

सेंट्रल बैंक ऑफ इण्डिया
Central Bank of India

निविदा दस्तावेज
Tender Document

Tender Reference No. RO/RCC:GAD/2025-2026/68
Dated:-16/10/2025

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

*VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF
DEORIA REGION*

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

Central Bank of India

Central Bank of India,
Regional Office, Nagarpalika Road,
Deoria –274001 (Uttar Pradesh)

NOTICE INVITING TENDER

Sealed quotations are invited from the reputed/registered firms for the award of comprehensive Annual Contract & service maintenance Contract for Computer Hardware and peripherals installed in various branches / offices under Regional Office Deoria as per details mentioned at Annexure "A" on the terms and conditions enumerated in the following paragraphs for period of one year from the date of award of the contract.

2. Complete Tender Document can be downloaded from the website of the Central Procurement Portal (<http://centralbankofindia.co.in>).

3 The Central Bank of India, Regional Office, Deoria having total 60 Branches & Offices (Regional office, LDM, RSETI, others) spreaded in 2 (Two) Districts of Uttar Pradesh viz Deoria and Ballia.

4. Instruction & the terms & conditions to the Bidder in relation to the AMC offer are given in Annexure "B". Bidder will have to furnish unconditional compliance for all terms and conditions of AMC offer.

5. Requisites to the Technical Bid are given in Annexure "C". Bidder should ensure that all pre-requisites are being full filled by them. Incomplete / non-fulfilment shall be liable to rejection out rightly.

6. Format for Quotation for AMC (TCO) is given in Annexure "D".

7. Application for Expression of Interest for empanelment of Bidder is given in Annexure "E".

8. While all the efforts have been made to avoid errors in the drafting of the tender document, the Bidders are advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

9. The last date of receipt of tender: 13.11.2025 17:00 Hrs.

10. The Technical Bids will be opened by the Committee at Regional office, Deoria on 17.11.2025 15:00 Hrs.

11. The Commercial Bids will be opened by the Committee at Regional Office, Deoria on 18.11.25 at 15:00Hrs.

12. The Complete set of tender document may be purchased by any interested and eligible Tenderers upon payment of a non-refundable fee of Rs. 2000/- (Rupees Two thousand only) by demand draft in favor of 'Central Bank of India' and payable at DEORIA.

13. The details are given below :-

Tender Reference	RO/RCC: GAD/2025-26/68 DT. 16/10/2025
Cost of Tender Copy	Rs. 2,000.00
Earnest Money Deposit	Rs.15,000.00
Last Date and Time for receipt of tender offers	13.11.2025. at 17.00 Hrs. (excluding 2nd & 4th Saturday, Sundays and Holidays)
Date and Time for opening of Technical Bids	17.11.2025 at 15.00 Hrs.
Date and Time for opening of Commercial Bids (For successful Bidders of Technical Offers only)	18.11.2025 at 15.00 Hrs.
Address of Communication for submission of Tender Documents	Chief Manager, Central Bank of India, Regional Office ,Nagarpalika Road, in front of Nagarpalika Office, Deoria 274001
Contact Number	8918743947


(Amit Kumar Singh)
Chief Manager,
Central Bank of India,
Regional Office, Deoria

Instructions to Bidders

Invitation offers System:- Bidder may either obtain copy of offer documents from our office or same may be downloaded from our website. Bids should accompany Demand Draft of ₹2,000.00/- (Non-refundable) towards Tender Documents Cost. EMD Amount of Rs. 15,000/- to be submitted at the time of offering Bid/Tender.

