

Central Bank of India

Tender Document

Reference No. RO/RCC/SBP/2026-27/5 Dated:-14 /07/2026

Annual Maintenance Contract (AMC)

Of

Computer Hardware and Peripherals

at

*VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF SAMBALPUR
REGION*

**Last Date for submission of Tender/Quotation
30th July 2026, up to 5:30 pm**

The copy of tender document may be obtained from Central Bank of India, Regional office Sambalpur on all working days in person. Copy of the tender document may also be downloaded from our website www.centralbankofindia.co.in . They should submit tender paper on tender document/format issued by this office only. The details are given below:

Tender Reference	RO/SAMB/RCC/2026-27:
Tender start date	16th July 2026
Last date and Time for receipt of Tender document	30 /07/2026 at Hrs. 5.30 hours (Excluding 2nd & 4th Saturday,Sundays and Holidays .
Address for submission of Tender Documents	Regional Head ,Central Bank of India , Regional Office ,Sambalpur , Quantum Building ,Modi Pada ,Farm Road -768002 , Odissa
Contact Telephone Number	7381001507
e mail Ids	rtccsambro@centralbank.bank.in

Invitation for tender/quotation offers

Central Bank of India, Regional Office, Sambalpur invites sealed tender document from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals for the period of ONE YEAR .This offer is for maintenance of Hardware at Various branches / Offices under Sambalpur Region as per **Annexure – I**. (Type of Hardware for which AMC is required)

A. 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. All the prices quoted by the vendor shall be in Indian Rupees and not to be subject to any price escalation.
3. For the purpose of the present job, a single stage bidding process will be followed. **Bidder will have to submit the Bid in Two sealed envelopes (Technical and Commercial), duly superscripting "Quotation for 3rd party AMC rates for Hardware & Peripherals"**. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
4. The Bank reserves the right to accept or reject any Tender and to cancel the tendering process and reject all tenders at any time prior to the award of Contract without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the bank's action.
5. The quantities of various items mentioned in **Annexure -II** 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 up-grade 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 also may purchase new components. The payment for the remaining system 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 Sambalpur. The jurisdiction of any other Court other than Sambalpur is specifically excluded.

B. Scope of the work.

- i) Bank has its 47 branches with one regional office spread over 19 districts of Odisha (Sambalpur, Jharsuguda, Sundergad, Angul, Boudh, Bargad, Bolangir, Deogad, Kalahandi, Keonjhar, Koraput, Malkangiri, Mayurbanjh, Nabarangpur, Nuapada, Paralakhemundi, Phulbani, Rayagada and Saharanpur).
- ii) Vendor shall ensure availability of sufficient number of engineers to attend to calls from various branches within the time limits specified (as mentioned below), to resolve issues.
- iii) Installation of operating systems (Windows & Server), antivirus packages and other application tools as desired by Bank at client systems.
- iv) Maintain and configuring windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems
- v) The systems support should include the trouble shooting for O.S. (Windows & Server etc.) creating and deleting of network ID, network rights management, configuration management etc. The vendor shall carry out a half yearly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC.
- vi) AMC contract will also include updating of antivirus software and related s/w , up gradation of OS in desktop as well as server and other software updation as per bank need wherein the software & necessary updates will be provided by the Bank.

- vii) This AMC shall consist of preventive and corrective maintenance of the Computer Hardware and will include supply and replacement of unserviceable parts, at vendor's own cost.
- viii) All parts of Computer systems, Laser Printers / Deskjet Printers / Dot Matrix Printers, scanners excluding consumable items like ribbons, paper, drum, toner cartridges & print head shall be covered under the Annual Maintenance Contract.
- ix) The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Memory, Printer Parts, etc as stand by spare in near to our Office. The Vendor required to maintain 5% stock of hardware for adhoc need (Standby) during AMC for Bank at location from where it can be easily supplied to the branches/offices under AMC.
- x) The vendor has to visit the locations as per Annexure- I and take 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 with in a period of two week from the date of commencement of AMC period.
- xi) The Vendor have to depute permanent expert resident engineer at RO SAMBALPUR who have at least 2 years' experience in providing support services to Banking system. Costing should be included in AMC rate in Annex-II. (No extra Cost will be considered for the resident engineer)
- xii) The vendor must arrange an engineer (equally qualified and experienced), in the event of absence of regular resident engineer (mentioned in point no. x).
- xiii) The vendor shall arrange Quarterly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Sambalpur for meeting to improve the service quality and dispute management, if any.
- xiv) The vendor must have call board to which complains can be raised and submit daily reports on complaints received (with complaint number), attended, resolved and pending to Sambalpur RTCC. Pending complaints must mention the reasons for the same. All the reports must be sent to RTCC mail next working day without any failure. These reports will be the important parameter for evaluating the vendor performance and linked with the release of Payments.
- xv) The vendor must submit the escalation matrix.

