

Central Bank Of India

“Request For Quotation (RFQ)”

Reference Number RO:RCC_Dehradun:2018-19:3264

Dated :12/03/2018

For Comprehensive Annual Maintenance Contract for

***The Hardware and Peripherals installed at
Various branches/Offices under Regional Office, Dehradun***

***Last Date for submission of Quotation/Offer
26th March 2018, upto 4:00 pm***

A. NOTICE OF INVITATION TO Request For Quotation (RFQ)

Central Bank of India, Regional Office, Dehradun invites Quotation from AMC vendors for third party comprehensive Annual Maintenance Contract of computer hardware & peripherals. This offer is for maintenance of Hardware at various branches/Offices under Regional Office, Dehradun for the period 01.04.2018 to 31.03.2019

Tender Reference No	RO-RCC / 2017-18 / 3264
Tender Closing date / time	26 / 03 / 2018 / 04:00pm
Tender Opening date / time	27 / 03 / 2018 / 03:00pm

Annexure-II. Quantity mentioned herewith is only tentative and may vary depending upon actual requirement.

B. General Terms and Conditions

1. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/ schedule to all bidders before the date of submission. Quotations submitted by the bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.
2. Bids shall remain valid upto 31st March, 2019. A bid valid for shorter period shall be rejected by purchaser as non-responsive. Bank reserves the right to continue / increase the period of AMC on same terms and conditions for further period of one year considering the performance, services rendered by the Vendor.
3. 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.
4. The quantities of various items mentioned in **Annexure -II** are indicative and there could be variations with the actual numbers.
5. The parts replacement will either be new parts or equivalent to new parts preferably of same brand / make.
6. All maintenance / repairs shall be attended by the vendor or authorized personnel of the vendor.
7. The vendor shall maintain adequate spare machines and other spares at site to facilitate any temporary replacement.
8. 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.
9. In case the Computer Systems / machines are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
10. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable.
11. 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.

12. 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.
13. 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.
14. 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.
15. The vendor must have one service center / office in Dehradun for prompt and effective service support. The address proof of service support office or branch office should be produced such as PAN, Tax Receipt, Certificate of registration like shop & establishment, Service Tax / Sales Tax etc.
16. The Bank reserves the right to accept or reject any or all the Tenders or split the work to any other vendor at the time of issuing work order or during the contract period without assigning any reasons for doing so.
17. The technical Bid will be evaluated as per eligibility criteria. The decision of the Bank with regard to the pre-qualification criteria will be final. The Financial bids of only those vendors shall be opened who qualify in the Technical bid.
18. The vendors are expected to attend the technical and financial bid opening sessions or appoint their authorized representatives. The Bank shall not invite any vendor to attend both the sessions. Each vendor can depute only one duly authorized representative to attend these sessions. (A letter to this effect may be provided to the representative). In case, due to unavoidable or untoward circumstances beyond our control, the bank shall immediately announce next date for both the sessions. The Vendor shall not claim any compensation for this delay.
19. The successful bidder will have to enter into a written contract with the Bank in the format mentioned in the Tender on Non-judicial stamp paper of requisite value prevailing at the place of execution within 10-15 days of being declared successful.
20. Late submission of tenders will not be accepted in any condition. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
21. For the purpose of the present job, a single stage bidding process will be followed. Bidder will have to submit the Bid in sealed envelopes, duly superscripting **"Quotation for 3rd party comprehensive 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.
22. **The following Annexures are to be submitted as part of the Tender documents:**
 - Contents of First sealed cover with Quote " TECHNICAL BID "**
 - i) Annexure – I Technical Qualification and Agreement along with all supporting documents.
 - Contents of Second sealed cover with Quote "Financial BID"**

- i) It shall contain the covering letter as per “Annexure III” Financial Price proposal. Annexures-IV and V should be attached to Annexure III.
 - ii) Annexure-V signed on each page in token of acceptance of AMC offer for item with location of its existence.
- 23.** Both these sealed covers will further be sealed in another envelope super scribing in BOLD letters **“Tender for AMC for Computer Hardware under RO-Dehradun”** also mentioning details such as company name, contact person, contact number, and email id should be submitted at the following address:

**The Regional Manager,
CENTRAL BANK OF INDIA,
Regional Office (RCC Department)
1st Floor, Classic Business Center
Saharanpur Road
Niranjanpur
Dehradun-248001 (Uttarakhand)**

- 24.** Closing Date & Time: 26.03.2018 & 04.00PM
- 25.** 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 Dehradun. The jurisdiction of any other Court other than Dehradun is specifically excluded.

