

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	19-09-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	19-09-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Financial Services
संगठन का नाम/Organisation Name	Central Bank Of India
कार्यालय का नाम/Office Name	Regional Office Udaipur
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :cmudairo@centralbank.co.in Buyer Email id: gadudairo@centralbank.co.in
वस्तु श्रेणी /Item Category	Annual Maintenance Service - Desktops, Laptops and Peripherals - DESKTOP/LAPTOP/PRINTERS/SCANNERS; CANON/HP/DELL/ACER/EPSON/BROTHER/TVSE
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	24 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	5 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	600000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	25000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
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ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	15

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

ASSISTANT MANAGER

REGIONAL OFFICE UDAIPUR, Department of Financial Services, Central Bank of India, Ministry of Finance (Tribhuvan)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

AMC OF Hardware CBol Udaipur - [1787844242.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:AS PER TENDER/RFQ DOCUMENT

Other Information:AS PER TENDER/RFQ DOCUMENT

Asset Details and its Distribution across the consignee /user locations:[1787844306.pdf](#)

Consignee Wise Service Engineers/Help-Desk Personal details .:[1787844796.pdf](#)

**Annual Maintenance Service - Desktops, Laptops And Peripherals -
DESKTOP/LAPTOP/PRINTERS/SCANNERS; CANON/HP/DELL/ACER/EPSON/BROTHER/TVSE
(276)**

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Asset	DESKTOP/LAPTOP/PRINTERS/SCANNERS

विवरण/ Specification	मूल्य/ Values
Make/Brand of Assets	CANON/HP/DELL/ACER/EPSON/BR OTHER/TVSE
Status of Annual Maintenance Service Provider	Neither OEM nor ASP
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of each Asset for AMC	अतिरिक्त आवश्यकता /Additional Requirement
1	Tribhuvan Singh Rathore	313001,CENTRAL BANK OF INDIA 3RD FLOOR PLOT NO 30- 33 44-46 100FEET ROAD SOBHAGPURA UDAIPUR RAJASTHAN 313001	276	- Number of Resident engineers : 1 - Number of technicians : 12

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Generic

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not

contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

4. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

5. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

6. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

7. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

8. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

9. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

10. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Central Bank of India
payable at
Udaipur

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

11. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Central Bank of India
payable at
Udaipur

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

12. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

Scope of Work

1. The Objective of this RFQ/RFP is to enter AMC contract with bidder for Comprehensive On-site Annual Maintenance of Computer Hardware items listed in this RFP/RFQ.

The AMC would be for Annual Maintenance of following hardware items:-

- Desktop PCs (Hardware AMC and OS / applications / Middleware support)
- Gateway PCs (Hardware AMC and OS /applications /Middleware support)
- Dot Matrix Printer 136 columns, 80 columns, 40 columns
- Passbook Printers
- High speed scanners/ ADF Scanners
- Laser / Inkjet / Desktop Printers
- Flatbed Scanners
- CTS Scanners
- Laptops

2. **Asset Inventory:**

- a. Vendor must visit RTCC, Udaipur after AMC is awarded and must then prepare an inventory of Hardware & Peripherals of branches and Regional Office in coordination with the bank as per AMC, and discrepancies, if any, should be brought to the knowledge of Regional Computer Centre in writing within a period of one month from the date of commencement of AMC period.
- b. So Vendor would be responsible to manage/ maintain the Asset Inventory based on the equipment Unique Serial No. including the hardware movement information from one location to another.(Hard copy and Soft copy). The Assets must also be tagged with asset details and contact number for call logging purpose.
- A. The Vendor would also be required to maintain and submit to our office, on quarterly basis, location wise inventory list, duly updated with detail of new installations, if any and incorporating the hardware movement during the period under reference.