1. Bidder having franchise arrangements are not eligible to quote.
2. **Two Bid Tender :-** Offers (Technical & Commercial) must be submitted at the same time, giving full particulars in separate sealed envelopes at the Bank's address, on or before the last date and time mentioned. All the envelopes should be securely sealed and stamped. Only one quotation should be submitted by one vendor.
 - 2.1 **ENVELOP-I (Technical Bid):-** The Technical Bid **should not contain any price information.** The T.B with any price information anywhere is liable to be rejected. The T.B. should be completed to indicate that all products and services asked for are quoted as per **Annexure "C"**.
 - 2.2 **ENVELOP-II(Financial Bid):-** Quotation /Offer should give all relevant price information as per **Annexure "D"**.
 - 2.3 Both Envelopes Superscripted in BOLD on Top of envelope : **"COMPUTER HARDWARE AMC_2025-26 – Deoria Region – Technical/Financial Bid"**
 - 2.4 Both Bids (Technical & Financial) must be submitted on or before 17:00 Hrs on 13.11.2025, giving full particulars in **sealed envelope** at the Bank's address given below:-

Chief Manager (RCC),
Central Bank of India,
Regional Office, Nagarpalika Road,
Deoria –274001 (Uttar Pradesh)

Delay in submission of any part arising due to postal on any other irregularities at any stage will not be considered. The bank will not be responsible for any damage in transit in case of postal delivery / delivery through courier service.

All tenders where any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

The unit rate for AMC amount for each and every item should be quoted. Any Quotation found to contain incomplete information is liable to be rejected outright.

3. Eligibility of the Bidder:-

- 3.1 The bidder submitting the offers should be a Registered Company (at least 5 years old) & should have at least 3 years' experience of Computer Hardware AMC i.e Server, Desktop, Printers, Scanners and peripherals etc., Hardware & Software, Networking.
- 3.2 The Bidder should have effective Annual Maintenance Contracts (AMCs) with at least 3 (THREE) Public Sector Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificates to be attached with).
- 3.3 The Bidder should have sufficient qualified and experienced engineers on their payroll in Deoria and Ballia Districts. 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 in Deoria and Ballia Districts.

3.4 The Bidder should be financially sound and they should be profit making organization. Audited Balance Sheet and Profit & Loss account statement for the last three years to be submitted.

3.5 Bidder should have valid ISO 9001:2008 or above quality services certification in the relevant fields of IT AMC.

4. Quotations

The vendor must ensure that all the items as specified in this offer are quoted for. **Unit-wise** rates. The vendor must also ensure that it is in a position to undertake the work specified.

The evaluation of L1 Bidder/Vendor will be strictly on the basis of Total Cost of Ownership(TCO) for the offered quantity of hardware. 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.

The Bank shall be under no obligation to mandatory accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

The Bank reserves the right to appoint more than one vendor. It also reserves right to reject one or all vendors. The decision of the Bank in this regard will be final and binding.

It is our past experience that due to competition, vendors quote abnormally low rates, only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide the AMC Services he will be black listed and no future contract will be awarded to such vendor.

AMC will be terminated any point of time if the service rendered by agency is not satisfactory and/or penalty amount calculated till that date for delayed service is considerably high.

5. Non-transferable Offer

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

6. Validity of Offer

The offer should be valid for a minimum period of 30 days from the date of submission.

7. Address of Communication

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

Chief Manager (RCC), Central Bank of India, Regional Office, Nagarpalika Road, Deoria -274001 (Uttar Pradesh)
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8. Modification and Withdrawal of Offers

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

9. Opening of Offers

Offers received within the prescribed closing date and time, will be opened by Bank's Committee appointed for the same, in the presence of vendors on the above given time.

10. Preliminary Scrutiny

The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made, whether the documents have been properly signed and whether items are quoted as specified. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and the Bank reserves the right for such waivers.

11. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. The Bank has the right to disqualify the vendor whose clarification is found not suitable to the Bank.

12. No Commitment to Accept Lowest or Any Other Offer

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of contract. The Bank will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

13. Make and Models of the equipment

The details of the hardware equipment are also mentioned in the **Annexures A**. It is mandatory to quote for all items. The brief details given about the configuration are only indicative. A vendor must quote **unit rate** for each item.

14. Details of Spread.

The Branches/Offices under Deoria Region spreaded in 2 (Two) Districts of Uttar Pradesh viz Deoria and Ballia. Bank reserves the right to give AMC of all or some branches of the Region to One or more Vendor.