C. Uptime Guarantee

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 98% 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 7.45 p.m. on all weekdays.
4. The vendor does hereby undertake to attend break-down calls on the same working day remotely. In city Calls should be attended and completed within 24 hrs .(Reasonable time more than 24 hrs ,may be allowed for Out City / Remote location and if there is any natural calamity or manmade law & order issue affecting the movement of engineer).

5. In case any replacement of parts is required, the vendor shall ensure to complete the same within 24 working hours. In case it is assessed that it is not possible to replace within 24 working 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 TAT defined above in completion of maintenance work, which shall be as follows:

S I No	Hardware	Penalty amount
1	SERVERS	Rs.300/- (Max Up to AMC of the server)
2	PC/DESKTOP	Rs.200/- (Max Up to AMC of Desktop)
3	Laptop	Rs. 200/- (Max Up to AMC of Laptop)
4	136 Col Printers	Rs. 100/- (Max Up to AMC of Printer)
5	80 col printers	Rs. 100/- (Max Upto AMC of printer)
6	Flat Bed scanner	Rs. 100/- (Max Upto AMC of scanner)
7	Pass Book Printer	Rs 200/- (Max Up to AMC of Passbook Printer)
8	Laser Printers	Rs 100/- (Max Up to AMC of Laser Printer)
9	Cash receipt Printers	Rs 100 /- (Max Up to AMC of CRP)
10	Fast Document scanner	Rs 200/- (Max Up to AMC of scanner)

7. The Vendor is advisable to maintain adequate stock at their nearest office to maintain the uptime.

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.

D. Terms of Payment

- The Bank shall pay amount per unit of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per Annexure - I. The quantities of various items mentioned here are indicative and there could be variations with the actual numbers.
- 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 attached along with this document. No deviation from the terms and condition given in AMC agreement is acceptable to the Bank.
- Payment of Maintenance charges will be paid by Regional Office on quarterly basis after completion of respective quarter and on submission of Preventive maintenance certificate duly signed from branch officials.
- 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.

- Hardware parts which are not covered under AMC should be clearly mentioned in the AMC acceptance letter by Vendor.
- Latest Market price of the hardware parts which are not under AMC are to be shared with RTCC and prior approval is required from RTCC before replacing any hardware parts.

E. 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.
- 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.

F. 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 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 hacking at BANK.
4. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

G. TOTAL COST OF AMC

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

H. ELIGIBILITY CRITERIA FOR AWARDED AMC

1. L-1 bidder will be decided based on 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.
2. The vendor should provide Computer Hardware Support Experience Certificate for **at least two Public sector Banking institutions. (Preference shall be given for Bank having B@ncs24 as CBS Solution).** The relevant “**satisfactory service support certificate**” should be obtained from Banks and should be submitted along with the tender.

3. **The Vendor Should /must have to submit 3 ongoing AMC contract copy of different public sector Banking Institutions operational in Western Odisha. Customer AMC order copy Should attached for confirmation.**
4. The Vendor must have GST registration in Odisha.
5. The vendor should have support center at Sambalpur and engineer should be available at district places.
6. Vendor must have efficient call logging system to register complaint via Phone & Mail. Complaint no. must be shared immediately after each complaint.

I. DOCUMENTS TO BE SUBMITTED

- Documents required for Technical Bid in separate sealed envelope under Heading

Technical 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
 5. Latest Station-wise Details of the Engineers on roll as per Annexure – VII
 6. **Tender Fee of Rs.1000/- (Rupees One Thousand only) Non-Refundable Demand Draft in favor of Central Bank of India Payable at Sambalpur, Odissa.**
- Document required for Financial Bid in another sealed envelope under heading

Financial Bid

1. Financial bid for awarding AMC as per Annexure – II

Type of Hardware for which AMC is required and branch locations.