C. Scope of the work

- 1. Bank has its branches spread over 12 districts of Almora, Bageshwar, Chamoli, Champawat, Dehradun, Hardwar, Nainital, Pauri, Pithoragarh, Tehri, US Nagar, and Uttarkashi having 41 branches and one Regional Office.
- 2. 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. Vendor will have to provide daily dash board of registered branch complaint / issue with their current status.
- 3. Installation of operating systems (windows 10, Windows 7, Windows Vista, Windows 2008 Server, Windows 2012 Server), Oracle Server, Oracle client, latest antivirus installation with time to time updation and other application tools / software as desired by Bank at client systems.
- 4. To maintain and configure windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems.
- 5. The systems support should include the trouble shooting for O.S. (i.e. Windows 2008 / 2012 Server, Windows Vista and Win 7, Win 10 etc.) creating and deleting of network ID, network rights management, configuration management etc.

The vendor will have to carry out a quarterly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC.

6. Update of the software / drivers required for the networking components during the contract period.
7. This comprehensive 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.
8. Comprehensive AMC will cover all parts of Computer systems, Printers (Laser/LaserJet /Dot Matrix /Line/ Passbook), Scanners, Network (Network cable with connectors to ensure connectivity of client with Branch Server) except any loss, damage, injury or delay which is due to fault or causes beyond the control of the vendor such as acts of God, Govt. Direction, Riots, war, Civil commotion, Sabotage, Fires, Lightening, Floods, Earthquakes, Explosions or other catastrophes, Epidemics, Quarantine, Restrictions, strikes, Lockouts and other labour troubles, Embargoes or theft.
9. Only consumable item (stationery, Laser printer drums, Paper tray(s), printer ribbons and toner cartridges, lens, rubber rollers, Teflon, battery and ink cartridge) will not be covered under AMC.
10. The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Floppy Drive, Memory, Printer Parts, etc. as stand by spare with vendor or in our Office (preferably at Regional Computer Centre) so that as and when requirement arises, same can be used without delay to keep the system in working condition by 24x7x365. Vendor shall also keep stand by printers.
11. The vendor has to visit the locations as per Annexure- II 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 one week from the date of commencement of AMC period.
12. The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Dehradun. The vendor shall also arrange quarterly visit of their Area Managers and Regional Manager with Regional Head of Central Bank of India, Dehradun.
13. The Bank will be within its own rights to refuse permission without assigning any reason to any or all the staff of the AMC vendor from entering the Bank premises.
14. All employees of vendor have to wear the identity cards issued by the company while on duty. In no case any unauthorized person / outsider will be deputed to branches / office of the Bank to carry out AMC work. It is vendor's responsibility to check & verify the personal and professional credentials of the service team being sent to our branch / office.

D. Hardware 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.
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 10.00 a.m. to 5.00 p.m. on all week-days.

