakes, explosions or other catastrophes, epidemics, quarantine.

11. GENERAL :

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

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