- c. That is, Vendor will maintain branch wise quarterly inventory of all the hardware and peripherals under AMC. Inventory of items will include type of hardware/peripheral, Make & Model, Serial No., Under Warranty/Out of Warranty.
- d. Inventory should be duly signed & stamped by concerned Branch/Office. Bank reserves right to randomly verify the inventory submitted by bidder. In case of any discrepancies, Bank also have right to cancel the contract with the bidder.
- e. Actual amount of billing shall be based on this inventory.
- f. While creating the inventory as per point above bidder/Vendor will also list out the hardware items which are obsolete and required to be disposed.

3. Vendor will be responsible for Installation of operating systems (Windows 11/Windows 2016/2010 server, Linux, etc), Oracle Server, Oracle client, antivirus packages and other application tools as desired by Bank at client systems.

The Vendor will be required to provide maintenance for operation systems, installations or re-installations of operating system, installation of application software's like MS-Office, biometric software, Rajbhasha etc, installation and configurations of peripherals like printers, scanners as required by the Bank from time to time and require assistance in data recovery, pre-emptive action against virus detection & removal. The Vendor would also be required to install other authorized software/patches and wherever required.

- 4. Vendor may be required to maintain and configuring 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. (Windows 11/10 Windows 2016/ 2010server, Linux, etc), creating and deleting of network ID, network rights management, configuration management, all type Printers/ Scanners/Fast Scanner/CTS scanners installation /configuration etc
- 6. Services will include configuring computers for using Bank's CBS application, as per the specifications provided by the Bank. The Bank

k will provide all the required software. The Engineer provided should be conversant in loading, updating and troubleshooting different types of OS such as Windows server 2016/Windows 10/ Windows 11/ Linux/Unix.

7. AMC contract will also include updating of antivirus software, up gradation of OS, and any other software up-dation in all desktops and Gateway PCs/Server s, including desktops, Server (Gateway PCs) under warranty and AMC, as per bank need, wherein the media & necessary updates will be provided by the Bank.

8. The Comprehensive AMC shall consist of **preventive and corrective maintenance** of the Computer Systems/machines/printers/scanners, and will include supply and replacement of unserviceable parts at Bidder's / Vendor's own cost. **Preventive maintenance to be done at least once in a quarter and Corrective as and when required.**

9. Once in each quarter, the Bidder/Vendor will perform **preventive maintenance** of all machines, and the service reports duly signed by concerned Bank officials has to be submitted to our regional office Udaipur. 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 (Preventive Maintenance).**

10. 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.

11. The Vendor shall keep sufficient spare parts like Hard Disk, Mother Board, RAM, Printer Parts, Keyboard, Mouse etc., as standby spare at its site and in our Office (preferably at Regional Computer Centre). The Vendor required to maintain minimum 5% stock of hardware for adhoc need (Standby) during AMC for Bank (at Bank Premises).

That is, Vendor has to maintain following Hardware items at Banks Regional office/RTCC, as standby always in working condition.

H/W Item	Minimum H/W Item Quantity	Minimum Quantity
Desktop PC	5	RAM(8 GB/16 GB)5
Receipt Printer-TVS RP45	4	Keyboard 5
Printer Epson LQ 300/310	4	Mouse 5
Printer Epson PLQ 20/35	4	SMPS 5
Laser Printer	4	SSD 5
Scanner(ADF)	4	

12. The Vendor must depute one permanent resident engineer on all working days at regional office Udaipur at Vendor's own cost and expenses.

13. 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.

14. **Resident Engineer(RE) and Field Engineers(FE):** The Vendor must depute **One Resident Engineer (RE)** at Regional Office, Udaipur and **at least/minimum one qualified field/Service Support engineers (FE) per district (Udaipur(atleast two FE), Rajsamand, Bhilwara, Chittorgarh, Pratapgarh, Banswara, Dungarpur, Salumber, Sirohi, Jalore, Pali) in the Region.** All engineers should be well qualified(Min. Diploma Holders or equivalent and have at least 2 or 3 years of experience in computer /printer/scanners H/W maintenance/handling issues related to Hardware and OS / applications installations / basic Networking support like connecting a PC to Branch LAN/PC IP Configurations/connecting a system to Network domain/Remote Desktop Enabling etc. To carry out these activities RE/FE may

y have to coordinate with bank's Network Team/Windows Team or any other team related to these tasks.