4. The vendor do hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.

5. In case any replacement of parts is required, the vendor shall ensure to complete the same within 2 days. In case it is assessed that it is not possible to replace within 2 days, 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 2 days from the date of reporting in completion of maintenance work, which shall be as follows:

S N	Item	Penalty Per day	Max Penalty
1	Gateway PC	Rs. 300 /-	3000 /-
2	Printers (136 col. & 80 col, Laser, inkjet, Deskjet, etc.)	Rs. 200 /-	2000 /-
3	Pass Book Printer	Rs. 300 /-	3000 /-
4	Flat Bed Scanner	Rs. 100 /-	1000 /-
5	Desktop PC / Laptop,etc ..	Rs 250 /-	2500 /-

7. In case of delay / inability of the vendor to carry out maintenance, the Bank will be at liberty to get the work carried out by outside vendors and the total expenses paid to such outside vendors for carrying out such maintenance work will be recoverable by the Bank in addition to the penalty to be levied for the delay.
8. The Vendor will ensure to have qualified engineers allocated exclusively for this assignment. These engineers should have complete knowledge of maintaining and repairing Laptop, Desktop PCs, Passbook Printers, 136 Col Printers, 80 Col Printers, Laser /Deskjet Printers, Scanners as well as maintenance of Operating Systems and other software mentioned in Scope of Work above.9.
9. Since most of the Desktop PCs do not have CD /DVD Drives, it is essential that these engineers carry a CD /DVD drive in case the PC is to be formatted or OS is to be repaired or new hardware device is to be installed. Taking out CD /DVD drives of other PCs and using it in other PCs is strictly not allowed.

E. Terms of Payment

1. The Bank shall pay amount as per actual book-value of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per Annexure - II.
2. Vendor has to execute the AMC agreement with the Bank (Regional Office/Branch 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.
3. The vendor has to furnish a Performance Bank Guarantee (PBG) of equal to 10% of amount of the contract awarded for the contract period with additional claim period of 3 months. The vendor has to furnish a Performance Bank Guarantee within 15 days from the acceptance of Annual Maintenance Contract order.
4. Payment of Maintenance charges will be paid by Regional Office / Branches on quarterly basis after completion of respective quarter. No payment will be release in absence of AMC agreement and /or a PBG.
5. No AMC payment shall be paid to the vendor without RO/Branch satisfaction certificate.
6. The vendor shall draw invoices for payment of quarterly maintenance charges payable on post quarter basis.
7. No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
8. AMC charges payable by the Bank are exclusive of all duties, GST, taxes etc. The payment would be made after deducting necessary taxes applicable, if any. Bank would be at liberty to make necessary TDS as required by law
9. Except the payments mentioned in this para E, no other payments are payable by the Bank to the vendor.

F. Termination

1. Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment at one-month notice through letter / Mail. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice. Bank will be obliged to pay AMC for the actual period for which the vendor provided the maintenance service.
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.
3. The vendor may terminate the contract by giving three months' notice in writing. AMC will be paid for the actual period for which the vendor provides the maintenance service.

G. Confidentiality

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it in the course of execution of its work and all the information collected/acknowledged 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. Media or Original installation CD of Operating System will be provided by Bank. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.
3. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

H. ELIGIBILITY CRITERIA FOR AWARDING AMC

(a) Technical Qualification Criteria (Annexure V)

1. Vendor's proposal should be covered all 12 districts of Uttarakhand as per Annexure-VII (SN-1 of scope of work) where our branches are working.
2. The vendor should have provided computer hardware support to at least two Banking institution wherein at least one 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 Vendors, which have served previously in Central Bank of India, should provide satisfactory service certificate.
4. The vendor should have support center at Dehradun and support engineers should be available in such a manner that branches get efficient and prompt service in all districts.
5. Vendor must have call logging system to register complaint via Phone & Mail. Complaint no. will have to be shared immediately after each complaint.
6. The Vendor should not have been blacklisted by any public sector Bank / PSU / Govt Dept in the past. A self-declaration letter by the bidder should be submitted on the company's letter head along with the bid.
7. All the pages of the Tender document should be signed invariably. The authorized representative of bidder should invariably be present on the date of opening the Technical Bid to take spot decisions in the matter.
8. Vendors who have not satisfactorily completed any of the earlier contracts with Central Bank of India or if any time it is found that the information provided by the VENDOR is false the Bank reserves the right to reject such vendors. Banks decision in this regard will be final.

(b) Commercial Criteria

The actual hardware available at branches & their rate shown in Annex-II may vary. AMC will be given for the actual book-value and quantity of Computer Hardware (not under warranty / AMC) available at various branches. The approximate quantity and description of Computer Hardware has been provided in Annex-II enclosed.