SL NO	TYPE OF HARDWARE
1	GW PC & Desktop PC of various make & model
2	ADF scanner(Canon DRC 230 Fast scanner)
3	Laser Jet Printers of different make & model
4	DD\TDR printers
5	Passbook printers
6	Flatbed Scanners
7	Cash Receipt Printer

Branch & Office Location

SL NO	BRANCH NAME	DISTRICT	SL NO	BRANCH NAME	DISTRICT
1	Anugul	Anugul	25	Baripada	Mayurbhanj
2	Talcher	Anugul	26	Nabarangpur	Nabarangpur
3	Bargad	Bargad	27	Nuapada	Nuapada
4	Panimora	Bargad	28	khariar Raod	Nuapada
5	Bolangir	Bolangir	29	Parlakhemundi	Parlakhemundi
6	Kantabanjhi	Bolangir	30	Phulbani	Phulbani
7	Lathore	Bolangir	31	Rayagada	Rayagada
8	Tamian	Bolangir	32	Sambalpur	Sambalpur
9	Boudh	Boudh	33	Khetrajpur	Sambalpur
10	Deogad	Deogad	34	Redhakhol	Sambalpur
11	Bamparda	Deogad	35	Tamperkela	Sambalpur
12	Barkot	Deogad	36	Regional Office	Sambalpur
13	Kandhal	Deogad	37	Sonepur	Subrnapur
14	Suguda	Deogad	38	Sundergad	Sundergad
15	Jahrsuguda	Jharsuguda	39	Balishankara	Sundergad
16	Belpahar	Jharsuguda	40	Bisra	Sundergad
17	IB Thermal	Jharsuguda	41	Fuljhar	Sundergad
18	Kumarbandh	Jharsuguda	42	Rourkela	Sundergad
19	Bhawanipatna	Kalahandi	43	Steel Township	Sundergad
20	Keonjhar	Keonjhar	44	Vedvysa chak	Sundergad
21	Bramhanipal	Keonjhar	45	Darlipali	Sundergad
22	Barbil	Keonjhar	46	Duduka	Sundergad
23	Koraput	Koraput	47	Kirei	Sundergad
24	Malkangiri	Malkangiri	48	Hatigon	Nabarangpur

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

SI No	Hardware Item	AMC charges per Unit in Rs.	Tentative Quantity of Item	Total AMC cost in Rs
1	GWPC		48	
2	Desktop /PC		277	
3	DD/TDR printer		35	
4	Passbook printer		47	
5	Laser Printer		75	
6	Flat bed scanner		47	
7	Document scanner		50	
8	Cash Receipt Printer		47	
	Total		626	

NOTE:

Above mentioned HW is tentative in number and the actual number may be 10% excess or less than the mentioned hardware number. The AMC amount would be calculated as per actual HW & peripherals on same rates and terms during the AMC period. Vendor has to prepare actual h/w inventory by deputing their engineer after award of AMC. NO SEPARATE CHARGES ARE TO BE PAID FOR RESEIDENT ENGINEER. RATES ARE TO BE GIVEN EXCLUSIVELY OF ALL TAXES.

REQUEST FOR QUOTATION COVERING LETTER

To

**The Regional Head
Central Bank of India
Regional Tech Command
Centre, Sambalpur**

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 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 _____ 2026.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

**The Regional Head
Central Bank of India
Regional Tech Command
Centre, Sambalpur
Quantum Building,
Modi Pada, Farm Road,
Sambalpur-768002
Sir,**

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

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 / secondhand 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 mutually agreed upon by both the parties to this contract.

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.

S. No.	Pre - Qualifications criteria	Compliance (Yes/No)	Remarks/ Deviations
1	The bidder should have at least 7 years' experience of taking AMC of Hardware and out of which at-least 5-year experience should be of PSU Bank.		
2	Bidders should have sufficient quantity of spare parts available of all models of Hardware items .		
3	The AMC / Service related turnover of the firm should have been minimum Rs. 2 Cr. per year in the last two consecutive years .		
4	The bidders should be net profit making company during last two financial years		
5	Last 2 years audited Balance sheet		

Compliance	Description	Compliance (Yes/No)	Remarks/ Deviations
Terms and Conditions	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).		
Technical Specification	We certify that the systems/services offered by us for tender confirms to the specifications stipulated by you with the following deviations		

(If left blank it will be construed that there is no deviation from the specifications given above)

Seal & Signature of Bidder

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

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

Signature & Seal of Company

Station-wise Details of the Engineers on roll as on date

S. No.	Location	Name of the Engineer	Qualification	Working Since	Contact Number	Stationed at
1						
2						
3						
4						
5						
6						
7						
8						

Signature & Seal of Company