



Regional Office Kota

REQUEST FOR QUOTATION (RFQ)

for

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF KOTA REGION

Central Bank of India

**Regional Office, 3B, Civil Lines,
Nayapura KOTA-324001
Rajasthan
Phone –9033911246**

e-Mail – rtcckota@centralbank.co.in
Website – <https://centralbank.bank.in>

Tender Reference Number: RO/KOTA/RTCC/2026-27/160 date:13/07/2026

Invitation for RFQ:

Central Bank of India invites Quotations through Government e Marketplace (Gem) portal from eligible Bidders / Vendors as specified in this document.

The details are given below:

Date of issue of RFQ	From 14/07/2026
RFQ Reference No.	RO/KOTA/RTCC/2026-27/160 date: 13.07.2026
Last Date & Time for submission of RFQ response	06/08/2026 at 3:00 PM
Technical bid opening date / time	06/08/2026 at 3:30 PM
Address of Communication	Deputy Regional Head, Central Bank of India, Central Bank of India Regional Office, 3B,Civil Lines, NayaPura, Kota-324001 (Raj.)
Contact Telephone Numbers	9033911246
Email Id for sending written queries and last date for submission of queries	rtcckota@centralbank.bank.in 22/07/2026
Mode of Bid submission	Government e Marketplace (GeM)
Response Type	1.Technical Bid +Bid Security
	2.Commercial Bid
Earnest Money Deposit**	Rs.25000.00/- (Rupees Twenty-five Thousand only) In the form of Bank guarantee issued by a scheduled Bank other than Central Bank of India for the entire period of Bid validity (90 days) or By means of Demand Draft in favor of "Central Bank Of India" and payable at "Kota" or by means of NEFT in the account no.3013775053 of Central Bank Of India Kota (IFSC Code- CBIN0280457) with narration Tender Ref no. RO/KOTA/RTCC/2026-27/160 date: 13.07.2026
Cost of the Bid	NIL

Full tender documents may be downloaded from our website - <https://centralbank.bank.in>

**In accordance with Government of India guidelines, Micro and small Enterprises, Start-ups are exempted from Earnest Money upon submission of Valid MSME certificate copy.

1. Earnest Money Deposit mentioned above must be accompany all Technical Bid as specified in this tender document.
2. Terms and Conditions, various formats and Performa for submitting the tender offer are described in the Tender document and its Annexures.

Ashutosh Kumar
Chief Manager

1. Notice of Invitation to Request For Quotation (RFQ)

1. Central Bank of India, Regional Office, Kota invites Quotations from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals for the period from **01/09/2026** up to **31/08/2027** This offer is for maintenance of Hardware at Regional office Kota and Branches, LDM offices (refer **ANNEXURE-VII**) under Kota Region (Including Currency chest) as per **ANNEXURE-I Quantity mentioned herewith is only tentative and may vary depending upon actual numbers.**
2. **Cost of tender document is - NIL**
3. Exemption from submission of Earnest Money Deposit (EMD) shall be given to bidders, who are Micro & Small Enterprises (MSE) and they are exempted from giving EMD. The Bidder who are MSE must submit necessary documents issued by competent authority and the bidder who are start-ups recognized by Department of Industrial Policy & Promotion (DIPP) / National Small Industries Corporation (NSIC) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by competent authority which is valid on last date of submission of the tender documents. MSE/start-ups firms which are in the process of obtaining the registration certificate from the competent authority will not be considered for exemption.

2. 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. Bids shall remain valid up to 90 days after the date of bid opening. A bid valid for shorter period shall be rejected by purchaser as nonresponsive. Bank reserves the right to continue / increase the period of AMC on same terms and conditions for further period of one year or more considering the performance, services rendered by the Vendor.
3. All the prices quoted by the vendor shall be in Indian Rupees only.
4. For the present job, a single stage bidding process will be followed. **Bidder will have to submit the Bid for Technical and Commercial through GeM portal only.** The bid shall be signed, scanned and uploaded by the Bidder in GeM portal by a person duly authorized to bind the bidder to the contract.
5. 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.