Some of the hardware are already due for AMC whereas other hardware will come out of warranty period and become eligible for AMC in the next few months, which will automatically be included in the scope of AMC.

L-1 bidder will be decided on the basis of the lowest quote of AMC percentage as per Annexure-I. Negotiation may be done, if necessary, with L1 & L2 bidder. Bank's decision in respect of evaluation of bids and /or award of AMC will be final.

I 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. Bank also reserves right to add or delete name of any branch.

J. DOCUMENTS TO BE SUBMITTED

Documents required in Techno Commercial Bid. All documents must be submitted on company's letterhead.

1. Performa for Commercial Bid Annex- I (Separate sealed Envelope and put in main Envelope)
2. Computer Hardware list /Price-Annex-II (attached)
3. Request for Quotation Covering letter as per Annexure – III
4. Letter of undertaking as per Annexure - IV
4. Compliance Statement &Acceptance of the terms and conditions as per Annex –V
5. Address Details along with contact Numbers of the Vendor as per Annexure - VI
6. Latest Station-wise Details of the Engineers on roll as per Annexure – VII
7. List of customers (GOVT./SEMI GOVT/PSU/PSB)

To,

**Regional Manager
Central Bank of India
Regional Office,
First Floor ,Classic Business Center
Saharanpur Road
Niranjanpur
DEHRADUN.**

**Reg: Commercial Bid for AMC of Hardware & peripherals
Ref: Your RFQ no. RO:RCC:2017-18:3264 Dated 9.3.2018**

Sir,

This is in continuation with the Technical Bid submitted by us with intent to entering AMC for maintaining Hardware & other relevant peripherals at different branches of your Bank.

We hereby offer our AMC rate for maintaining Hardware & other relevant peripherals as _____% of the Book Value (As per Annex II) for entire Uttrakhand.

This rate is exclusive of GST, all taxes, cess, service charges and any other charges applicable on AMC.

Faithfully yours,

Name of Authorized Signatory:

Designation :

Place :

Date :

REQUEST FOR QUOTATION COVERING LETTER

To,
Regional Manager
Central Bank of India
Regional Office,
First Floor, Classic Business Center
Saharanpur Road
Niranjanpur
DEHRADUN.

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

We submit herewith our Commercial Quotation Document.

We understand that:

1. Bank is not bound to accept the lowest or any bid received by Bank, and Bank 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. Bank 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 _____ 2018.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

**To,
Regional Manager
Regional Office,
Central Bank of India
First Floor , Classic Business Center
Saharanpur Road
Niranjanpur
DEHRADUN.**

Sir,

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

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

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

We hereby undertake to ensure effective control and prompt maintenance of computer hardware whenever called upon by branches / Offices of Central Bank of India.

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.

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

Annexure -VI

The undersigned, having read and examined in detail the tender document in respect of AMC contract of IT hardware, do hereby express our consent to provide such services.

Name of Company /Firm	
Address of Registered Office	
Address of local office through which proposed work of Bank will be handled	
Year of Registration / incorporation of Company	
PAN/ TAN /TIN detail (Encl documentary evidence)	
GST detail (Encl documentary evidence)	
Annual Turnover	
Authorised Signatory	
Escalation Matrix	

We certify that all the details filled-in by us and the details in the attached sheets are correct and complete.

Yours faithfully,

(Signature of the authorized person)

Name:

Designation:

Seal:

Date:

Place:

Station-wise Details of the Engineers

SN	District	No of Branches	Name of the Engineer	Contact Number	Stationed at
1	Almora	3			
2	Bageshwar	1			
3	Chamoli	2			
4	Champawat	1			
5	Dehradun	17			
6	Hardwar	5			
7	Nainital	4			
8	Pauri	3			
9	Pithoragarh	1			
10	Tehri	2			
11	US Nagar	2			
12	Uttarkashi	1			

Signature & Seal of Company