15. Format for Offer (TCO)

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

16. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. The Bank may treat offers not adhering to these guidelines as unacceptable.

17. Costs & Currency

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

18. No Negotiation

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, as the Bank will not enter into any price negotiations, except with the lowest quoting vendor, whose offer is found to be other-wise in order.

19. Right to Alter Quantities

The Bank reserves the right to alter the hardware quantities specified in the offer. The Bank also reserves the right to add or delete one or more items from the list of items specified in offer.

20. Price Variations and Supply of Spares

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

21. Procedure for Logging the Complaint by Branches

The tender should be specific about the procedure to lodge complain by branches (Viz by mail, phone. mobile etc.). Banking being a financial service provider requires Immediate and easy Complaint Lodgment System preferably **Logging the Complaint by Branches/offices through telephonic talk at Local Office of the AMC Agency.**

22. Resident Engineer.

Bidder, to whom AMC will be awarded, shall make available at least One Service Engineer exclusively at Regional Office, Deoria on full time basis, and will support Branches from RO and may visit Branches as per requirement.

23. Hardware Ref.No.-

All HW (under AMC) should be identified by the vendor unique ref. no. should be allotted to each HW. Branchwise detailed list of such HW with unique ref. no. should be provided by the vendor to all branches , Regional Office and other Offices located at both the District.

ANNEXURE – “A”

LIST OF BRANCHES AND OFFICES UNDER DEORIA REGION			
SL.NO.	BR_NAME	SL.NO.	BR_NAME
1	BALLIA	31	SIKANDERPUR
2	DEORIA	32	BILTHARA ROAD
3	BHATPARRANI	33	NAGPURA
4	REOTI	34	GARHMALPUR
5	LAR	35	BHATWA TIWARI
6	GAURI BAZAR	36	SULTANPUR
7	LALGANJ	37	KHATANGRA
8	NAGRA	38	GOPALNAGAR
9	RATSAR	39	MURADEEH
10	CHILKAHAR	40	BANGARA BAZAR
11	RANIGANJ BAZAR	41	NAWALPUR
12	BAITALPUR	42	KARAYAL SHUKLA
13	RASRA	43	SARAYAN
14	SOHAON	44	BHERAPAKAD
15	NAWANAGAR	45	KHORILARIRAMPUR
16	BARWA MEER CHAPAR	46	SIRJAM
17	IBRAHIMPATTI	47	KAITHAULI
18	PAIKOLI	48	RAGHAVNAGAR (UG)
19	BHALUANI	49	GARHRAMPUR
20	PRATAPPUR	50	KHUDKHUNDU
21	MANIAR	51	RUDRAPUR
22	PADRIBAZAR	52	SATISH CHANDRA COLLEGE
23	BAHERI (DG)	53	PADAULI BAZAR
24	MAJHWALIYA	54	KAUNTEY NAGAR
25	SONARI	55	CHARIYAWAN KHAS
26	KHEMADEI	56	BARHAJ
27	SOHNAG	57	INDARPUR
28	INDUPUR	58	PIPRA CHNADRABHAN
29	SALEMPUR	59	RAM LAKSHAN
30	CHIT BARAGAON	60	RAMPUR KARKHANA
61	CURRENCY CHEST DEORIA		
62	CURRENCY CHEST BALLIA		
63	Lead Bank Office, Ballia		
64	Lead Bank Office , Deoria		
65	REGIONAL OFFICE ,DEORIA		

Contd.....

ANNEXURE-A contd...