6. The quantities of various items mentioned in **ANNEXURE-I** are indicative and there could be variations with the actual numbers.
7. The parts replacement will either be new parts or equivalent to new parts.
8. All maintenance/repairs shall be attended by the Bidder/Vendor or authorized personnel only. Engineers should be available at all 5-district level to serve our branches in fast manner.
9. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
10. 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.
11. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
12. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
13. 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.
14. 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.
15. In case within the contract period, for any reasons, the systems under maintenance are disposed off by the Bank, the contract amount for that system shall be paid on a pro rata basis.
16. 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.
17. 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 Kota. The jurisdiction of any other Court other than Kota is specifically excluded.
18. The Bank is in migration process of CBS and adopting new Branch Channel (NBC), hence in this process Gateway PCs will be removed from CBS in Phase manner. The contract amount for Gateway PCs shall be paid on a pro rata basis.
19. The Bidder/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 Bidder/Vendor must also ensure that it is in a position to undertake the work specified.
20. Vendors having franchise arrangements are not eligible to quote.

21. The evaluation of L1 Bidder/Vendor will be strictly based on Total Cost of Ownership (TCO) for the offered quantity of hardware in this RFQ. 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.
22. If L1 bidder is unable to provide the satisfactory services to our branches after awarding the AMC contract for the period mentioned in the RFQ, Bank reserves the right to award the AMC contract to L2 bidder on same terms and condition of L1 bidder for the remaining period.
23. The Bank reserves the right to appoint one or more than one Bidder/Vendor, and also reserves right to reject one or all Bidders/Vendors. The decision of the Bank in this regard will be final and binding.
24. **It is our experience 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 blacklisted and no future contract will be awarded to such vendor.**
25. The technical bid shall be evaluated by a committee. The financial bid of only, those bidders who qualify in evaluation of technical bid shall be opened.
26. The Bank has a right to modify / alter the offer and the terms & conditions thereon, before the closure of the Offer. The Bidder/Vendor cannot modify or withdraw its offer after its submission.
27. Demand draft of EMD should be deposited at the address mentioned in this document before closing time and copy of Demand draft should be attached in bid documents.
28. Detail of Demand draft /Neft/Bank guarantee for Earnest Money Deposit (EMD) should be attached in bid documents. Any Tender/Bid/Offer received without Earnest Money Deposit (except exemption) will be disqualified.

3. Scope of Work

1. Installation of operating systems (Windows11/Windows2016/2010 server, Linux, etc), Oracle Server, Oracle client, antivirus packages and other application tools as desired by Bank at client systems.
2. Maintain and configuring windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems
3. The systems support should include the trouble shooting for O.S. (Windows 11/10 Windows 2016/ 2010server, Linux, etc), creating and deleting of network ID, network rights management, configuration management, all type Printers/ Scanners scanner/Fast Scanner/CTS scanners installation /configuration etc.
4. AMC contract will also include updating of antivirus software, up gradation of

OS, other software up-dation in all desktops and Gateway PCs/Servers including desktops, Server (gateway PCs) under warranty and AMC as per bank need wherein the media & necessary updates will be provided by the Bank.

5. 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 Bidder's / Vendor's own cost once in each quarter, the Bidder/Vendor will perform preventive maintenance of all machines, and the service reports will be duly signed by concerned Bank officials has to be submitted to our regional office Kota. At the time of submitting invoice for payment, the copy of the service reports is to be submitted. Bank will not make payment without PM.
6. All parts of Computer systems (HDD, SSD, SMPS, Motherboard, RAM, etc.), Scanning unit and logic card of all type scanners, Laser Printers/ Deskjet Printers/ Passbook Printers/ Dot Matrix Printers (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power cords, cables, Power adapter, I/O lets, Network equipment's, 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. Bidder will have to accept all hardware of branch as whereas condition.
7. The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, RAM, Printer Parts, Keyboard, Mouse etc., as standby spare in our Office (preferably at Regional Computer Centre). The Contractor required to maintained 5% stock of hardware for adhoc need (Standby) during AMC for Bank (at Bank Premises).
8. The vendor must visit Bank's Regional Office Kota and with the coordination of Regional Computer Centre must prepare an inventory of Hardware & Peripherals as per AMC awarded and discrepancies, if any, should be brought to the knowledge of Regional Computer Centre in writing within a period of one week from the date of commencement of AMC period.
9. The Vendor must depute one permanent resident engineer on all working days at regional office Kota at Vendor's own cost and expenses.
10. Representative of the Bidder/Vendor shall visit the concerned RCC office at least once in a quarter to discuss the problems and their immediate rectification.
11. The Vendor must have at least 4 qualified service support Engineers (Min. Diploma Holders or equivalent and have at least 3 years of experience in computer H/W maintenance) across the mentioned 5 districts including one resident engineer at Regional Office, KOTA. Proof of appointment and residential addresses for verification stating their eligibility is to be submitted.
12. The quantity mentioned in **ANNEXURE-I** is only estimated quantity, which will be finalized by the successful vendor within one month of accepting work order by visiting the branches in the prescribed format and accordingly supplementary work order (for any increase/decrease item wise quantity) will be issued to the Bidder/Vendor. Hence, 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.