Proof of appointment and residential addresses for verification stating their eligibility is to be submitted.

Background verification of the Resident Engineer/Field Engineers(FE) shall be the responsibility of the Bidder. Bank will require a copy of the Background Verification report while on-boarding the Resident Engineer. If needed Bank may also ask for Background verification report of FE.

Resident Engineer should be well qualified(Min. Diploma Holder or equivalent and have at least 3 years of experience in computer H/W maintenance/O S or application installations etc).

15. The bidder will have to provide a dedicated phone number and email id to log the complaints/service requests. The bidder will provide maintenance service in response to mail or telephone notice by any of the branches/offices. The bidder will provide escalation matrix for the same. It will be the duty of the Call Coordinator /Resident Engineer to ensure that all calls are closed within the specified time limit.

16. The bidder will align a qualified field engineer (FE) to correct any faults and failures in the hardware and will arrange repair and replace any defective parts of the hardware during bank's normal local working hours. In cases, where any part of the hardware need replacement, the bidder will replace such parts, at no extra cost to bank, with brand new parts or those equivalent to new parts in performance. If any of the peripherals, components like hard disk etc. is not available or difficult to procure, is causing delay in replacement, a standby hardware of equivalent capacity or higher capacity at no additional charges will be provided to bank branch.

17. Installation/re-installation of Operating System after formatting the Desktops/Laptop due to any reason whatsoever during AMC period shall be done by FE without any extra cost to the Bank. Before formatting, backup of data and restoration of data after OS installation is FE's responsibility. After OS Installation or re-installation engineer must complete the installation / configuration of all the required software.

Bank may require installation/re-installation of OS of Desktops/Laptops due to requirements of up-gradation or any other need as deemed fit by Bank. Vendor must carry out installation/re-installation

of OS of Desktops/Laptops as per the need of Bank without any additional charges to Bank.

18. The following activity also to be completed by the Field Engineer (FE)/Residential engineer(RE) while formatting of the Desktops due to any reason (including but not limited to malfunctioning; virus infected PC; slowness etc) and repairing of other hardware like Scanners/ Printers etc in the Branches/ Offices: - (a) Installation/up-gradation of required software/operating system applications as specified by Bank without any extra cost to Bank. (b) Installation of printers / scanners and settings / configurations to be done as per bank's requirements.(c) Bank will provide the relevant software and required configuration of the software to RE/FE.

19. The bidder will ensure that the CDs/DVDs/Pen Drives/HDD used by its field engineers during repairs / maintenance will be free of any virus. In case it is conclusively proved that the machine has been infected with a virus from the engineer's hard disk/Pen Drive, the expenses incurred by the Bank for recreating the data will be recovered from the bidder.

20. Replacement of parts will be at the Vendor's cost with original spares of the brand/make/model of the computer and reputed makes with the best quality spares. AMC vendor should keep sufficient spares at their office as well as at Banks Regional Office and should provide replacement parts including motherboard, hard disks, keyboard, mouse , power supplies, memory cards, monitors, printers , scanners etc. with a reasonable period and in no case more the 24 hours .

21. In case of equipment's that are not under AMC, but are under warranty/ services of some other Vendor, the vendor would be required to perform the initial scrutiny/diagnostics and try to resolve the call/complaint by following up with the respective vendor/s by adhering to laid down call resolution procedure without violating the standard warranty clause/ Service Level agreement of the others Vendor/s.

22. In case the call/ complaint is not resolved. The Vendor will have to log a complaint with the supplier/service provider and monitor the call till its resolution.

23. **Preventive Maintenance:** The bidder will conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all the diagnostics, cleaning and removal of dust from the exterior and interior of the hardware, and necessary repairing of) once within a quarter, failing which penalty has to be charged as per the relevant clauses in the AMC Agreement.

