



REGIONAL OFFICE AHMEDABAD

Central Bank of India

“Request For Quotation (RFQ)”

Reference Number RO: AHME: RCC:2024-25:09

Dated: 18/02/2025

*For Annual Maintenance Contract
for
the CIS Scanner installed at various Branches/Offices of
Regional Office, Central Bank of India,
Lal Darwaja, Ahmedabad*

Notice of Invitation to Request for Quotation (RFQ)

Central Bank of India, Regional Office, Ahmedabad invites Quotation from AMC vendors for third party Annual Maintenance Contract of CTS Scanner for the period **from 01/04/2025 up to 31/03/2026**. This offer is for maintenance of CTS Scanner at various Branches /Offices as per **Annexure-I. Quantity mentioned herewith is only tentative and may vary depending upon actual numbers.**

Last Date and Time for receipts of Request For Quotation offer is 26th March 2025, 3-00 PM.

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 bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.
2. Bank reserves the right to continue / increase the period of AMC on same terms and conditions for further period of one-year considering the performance, services rendered by the Vendor.
3. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation.
4. The Bank will not be bound to accept the lowest quotation and reserve the right to accept or reject any or all quotation without assigning any reasons whatsoever. Decision of the Purchaser in this regard shall be final and binding on the bidders.
5. The quantities of various items mentioned in **Annexure-I** are indicative and there could be variations with the actual numbers.
6. The parts replacement will either be new parts or equivalent to new parts.
7. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
8. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
9. 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.
10. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
11. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.

12. In case of any upgrade of the system during the proposed maintenance period the maintenance shall also cover the upgraded system for the said contract period.
13. Bank may replace the scheduled equipment under maintenance and may purchase new components. In case of such replacements, if any, the payment for the remaining System / Equipment's will be made on pro rata basis.
14. In case within the contract period, for any reasons, the systems under maintenance are disposed-off by the Bank, the contract amount for that particular system shall be paid on a pro rata basis.
15. 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.
16. 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 Ahmedabad. The jurisdiction of any other Court other than Ahmedabad is specifically excluded

C. Scope of the work.

- i) The systems support should include the trouble shooting for O.S. (i.e. Windows 11, Windows 10, Windows 2016 server,), creating and deleting of network ID, network rights management, configuration management etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all CTS Scanner included in AMC. Bank will not make payment if contractor default PM during quarter.
- ii) This AMC shall consist of preventive and corrective maintenance of the CTS Scanner and will include supply and replacement of unserviceable parts, at vendor's own cost.
- iii) All parts of CTS Scanner ~~excluding ribbons and toner cartridges~~ shall be covered under the Annual Maintenance Contract.
- iv) The vendor must visit Bank's Regional Office Building located at Lal Darwaja, Ahmedabad and with the coordination of Regional Computer Centre, take an inventory of CS Scanner as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Centre in writing within a period of one week from the date of commencement of AMC period.
- v) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Ahmedabad.

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 a.m. to 5.45 p.m. on all weekdays, and from 9.45 a.m. to 5.45 p.m. on 1st, 3rd & 5th Saturdays
4. The vendor does hereby undertake 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 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 per each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

- i) Per CTS Scanner RS 500/-

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 from the vendor in addition to the penalty to be levied for the delay.

E. Terms of Payment

- The Bank shall pay amount per unit of CTS Scanner, towards AMC charges for the maintenance of the CTS Scanner as per actual number of Hardware & Peripherals. Indicative quantities of various items have been mentioned in **Annexure-I**.
- 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. A copy of agreement is annexed to this document (Annexure-VII). No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.
- Payment of Maintenance charges will be paid by the Bank on quarterly basis after completion of respective quarter based on actual inventory in various Departments and Sections of Zonal Office. No payment will be released in absence of AMC agreement and/or a Performance Bank Gurantee (PBG). The vendor has to submit PBG for an amount of 10% of total AMC value with claim period up to 31st March, 2026.
- The vendor shall draw invoices for payment of quarterly maintenance charges.
- No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
- Maintenance charges payable by the Bank are exclusive of all duties, taxes etc. The payment would be made after deducting necessary taxes applicable, if any.
- Except the payments mentioned in this para, no other payments are payable by the Bank to the vendor.

F. Termination

- Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment's at one-month notice. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice of 1 Month.
- Bank reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the vendor, during the contract period.

