

Central Bank Of India
LUDHIANA

“Request For Quotation (RFQ)”

Reference Number RO:LUDH:RCC:2025-26:30

Dated : 14.05.2025

*For Annual Maintenance Contract for
The Hardware and Peripherals installed at
Various Branches / Offices of Central Bank of India,
Under Ludhiana Regional Office*


13/5/25


13/5/25

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

Central Bank of India, Regional Office, Ludhiana invites Quotation from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals for the period up to **31.03.2026**. This offer is for maintenance of Hardware at Various branches / Offices under Ludhiana Region as per **Annexure – I. Quantity mentioned herewith is only tentative and may vary depending upon actual numbers.**

Last Date and Time for receipts of Request For Quotation offer is 30th May, 2025 5-00 PM.

B. General Terms and Conditions

1. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/ schedule to all bidders before the date of submission. Quotations submitted by the bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.
2. Bids shall remain valid up to 31-03-2026 after the date of bid opening prescribed by the Purchaser. 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. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation.
4. 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.
5. 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.
6. The quantities of various items mentioned in **Annexure -II** 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 vendor or authorized personnel of the vendor.
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 up-grade 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 also may purchase new components. The payment for the remaining system 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 particular 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. Organization should have **local office at Ludhiana CITY** & provide supporting documents for the same.
18. 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 Ludhiana. The jurisdiction of any other Court other than Ludhiana is specifically excluded.
19. Those bids, who were providing the AMC services to Central Bank but whose services were not found satisfactory, will be rejected even if their bids are L1, so these service providers need not apply for bid.

C. Scope of the work.

- i) Installation of operating systems (Windows & Server), antivirus packages and other application tools as desired by Bank at client systems.
- ii) Maintain and configuring windows advanced server - Domain controller. Creating and maintaining of users and other related activities under windows server / client operating systems
- iv) 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 monthly Preventive Maintenance (PM) in all the computer systems and systems accessories included in AMC.
- v) AMC contract will also include updating of antivirus software , up gradation of OS in desktop as well as server and other software updation as per bank need wherein the media & necessary updates will be provided by the Bank.

- vi) 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.
- vii) All parts of Computer systems, 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), ADF Scanners, Flatbed Scanners and all plastic parts etc.,) excluding ribbons and toner cartridges shall be covered under the Annual Maintenance Contract.
- viii) The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, Memory, Printer Parts, etc as stand by spare in our Office (preferably at Regional Computer Centre). The Contractor required to maintain 5% stock of hardware for adhoc need (Standby) during AMC for Bank (at Bank Premises) .
- ix) 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 one week from the date of commencement of AMC period.
- x) The Vendor has to depute permanent expert resident engineer at RO Ludhiana who have at least 2 years' experience in company. Costing should be included in AMC rate in Annex-II. (No separate Cost will be considered).
- xi) The vendor has to arrange an engineer (equally qualified and experienced), in the event of absence of regular engineer (mentioned in point no. x).
- xii) The vendor shall arrange monthly visit of their Area Manager and Regional Manager with Officials of Regional Computer Centre, Ludhiana.
- xiii) Ludhiana region branches are located at distant places of Punjab, in 09 districts namely Barnala, Fategarh, Ferozpur, Ludhiana, Moga, Patiala, Ropar, Sangrur and Nawanshahr the local support to the branch must be provided by the vendor in-time. The vendor must submit the names and contact of the local support/engineer in Annexure.
- xiv) The vendor must submit daily reports on complaints received (with complaint number), attended, resolved and pending to Ludhiana RCC. Pending complaints must mention the reasons for the same. All the reports must be sent to RCC 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.

D. 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 5.45 p.m. on all working-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 24 hours. In case it is assessed that it is not possible to replace within 24 hours, due to explainable reasons, the vendor shall provide replacement spare machine till the machine of the Bank is made available after repairs.
6. The vendor shall be liable to pay penalty as hereunder per each day of delay beyond 24 hours in completion of maintenance work, which shall be as follows:

i)	Servers	Rs. 2,000/- (Max Rs.10000)
ii)	PC/Desktop	Rs. 800/- (Max Rs.5000)
iii)	Laptop	Rs. 500/- (Max Rs.2500)
iv)	Line-Printers	Rs. 800/- (Max Rs.4000)
v)	Other printers / Scanner	Rs. 500/- (Max Rs.3000)
vi)	Passbook Printers	Rs 500/- (Max Rs.2500)

7. The Vendor has to maintain following Hardware items at Banks Regional office as standby always.

H/W Item	Quantity	H/W Item	Quantity
Desktop PC	5	Scanner	5
Printer Epson DLQ 3500	3	Keyboard	10
Printer Epson LQ 300/310	5	Mouse	10
Printer Epson PLQ 20	5	SMPS	10
Laser Printer	3	SSD	5

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.