13. The contract shall initially be valid for a period of twelve months starting from 01/09/2026 or from the date of award of contract whichever is later and may be extended/renewed for further years on the same terms and conditions depending on satisfactory service, as may be mutually acceptable to the Bank and the Bidder/Vendor. If the Bidder/Vendor desires to renew the period of existing contract, then it shall, by giving One-month prior notice before the expiry of the contract, express its desire to renew the contract.

4. Uptime Guarantee

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 98% up-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. The normal working hours of the Bank are from 9.45 a.m. to 6.30 p.m. on all working days
3. The vendor hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.
4. 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.
5. The vendor shall be liable to pay penalty as hereunder per item per day for delay beyond 24 hours in completion of maintenance work, which shall be as follows:

Sr	Item Description	Penalty	After
1	Gateway PC	Rs. 500/-	24 hours
2	Desktop PCs/ Laptops	Rs. 200/-	24 hours
3	DD/FD Printers (80 col) / Receipt printer	Rs. 200/-	24 hours
4	Laser Printers	Rs. 200/-	24 hours
5	Passbook Printers	Rs. 200/-	24 hours
6	Flat Bed Scanner	Rs. 100/-	24 hours
7	CTS scanner/ Fast scanner	Rs. 200/-	24 hours

5. Terms of Payment

1. The Bank shall pay amount per unit of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per actual number of Hardware & Peripherals. Indicative quantities of various items have been mentioned in **ANNEXURE-I**.
2. Vendor must execute the AMC agreement with the Bank (Regional Office level) without any exception within 30 days from the acceptance of Annual Maintenance Contract order.

3. Payment of Maintenance charges will be paid by the Bank on quarterly basis after completion of respective quarter based on actual inventory in various Branches and offices. No payment will be released in absence of quarterly PM.
4. The vendor shall draw invoices for payment of quarterly maintenance charges after adjusting Penalty and payment would be made after deducting necessary taxes applicable, if any.
5. No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
6. 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. Except the payments mentioned in this para, no other payments are payable by the Bank to the vendor.

6. Termination

1. 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.
2. 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.

7. 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 during 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. Also, Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.
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.

8. Force Majeure:

The Bidder/Vendor shall not be liable for any loss, damage, injury or delay which is due to fault or causes beyond the control of the Bidder/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 etc.

9. Resolution of Disputes

Central Bank of India and the Bidder/Vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Central Bank Of India and the Bidders/Vendors are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration/only court in Kota.

10. Other Terms and Conditions: Technical Qualification Criteria (Annexure- III)

1. The Bidder/Vendor should have at least Three years' experience as on 31.03.2026 in providing AMC services to Public Sector Banks/RBI/RRB not less than the volume / area expressed in this RFQ and running at least one AMCs in similar kind of contract work with any Govt. body/ Public Sector Banks/ RBI/ RRB and must submit satisfactory performance certificate along with this bid.
2. The Bidder/Vendor company should have experienced engineers on their payroll stationed at office/service center/s etc. and should submit proof of PF contribution and ESIC subscription etc. remittance to concern statutory bodies. 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/outside engineer will not be acceptable.
3. The Bidder/Vendor should not have been blacklisted /debarred any point of time before participating in this bid by any Govt. body/ PSU Bank/ RBI/ RRB for any reason. A self-declaration letter by the bidder should be submitted on company's letter head.
4. The Bidder company should have made operating profits in last three years and must submit Audited Balance Sheet and Profit & Loss account statement for the last three financial years (2023-24, 2024-25, 2025-26). The Bidder should be registered with all the Statutory Bodies and must have PAN, TAN, GST etc. for rendering services required by the bank
5. The vendor/bidder must submit the Earnest Money Deposit (EMD) amount Rs. 25000.00 through DD in the favor of "Central Bank Of India" payable at "Kota" or by means of NEFT in the account no.3013775053 of Central Bank of India Kota (IFSC Code- CBIN0280457) with narration Tender Ref no. For