G. Confidentiality

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communications and strictly confidential. Any violation of this clause shall lead to cancellation of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages.
2. The vendor shall not encourage or partake in any form of software piracy during the contract period.
3. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.
4. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

H. TOTAL COST OF AMC

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

I. ELIGIBILITY CRITERIA FOR AWARDING AMC

Technical Qualification Criteria (Annexure-V)

1. The vendor submitting the offers should have **Annual turnover of Rs.2 Crore in Computer Hardware business per year in the last two financial years, as per the audited balance sheet available at the time of submission of tender.** This must be the individual Company's turnover and not that of any group of Companies.
2. The vendor should have provided computer hardware support **to at least two Banks.** The relevant "**satisfactory service support certificate**" should be obtained from Banks and should be submitted along with the tender.
3. **The vendor should have support center at Ahmedabad**

Commercial Criteria

- L-1 bidder will be decided on the basis of the total Cost of AMC amount as per annexure-II. Negotiation may be done, if necessary, with L1 vendor. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final.

J. DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid.

1. Request for Quotation 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

Annexure-I & II

Annexure-I

DETAILS OF CTS Scanner FOR MAINTENANCE CONTRACT

Sr No	Branch	CTS Scanner
1	Ambawadi	1
2	Antroli	1
3	Ashram Road	1
4	Bapunagar	1
5	Bavla	1
6	Bhat Circle	1
7	Bhuderpura	1
8	Bopal	1
9	Chamanpura	1
10	Changodar	1
11	Dakor	1
12	Drive In Road	1
13	Fedra	1
14	Gandhi Road	1
15	GLS	1
16	Gulbai Tekra	1
17	HLCC	1
18	Jagatpur Godrej	1
19	JAMALPUR ASTODIA	1
20	Kankaria	1
21	Kapadwanj	1
22	Khokhra	1
23	Laldarwaja	1
24	LASUNDRA	1
25	Latibazar	1
26	LIMBASI	1
27	Maninagar	1
28	Maskati Market	1
29	Mid Corporate	0
30	Mithakhali	1
31	Nadiad	1
32	Naranpura	1
33	Navawadaj	1
34	New C G Road	1
35	Paldi	1
36	Petlad Road, Nadiad	1
37	PIJ	1

38	Raipur Chakla	1
39	Rakhial Road	1
40	Regional Office	0
41	Relief Road	1
42	Retail Asset	1
43	S G Highway	1
44	S M Road	1
45	Sahijpur Bogha	1
46	Sanand	1
47	Sarkhej	1
48	Satellite	1
49	Shahpur Road	1
50	Sinjiwada	1
51	Sitapur	1
52	Solaroad	1
53	Stock Exchange	1
54	Vasna	1
55	Vaso	1
56	Vatva	1
57	Vejalpur	1
Grand Total		56

Annexure-II

**TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE
CONTRACT**

(All amounts in Indian Rupees)

Sr. No.	Item of Hardware	No. of Units	AMC charges per Unit (Rs.)	Total amount of AMC for H/W item (Rs.)
		(A)	(B)	C = (A) * (B)
1	CTS Scanner	56		
	Total			

REQUEST FOR QUOTATION COVERING LETTER

To

**Regional Head
Central Bank of India
4th Floor, RCC, Central Bank Building,
Lal Darwaja,
Ahmedabad 380001**

Sir,

Reg.: Our Quotation for Third Party AMC for CTS Scanner.

We submit herewith our Commercial 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 _____ 2025.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

To

**Regional Head
Central Bank of India
4th Floor, RCC, Central Bank Building,
Lal Darwaja,
Ahmedabad 380001**

Sir,

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

Ref: RFQ RO:AHME:RCC:2024-25:09, dated 18/02/2025

With reference to our bid for Third Party AMC for Computer Peripheral Hardware being quoted vide your RFQ notice cited above, we hereby undertake that all the components / parts / assembly / software will be used for maintenance of computer peripheral shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts assembly / software are being used or shall be used. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery installation. It will be our responsibility to produce such letters from our OEM suppliers at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware including Software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard.

Authorized Signatory

**Signature
Designation
Seal of Company
Date & Place:**

COMPLIANCE STATEMENT
DECLARATION

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

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

Attach supported document (Balance sheet)

AMC provided at				
Sr. No.	Bank Name	Service Period		Remarks, if any

Attach supported document (Banks certificates)

Support Center Detail	
Company Name	Address of Support Center at Ahmedabad

We hereby undertake and agree to abide by all the terms and conditions including all annexure, corrigendum(s) etc. stipulated by the Bank in this tender. (Any deviation may result in disqualification of bids).

Seal & Signature of Bidder

Address Details along with contact Numbers (Tel.no, email-ids) of the Vendor

Registered Address of the Vendor	
Local Office /Branch Office Address at Ahmedabad	
Contact Details of the vendor along with Escalation matrix	

Signature & Seal of Company