DETAILS OF HARDWARE EQUIPMENTS AVAILABLE FOR AMC				
SL. NO	ITEMS	MAKE/MODEL	CONFIGURATION & OPERATING SYSTEM	QUANTITY
1	GATEWAY PCs/SERVER PCs	HCL/ACER/WIPRO/CHIRAG/HP/LENOVO/DELL & Similar Brands	OS (WINDOWS 2016)	61
2	DESKTOP PCs	HCL/ACER/WIPRO/CHIRAG/HP/LENOVO/DELL & Similar Brands	OS (WINDOWS 2010, WIN 11 PRO ETC.)	229
3	136 COL DOT MATRIX PRINTER	TALLY T2340, LIPI, T2250, EPSON DLQ-3500, LQ-1150 & SIMILAR BRANDS & MAKE		00
4	80 COL DOT MATRIX PRINTER	EPSON LQ-300+II, LQ-310, TVS MAKE OR SIMILAR BRANDS & MAKE		46
5	PASSBOOK PRINTER	EPSON PLQ-20, 30 & 35, OLIVETTI PR2 PLUS, LIPI PB2 AND OR SIMILAR MAKE		42
6	LASERJET PRINTER /INKJET/DESKJET PRINTER	HP/SAMSUNG/WIPRO/CANON/EPSON ETC & SOME OTHER SIMILAR BRANDS		44
7	FLAT BED SCANNER	CANON/BEARPAW/HP/EPSON & OTHER SIMILAR MAKE		35
8	CTS SCANNER	LIPI/ARCA/CANON ETC		60
9	ADF SCANNERS	CANON ETC		60
10	RP PRINTER	TVSE & OTHER MAKE		01
11	LAPTOP	HP/ACER/WIPRO & OTHER MAKE		

Terms and Conditions of the AMC Offer

1. SCOPE OF WORK:

- 1.1 The Comprehensive 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 except in case of force majeure via damage due to external factors (robbery, arson, rioting and will-full damage). Damage due to electrical / voltage problems will not be in the scope of force majeure clause.
- 1.2 The parts to be replaced will either be new parts or equivalent to new parts.
- 1.3 AMC Contract will also include updating of antivirus software, up gradation of OS in desktop as well as server and other software up-dation as per bank need wherein the media & necessary updates will be provided by the Bank.
- 1.4 The vendor has to visit the locations as per Annexure “A” and take an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Center in writing with in a period of one week from the date of commencement of AMC period. All hardware (under AMC) should be identified by the vendor, unique ref. no. should be provided by the vendor to all branches & Regional Office within 7 days of assigning the contract.
- 1.5 All the parts of computers systems, MFK Printers/ Laser Printers/ DeskJet 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.
- 1.6 In case of replacement of parts, the old/defective parts removed from the computer system shall become the property of the vendor.
- 1.7 All maintenance/repairs shall be attended by the vendor or authorized personnel of the vendor.
- 1.8 The vendor shall maintain adequate spare machines and other spares at Regional office / Districts HQ to facilitate any temporary replacement.
- 1.9 Hardware in case not repairable shall be replaced with same or higher version at your own cost.
- 1.10 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.
- 1.11 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.
- 1.12 Since most of the Desktop PCs do not have CD/DVD drives, it is essential that these engineers will carry a CD/DVD/PEN drive in case the PC is to be formatted or OS is to be repaired or new hardware device to be installed. Dismantling of CD/DVD drives of other PCs and using it in other PCs is strictly not allowed.
- 1.13 The cost of Replacement/Repairs of Printer Head and Myler (sheet) Strip except consumables to be borne by the Bidder.
- 1.14 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, Deoria.

- 1.15 AMC amount will be changed as and when old hardware is replaced with new one or will be added if warranty of new hardware will be expired.
- 1.16 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.
- 1.17 The Vendor should be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period.
- 1.18 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.**
- 1.19 The engineers to be instructed that in case any PC to be formatted - they should connect the Hard disk in another PC and backup of the drive that is being formatted is to be taken
- 1.20 The price quoted 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.
- 1.21 The AMC Award will be issued for a period of 1 year and the Total Cost of Ownership for the AMC services in the RFQ will be for a period of one year. However, based on satisfactory performance of the vendor, the AMC may be renewed for next 1 year, on same terms and conditions. Renewal can be done, maximum up to 3 times, on yearly basis, upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor.
- 1.22 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.
- 1.23 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.
- 1.24 AMC Shall be paid on quarterly basis after the expiry of the quarter.
- 1.25 It is past experience of other regions that due to competition, vendors 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 **will be black listed** and no future contract will be awarded to such vendor.
- 1.26 One dedicated Technical and experienced Engineer has to be posted at Regional Office Deoria on all working days of the Bank for attending the calls of branches/for support and coordinate with the Branches and the Vendor. He will monitor the HW complaints and follow up for its redressal. He will also maintain the HW Inventory, Spares stock and ensure its availability in case of need. In case of RE going on leave / not attending office, some alternate resource should be arranged. **The engineer has to be present on all working days from 09:55 AM to 6:00 PM or as directed by Bank. Vendor will be liable to pay penalty of Rs. 500/- (Rs. Five Hundred) per day for absence of Engineer on working days.** The amount will be deducted from the quarterly AMC amount payment to vendor.
- 1.27 Apart from **the dedicated Engineer posted at Regional Office, Sufficient No. of Technical & experienced engineers have to be available in each District Head Quarter to cater to the issues on call basis. Vendor will share List of Engineer/Technical Staff available at Deoria and Ballia District.**
- 1.28 **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.
- 1.29 Call lodging system should be clearly given to us and a Daily Tracker of all the calls.