- EMD, Govt. guidelines will be applicable. Bidder must submit the Bank account detail along with IFSC code, so that EMD amount can be refund through NEFT. Detail of EMD payment should be mentioned and copy of DD should be attached.
6. The Bidder company annual turnover for that last 3 financial years (2023-24, 2024-25, 2025-26) should be Rs. 5.00 crore (Five crore) and above per annum in Hardware maintenance services. This must be the individual Company's turnover and not that of any group of Companies.
 7. For exemption from submission of Earnest Money Deposit (EMD), who are Micro & Small Enterprises (MSE) The Bidder who are MSE must submit necessary documents issued by competent authority and the bidder who are start-ups recognized by Department of Industrial Policy & Promotion (DIPP) / National Small Industries Corporation (NSIC) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by competent authority which is valid on last date of submission of the tender documents.
 8. The Bidder should have Valid ISO 9001:2008, 20000:2011, 27001:2013 or above quality service certification in the relevant field of IT hardware & Peripherals Annual Maintenance Contract and **must have office in Rajasthan for better Coordination.**
 9. Power of attorney /authorization letter who signed the document on behalf of the company.
 10. The Vendor must have at least 4 qualified service support Engineers (Min. Diploma Holders or equivalent and have at least 3 years of experience in computer H/W maintenance) across the mentioned 5 districts including one resident engineer at Regional Office, KOTA. Proof of appointment and residential addresses for verification stating their eligibility is to be submitted.

11. Commercial Criteria

L-1 bidder will be decided based on the total Cost of AMC amount as per **ANNEXURE-II**. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final.

12. Other

1. The vendor on award of the contract will have to submit Performance Bank Guarantee of an amount of 10% of cost of AMC (rounded off to nearest hundred) from any of the Scheduled Commercial Bank (other than Central Bank of India), valid for one year (contract period) with additional claim period of 3 months within 30 days from the date of award of the contract.
2. The EMD will be returned to unsuccessful bidder after the process is over without interest.
3. The Bank reserves the right to accept or reject any or all the Tenders/Bids or split the work to any other contractor at the time of issuing work order or during the contract period without assigning any reasons for doing so. The

bank's decisions in this regard shall be final and binding.

4. The vendor shall extend necessary assistance in shifting and reinstallation of computer hardware items of the branches during premise shifting or just relocating the computer hardware as the case may be.
5. The Vendor will provide insurance cover to its workmen/ resident engineers in the Bank. The workmen/ engineers or their legal heirs shall not claim any insurance or any other kind of benefit from the Bank in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the Bank premises.
6. The Vendor shall ensure compliance to all the obligations arising under the Contract Labor (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labor laws prevailing in the state. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the Bank would have the right to reimburse itself by way of adjustment from the vendor's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.
7. The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
8. The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty
9. To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all Bidders/Vendors for clarification of their offer. The request for such clarifications The Bank has the right to disqualify the Bidder/Vendor whose clarification is found not suitable to the Bank.
10. All rights, liabilities and obligations are non-transferable and any transfer/assignment of the same can be done only mutually.
11. The Bidder/Vendor shall be required to sign a Service Level Agreement as per Banks Standard Format incorporating various terms & conditions.
12. The quantity mentioned in **ANNEXURE-II** is only estimated quantity, which will be finalized by the successful vendor within one month of accepting work order by visiting the branches in the prescribed format.

13. The Bidder/ Vendor shall provide/ furnish/ submit all the supportive/necessary documents along with the bid to the bank on the terms and conditions set out in this RFQ otherwise the Bidder/Vendor shall not be allowed and/or disqualified to participate in this RFQ.
14. All the documents and Pages are seal & Signed by Bidder/Vendor.