24. **Shifting of hardware to another site:** In case of shifting of entire branch/office from existing premise to another, shifting will be

responsibility of the bank. However, the re-installation of equipment / hardware under AMC will be done by the Vendor in old and new premises respectively, at no extra cost to bank.

The computer system/machine/peripherals shall continue to remain covered by this agreement during transit as well as at the new location, when moved for maintenance or for any other purpose with the knowledge of the bank.

25. **New Branch Opening:** - When a new branch is opened Vendor should carry out installation of Computer Hardware/printers/scanners/Desktops/etc at new branch without any extra cost to bank, i.e. Vendor has to provide support to new branches.

26. The bidder (via RE) will maintain at bank's site, a machine wise written maintenance and repair log and record therein each incident of hardware/software malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on hardware together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. Bank will use the same log for recording the nature of faults and failures observed in the hardware, the date and time of their occurrence and downtime.

27. Responsibility for adequate power/earthing will be Bank's but the vendor has to advise the bank in writing in case earthing is inadequate. Hence the engineers visiting the branches must report all three (03) power ratings/reading of the branch on service report invariably.

28. Based on business requirement in future, Bank may close any of the branch / offices, therefore Hardware at those locations may be utilized at other offices and will be included in AMC through different location.

29. Based on requirement from branches bank may replace old hardware with new one, the new hardware will be under warranty and will not be covered under AMC. Any Hardware after expiry of warranty period should be covered under AMC and inventory to be updated as such. AMC payment of such hardware will start from the date of expiry of warranty period.

30. 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.

31. The contract shall initially be valid for a period of twelve months starting from 01/10/2026 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.

Duties of Resident Engineer

1. Resident Engineers will work in Regional Office according to the Bank Staff's working hour.
2. The Vendor will be required to provide the Bank with dedicated helpdesk at Regional Office via its resident engineer @ RO. The Resident engineer would look after the issues raised by branches and try to resolve them remotely and escalate the calls to field engineers whenever required.
3. He should work toward resolving Hardware / Software related all issues (including Reconfiguration / re-installation of Hardware), Operating Systems, Network configuration, installation of Antivirus/related software & their Patches in the PCs, taking backup and re-installation of OS, installation of printers etc. In any case, the machine should be set right in the minimum possible time.
4. Configuring E-mail, Domain, Internet, Printers, other banking software's, etc.
5. Attending and resolving Software / Operating Systems related issues.
6. Logging calls with respective OEM/Vendors for Hardware problems for items under Warranty.
7. He/she will also provide the call resolution statistics on daily basis. The details provided should include,
 - a. Calls logged on daily basis with time & allocated call/ complaint number/ equipment make/model/Sr nos.
 - b. Nature of complaint.
 - c. Statistics on the response time/resolution time.
 - d. Monitoring/ follow up with the supplied service provider in case of equipment under warranty.
8. Any other work assigned, related to Computer Hardware.
9. The RE should also maintain the inventory of computers and peripherals in specified format with complete details of location and configuration of each PC.
10. Leave Management of Resident engineer: In case of absence/leave of regular onsite engineer/s, Contractor/Vendor should provide substitute for

r the same. In case of absence/substitute not provided, bank is at its discretion deduct proportionate amount from the AMC bill amount payable to the bidder. In case of leave/absence of resident engineer, if other engineer is not arranged by the bidder, a penalty of ₹ 500/- per day will be imposed and penalty amount will be deducted from AMC payment.

PLEASE REFER RFQ/TENDER FOR FINAL AND COMPLETE DETAILS.

13. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

14. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

PLEASE REFER RFQ/TENDER FOR FINAL AND COMPLETE DETAILS.

15. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

16. Buyer Added Bid Specific SLA

Text Clause(s)

PLEASE REFER RFQ/TENDER FOR FINAL AND COMPLETE DETAILS.

17. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.

6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition

specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---