E. 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 7 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. No payment will be released in absence of AMC agreement .
- The vendor shall draw invoices for payment of quarterly maintenance charges.
- No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.

- Maintenance charges payable by the Bank are exclusive of all duties, taxes etc. The payment would be made after deducting necessary taxes applicable, if any.
- Except the payments mentioned in this para, no other payments are payable by the Bank to the vendor.

F. Termination

- Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipments 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.

G. Confidentiality

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

I. TOTAL COST OF AMC

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

J. ELIGIBILITY CRITERIA FOR AWARDED AMC

1. L-1 bidder will be decided on the basis of the total Cost of AMC amount as per annexure – II. Negotiation may be done if necessary with L1 vendor. Decision of Bank in respect of evaluation of bids and/ or award of contract will be final.
2. The vendor should provide Computer Hardware Support Experience Certificate for **at least two Banking institutions. (Preference shall be given for 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 have support center at Ludhiana and engineer should be available at district places or grouped for districts (to be mentioned in the BID).
4. Vendor must have efficient call logging system to register complaint via Phone & Mail. Complaint no. must be shared immediately after each complaint.
5. If any vendor has already worked in Central Bank of India, Ludhiana Region during

the last 2 years then he has to submit a NOC/performance certificate from at least 75% branches of Ludhiana.

K. DOCUMENTS TO BE SUBMITTED

A. 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 Ludhiana.**

L. Document required for Financial Bid in another sealed envelope under heading

Financial Bid

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

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

PC WITH MONITOR	ADF 230 FAST SCANNERS	TVS RP45 CASH RECEIPT PRINTER	Brother Printers	DLQ3500 Printers
485	54	52	76	23

80 COL EPSON LQ 310 PRINTR	MF Printers	PASSBOOK EPSON PLQ 30 PRINTER	FLATBED SCANNER EPSON PERF. V39	Laser Printers
47	34	55	36	52

A-TOTAL COST OF FULL YEAR ANNUAL MAINTENANCE CONTRACT
(All amounts in Rupees)

S.No.	Item of Hardware	No. of Units	AMC charges per Unit	Total amount of AMC for H/W item
		(A)	(B)	C = (A) * (B)
1	TOTAL PC			
2	ADF Scanner			
3	TVS RP 45Receipt printers			
4	Brother Printers			
5	DLQ 3500 Printers			
6	80 Column Printers			
7	Multi-Function (MF) Printers			
8	Passbook Printers			
9	Flatbed Scanners			
10	Laser Printers			

NO SEPARATE CHARGES ARE TO BE MENTIONED FOR RESEIDENT ENGINEER.
RATES ARE TO BE GIVEN EXCLUSIVELY OF ALL TAXES.

REQUEST FOR QUOTATION COVERING LETTER

To,
Regional Head
Central Bank of India
Regional Computer Centre
Ferozpur Road, Gurdev Nagar,
Near Hotel Park Plaza,
Ludhiana -141001,
Punjab.

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 there of, 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 _____ 2024.

Yours Faithfully

For _____

Signature: _____

Name: _____

LETTER OF UNDERTAKING

**Regional Head
Central Bank of India
Regional Computer Centre
Ferozpur Road, Gurdev Nagar,
Near Hotel Park Plaza,
Ludhiana -141001,
Punjab.**

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 / 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.

Authorized Signatory

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

COMPLIANCE STATEMENT**DECLARATION**

Please note that any deviations mentioned else where 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 5 years' experience of taking AMC of Hardware and out of which at-least 2-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 related turn over of the firm should have been minimum Rs. Fifty lakhs 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 Ludhiana	
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	Ludhiana					
2	Fatehgarh					
3	Ferozpur					
4	Moga					
5	Patiala					
6	Ropar					
7	Sangrur					
8	Nawanshahr					

- (if engineer are grouped for above districts then detail of Engineers who will cover these Districts within 24 hours of call log)

Signature & Seal of Company