ANNEXURE-I

DETAILS OF THE HARDWARE & PERIPHERALS FOR **ANNUAL MAINTENANCE CONTRACT**

SN	HARDWARE ITEM	TOTAL COUNT
1	GATEWAY PC-Server2016	61
2	DESKTOP PC	225
3	PASSBOOK Printer	55
4	DD\FD 80colmun printer	62
5	FLATBED SCANNER	62
6	LASER PRINTER	90
7	CTS SCANNER	82
8	RECEIPT PRINTER	18
9	ADF/FAST SCANNER	4
10	LAPTOP	8
Total		667

(Signature & Seal of Company/Bidder)

Date:
Place:

ANNEXURE-II (Financial Bid)

TOTAL COST OF ANNUAL MAINTENANCE CONTRACT

(All amounts in Indian Rupees)

SN	HARDWARE ITEM	MAKE/MODEL	TOTAL COUNT	RATE PER UNIT	TOTAL AMOUNT (EX. GST)
1	GATEWAY PC-Server2016	ACER/ LENOVO/ HP / DELL / other similar Brands	61		
2	DESKTOP PC	ACER/ LENOVO/ HP / DELL / other similar Brands	225		
3	PASSBOOK PRINTER	EPSON PLQ-20/35 PR2 Plus/ other similar Brands	55		
4	DD\FD 80 COLUMN PRINTER	EPSON LQ-300+II/ LQ-310 / TVSE MSP-430 / other similar Brands	62		
5	FLATBED SCANNER	CANON/ EPSON / other similar Brands	62		
6	LASER PRINTER	HP/ CANON / EPSON/ SAMSUNG /other similar Brands	90		
7	CTS SCANNER	LIPI / PINANI / other similar Brands	82		
8	RECEIPT PRINTER	TVSE / other similar Brands	18		
9	ADF/FAST SCANNER	CANON / EPSON / other similar Brands	4		
10	LAPTOP	HP/ Lenovo/ Acer IBM/ Dell / other similar Brands	8		
Total	xxxxxxxxxxxxxx	xxxxxxxxxx	667	xxxxxxxxxx	

Excluding applicable taxes.

Gateway PC hardware configuration is same as desktop PC.

Total In words:

.....

(Signature & Seal of Company/Bidder)

Date:

Place:

ANNEXURE-III

The Bidder must full fill following eligibility criteria for Technical Qualification

Sr No	Particulars	Detail of Company/Bidder
1.	Name of the Company	
2.	Address of Registered Office	
3.	Registration number and Date of Registration	
4.	Company PAN/TAN	PAN no.
		TAN no.
5.	Nature of Business	

S.No.	Eligibility of the Bidder	Document to Be submitted			Submitted (YES/NO)
1.	Three Years Experience Certificates as on 31.03.2026 in providing AMC services.	Certificates required			
2.	Certificate of running AMC in similar kind of contract with any PSU Bank/RRB/RBI	Certificates required			
3.	Self-declaration letter by the bidder for Non blacklisted/debarments.	Self-Declaration on letter Head required			
4.	The Bidder Should have operating profit in last three financial year (2023-24, 2024-25, 2025-26)	Copy of Audited Balance sheet and Profit & Loss account (2023-24, 2024-25, 2025-26) required			
5	Earnest Money Deposited (EMD) Rs 25000/-If Applicable	Detail Required			
6.	Annual turnover for the Last three financial Year (2023-24,2024-25,2025-26) in Crore	2023-24	2024-25	2025-26	
7.	For Exemption of EMD MSE/DIPP/NSIC Certificates as para 10.8	Certificates required			
8.	Valid ISO Certificate ISO 9001:2008, 20000:2011, 27001:2013 and above	Certificates required			
9.	Power of Attorney /Authorization letter who signed the documents	POA/Authorization letter required			
10.	Detail of 4 qualified Service support Engineer as per annexure-IV	As per annexure-IV, Detail Required			

Date:
Place

(Signature & Seal of Company/Bidder)

ANNEXURE-IV

Address Details along with contact Numbers of the Vendor & Engineers Details

Branch Office Address in Rajasthan	
Contact Details with Escalation matrix	
4 Qualified Service Support Engineers details (District-wise: Kota, Baran, Jhalawar, Sawai Madhopur): PF/ Date of Appointment / Experience / Residence Address with proof.	1. 2. 3. 4.