1.30 The vendor must be submit the escalation matrix

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 and the Total Cost of Ownership for the AMC services in the RFQ will be for a period of one year.

3.2 However, based on satisfactory performance of the vendor, the AMC may be renewed for next 1 year, on same terms and conditions. Renewal can be done, maximum up to 3 times, on yearly basis, upon such terms and conditions as may be mutually acceptable to the Bank and the Vendor.

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.

4. CARE OF THE EQUIPMENT:

4.1 The Bank shall give the vendor full access to the Computer system/machines to enable the vendor to provide comprehensive maintenance service.

4.2 The Bank shall provide suitable working space/facilities to the vendor for storage of maintenance equipment, spare parts and spare machines for its requirements.

4.3 The vendor shall ensure that the Systems being maintained are available to the Bank in proper working condition for at least 95% of the time in every month.

5. MOVEMENT OF EQUIPMENT :

5.1 The bank reserves right to move any equipment from the place of installation to any other location, under intimation to the vendor.

5.2 All costs/charges in respect of moving the Computer Systems/ machines from one location to another shall be payable by the Bank. In case the Computer Systems/machines are moved for the purpose of maintenance/repairs, such costs/charges shall be borne by the vendor.

5.3 The Bank shall pay maintenance charges, as per clause 7 hereunder, for all the Computer Systems/machines, irrespective of the fact that the vendor for providing maintenance service as per the contract moves any one or more Computer Systems/machines.

The bank reserves all rights for replacement of old hardware with new hardware. If at any point of time, Bank will replace old hardware Desktop PCs with new Desktop PCs due to technological up-gradation, then the replaced old Desktop PCs will discontinue from AMC from that point of time. Rest of the hardware Desktop PCs with Printers and Scanners will continue as it is. Further if Bank staff will increase at Branches and if Bank uses the old hardware Desktop PCs, then those PCs again will be included under AMC from that point of time. Stand by servers are also covered under AMC.

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. PURVIEW OF THIS AMC CONTRACT:

6.1 The scope of AMC will include all parts of computer systems (Mother Board, SMPS, RAM, Processors, all types of PCI cards, Cables ,Hard disk etc.), all parts of TFT & all parts of printers (printer cables, printer knobs, printer heads, paper guide, power cords, cables, power adapter, Network equipment, drums, laser printer fuser assembly set, paper trays, Logic cards, miler strip, all plastic parts etc.) excluding ribbons and toner cartridges,irrespective of the cause of damage.

6.2 Any Servicing of Virus related Problems. Anti-Virus software **will be made available by the Bank.**

6.3 Any maintenance of normal system related software i.e. System Software and Operating System (O/S) / Virus related problems have 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.. However, operating system, normal application software will be made available by the bank.

6.4 Installation of operating systems (Existing Windows 10 & 11, Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server), Oracle Server, Oracle client, antivirus packages and other application/complete tools/software/sites as desired by Bank at clients/server systems.