Signature & Seal of Company

Date:
Place:

ANNEXURE-V

REQUEST FOR QUOTATION COVERING LETTER

To

**Deputy Regional Head
Central Bank of India
Regional Office,
Kota-324001 (Raj.)**

Sir,

Reg.: Our Quotation for Third Party AMC for Computer Peripheral/Hardware.

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 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 _____ 2026.

Yours Faithfully

Signature & Seal of Company

Date:

Place:

ANNEXURE- VI

DECLARATION ON LETTER-HEAD.

To,
Deputy Regional Head,
Central Bank of India,
Regional Office,
Kota

Dear Sir/Madam,

Reg: Undertaking of correctness of information& Documents submitted.

We certify that 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 abide by the decision taken by the bank& bank's decision shall be final.

Signature & Seal of Company

Date:
Place:

ANNEXURE-vii**LIST OF BRANCHES/OFFICES**

S NO.	CODE	BRANCH NAME	DISTRICT
1	1190	SEESWALI	BARAN
2	1720	BARAN, LDM OFFICE BARAN	BARAN
3	1739	ATRU	BARAN
4	1740	BHANWARGARH	BARAN
5	2062	CHHIPABAROD	BARAN
6	2738	NTPC ANTAH	BARAN
7	2915	DHOLAM	BARAN
8	2991	RAMGARH	BARAN
9	2994	CHHABRA	BARAN
10	5003	MANGROL	BARAN
11	5004	KELWARA	BARAN
12	456	BADA NAYA GAON	BUNDI
13	3494	BUNDI RAJASTHAN	BUNDI
14	460	ASNAWAR	JHALAWAR
15	461	BAKANI	JHALAWAR
16	462	MANOHAR THANA	JHALAWAR
17	463	PACHPAHAR	JHALAWAR
18	464	RAIPUR - RAJASTHAN	JHALAWAR
19	465	SAROLA	JHALAWAR
20	985	JHALARAPATAN	JHALAWAR
21	1244	JHALAWAR	JHALAWAR
22	1756	GHATOLI	JHALAWAR
23	1765	PANWAR	JHALAWAR
24	1767	KHANPUR	JHALAWAR
25	2897	AKLERA	JHALAWAR
26	2982	HARNAVDA SHAHJI	JHALAWAR
27	2987	DANTA	JHALAWAR
28	3763	MINI SECRETARIATE, LDM OFFICE JHALAWAR	JHALAWAR
29	4045	UNHEL	JHALAWAR
30	5112	BHALTA	JHALAWAR
31	457	ARYA SAMAJ ROAD KOTA	KOTA

32	458	KAITHUN	KOTA
33	459	SULTANPUR RAJASTHAN	KOTA
34	1016	GOVERDHANPURA CIRCLE KOTA.	KOTA
35	1167	RAMGANJ MANDI	KOTA
36	1193	CHECHAT	KOTA
37	1195	MANDANA	KOTA
38	1557	INDRAPRASTHA INDUST AREA KOTA	KOTA
39	1641	SUKET	KOTA
40	1675	KUNADI	KOTA
41	1705	AWAN	KOTA
42	1741	KHATOLI	KOTA
43	1915	VIGYAN NAGAR	KOTA
44	2121	BAROD	KOTA
45	2859	ITAWA	KOTA
46	3261	TALWANDI	KOTA
47	3292	BHAMASHAH MANDI	KOTA
48	3595	DADABARI	KOTA
49	3736	R K PURAM KOTA	KOTA
50	4525	RAJEEV GANDHI NAGAR	KOTA
51	5102	NAYAKHEDA	KOTA
52	5227	BOREKHEDA	KOTA
53	5289	BHEEMGANJ MANDI	KOTA
54	1836	REGIONAL OFFICE, LDM OFFICE KOTA	KOTA
55	1667	SAWAI MADHOPUR	SAWAI MADHOPUR
56	1759	GANGDHAR	SAWAI MADHOPUR
57	2916	GANDAWAR	SAWAI MADHOPUR
58	3459	GANGAPUR CITY RAJASTHAN	SAWAI MADHOPUR
59	3918	CHHAN	SAWAI MADHOPUR
60	4093	SELU	SAWAI MADHOPUR
61	4782	MITRAPURA	SAWAI MADHOPUR

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