6.5 The systems support should include the troubleshooting for O.S. (Existing like Win- 10&11, , Server Win-16 etc as well as amended in future to meet the requirement of bank in all PCs as well as in Server) etc. The vendor shall carry out a quarterly Preventive Maintenance (PM) in all the computer systems and all systems accessories included in AMC along with the rectification of complaints lodged by bank officials of branches/offices.

6.6 The AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines and will include supply and replacement of all damaged parts, at vendor's own cost. Preventive maintenance to be done at least once in a quarter and corrective as and when required. While preventive measure at all branches/offices, any power related issue observed, endorse the same in a separate register to be maintained at branches/offices and get it resolved with the help of bank officials by calling electrician immediately or provide the electric current from another electric point with the help of extension box till repairs of electric point, just to avoid electric fluctuation. In case of earthing issues, write endorsement in a register with authorization of noting by bank officials in branches/offices.

6.7 All parts of Computer systems (Mother Board, HDD etc.), Laser Printers / Desk Jet Printers / Dot Matrix Printers/passbook printer (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power codes, cables, Power adapter, drums, Laser Printer fuser Assembly set, Paper tray(s), all plastic parts etc.,) shall be covered under the Annual Maintenance Contract.

7. PAYMENT OF CHARGES :

7.1 Maintenance charges will be payable post facto on quarterly basis i.e. after the completion of the respective quarter.

7.2 No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.

7.3 The vendor shall draw invoices for payment of quarterly maintenance charges at Regional Office.

7.4 Maintenance charges payable by the Bank are inclusive of all duties, taxes etc. excluding GST.

8. OBLIGATIONS OF THE VENDOR :

8.1 Calls for server/ Gateway PC should be attended immediately and should be sorted out within 4-5hours from lodging the complaint.

8.2 The normal working hours of the Bank are from 10.00 a.m. to 6:30 p.m. on all working days and varies from branch to branch depend upon Market area/residential area/Urban/Semi Urban/Rural.

8.3 The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 12 hrs.

8.4 In case any replacement of parts is required, the vendor shall ensure to complete the same within 24 hours at local sites and 48 hours at remote/ rural sites. In case it is assessed that it is not possible to replace within 24/48 hours whatever the case may be, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs.

8.5 The vendor shall be **liable to pay penalty as hereunder per day of delay beyond 24/48 hours in completion of maintenance work**, which shall be as follows:

i)	Gateway PCs (Servers)	Rs.500/-
ii)	PC/Desktop	Rs.300/-
iii)	Passbook printer	Rs.400/-
iv)	Line-Printers(136 & 80 COL.)	Rs.200/-
v)	Laser/Ink/Desk/Jet printer	Rs.300/-
vi)	Flatbed Scanner	Rs.100/-
vii)	Laptop	Rs.200/-
viii)	CTS SCANNER	Rs.400/-
ix)	ADF Scanner	Rs. 400/-
x)	RP Printer	Rs. 200/-

8.6 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 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.

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 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.

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. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.

11. FORCE MAJEURE :

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

12. GENERAL :

The vendor shall be required to sign an Agreement as per Bank's Standard Format incorporating various terms & conditions. As well as, vendor has to provide dedicated team for our Region.

ANNEXURE --“C”

Bid for Technical Offer-

Bidder should offer following information-

- Details of Annual Maintenance Contracts (AMCs) in force /effective with at least 3 **(THREE)** Public Sector Banks (Relevant documents of work orders from clients are to be attached for verification along with satisfactory performance certificatesto be attached with).
- Submit Certificate Of Registration.
- Address & contact details of office in Deoria along with details of sufficient qualified and experienced Engineers on their payroll stationed in Deoria and Ballia District. (Enclosed relevant documents as proof).
- Details of financial position of the bidder during last Three Years (Audited Balance Sheet andProfit & Loss account statement for the last three years to be submitted).
- Bidder should have valid ISO 9001:2008 or above quality services certification in the relevantfields of IT AMC. (Enclose copy).
- DD for Rs.2000/- (Rs. Two thousand only) towards cost of Tender Documents (Non-refundable) Favoring: Central Bank of India, Deoria
- DD for Rs.15,000/- (Rs. Fifteen Thousand only) towards Earnest Money Deposits. Favoring : Central Bank of India, Deoria
- Any instrument Other than DD viz, FD,Cheque etc. not accepted.
- List of customers. Certificate from the customers clearly stating that they are satisfied with the service and duration of service starting from and dates.
- The details of the Branches & offices and HW equipments available for AMC are given in Annexure A.
- Format of Quotation for AMC (TCO) is given in Annexure-D.
- Application for Expression of Interest for empanelment of Bidder is given in Annexure-E.
- Declaration on Letter Head is given in Annexure-F.
- Address Details of Vendor along with Contact No. is given in Annexure-G

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 – “D”

ELIGIBILITY CRITERIA FOR AWARDING AMC (TCO)

(All amounts in Rupees)

Sr. No.	Description of HW	No of Unit	AMC RATE PER UNIT (in Rs.) Excl. Taxes	Total (Excl. Taxes)
1	Gateway PC (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems	61		
2	Desktop PCs (With CPU, Monitor, Mouse, Keyboard, CD-ROM/CD & DVD Writer) with Operating Systems	229		
3	Fast Scanner (Canon DR-C230)	60		
4	DD Printer (80 COL.DMP)	46		
5	Passbook Printer	42		
6	Laser / Inkjet / Deskjet	44		
7	Scanner (Flatbed)	35		
8	Statement Printer(136 COL.DMP)			
9	CTS Scanners	60		
10	R P PRINTER	01		
11	LAPTOP			
	Total Cost of Ownership (Rs) =(1+2+3+4+5+6+7+8+9+10+11)			

The Total AMC value (Total Cost of Ownership) for whole region arrived at as above after calculating the rate of AMC per hardware item multiplied by the quantity of hardware will be considered as the total AMC value quoted by the vendor for purpose of arriving at L1.

We understand that the quantity and number of resources mentioned above may vary and accurate quantity/number will be arrived at by visiting the vendor and preparing inventory in the prescribed format within one month.

Financial Bid should be submitted in separate & securely sealed envelope with super-scribed as “Financial Bid”.

Date:

(Seal & Sign of the Bidder/Vendor)

Annexure – “E”

Application for Expression of Interest for empanelment of Bidders for AMC & Related Services for Gateway PC, PCs, Dot Matrix Printers (132 col & 80 col), CTS, Passbook printer, Laser Printers and Peripherals at Central Bank of India, Deoria Region

Name of the Company	
Address of Registered Office	
Registration number and Date of Registration	a. Under Companies Act 1956 _____ b. Under C.S.T _____ c. Under B.S.T _____ d. Under G.S.T _____ e. Other (Please specify)
Company PAN/TAN	a.) PAN _____ b.) TAN _____
Nature of Business	
Services that can be provided	
Whether a fully functional Service / support center is available in Deoria/Uttar Pradesh	Yes / No
Details of at least three deals executed to Banks/Financial Institution since Oct 2020.	
Details of profit in	a. 2022-2023 b. 2023-2024 c. 2024-2025

The following documents are enclosed (Please Specify)

Signature

PLACE - DATE

SEAL OF CO.

Annexure –“F”

DECLARATION ON LETTER-HEAD.

To,
Chief Manager
Central Bank of India,
Regional Office, Nagarpalika Road,
Deoria –274001 (Uttar Pradesh)

Dear Sir/Madam,

Reg : Undertaking of correctness of information & Documents submitted.

We certify that the all information provided by us is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time and documents submitted by us are not sufficient / appropriate as per terms and conditions mentioned in this RFQ our application is liable to be rejected and we will be abide by the decision taken by the bank & bank's decision shall be final.

Signature

Date:

Place:

Seal of the Company

Annexure –“G”

Address Details along with contact Numbers (Tel. N., Mobile, Email-ids) of the Bidder

Registered Address of the Bidder	
Branch Office /Local Office address in Deoria and Uttar Pradesh	
Contact Details of the Bidder along with Escalation Matrix	

Signature & Seal of Company