



Regional Office Udaipur

REQUEST FOR QUOTATION (RFQ)

for

Annual Maintenance Contract (AMC)

of

Computer Hardware and Peripherals

at

VARIOUS BRANCHES & OFFICES UNDER JURISDICTION OF UDAIPUR REGION

Central Bank of India

**Udaipur Regional Office, 3rd Floor,
Above Decathlon Store, Near Nayara
Petrol Pump, DPS Road,
Shobhagpura,
Udaipur-313001, Rajasthan,
Phone –8802678077**

e-Mail – rtccudai@centralbank.bank.in

Website – <https://centralbank.bank.in>

Tender Reference Number: RO/UDAI/RTCC/2026-27/18 date:27/08/2026

Invitation for RFQ:

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

The details are given below:

Date of issue of RFQ	29/08/2026
RFQ Reference No.	RO/UDAI/RTCC/2026-27/18 date: 27.08.2026
Last Date & Time for submission of RFQ response	19/09/2026 at 3:00 PM
Technical bid opening date / time	19/09/2026 at 3:30 PM
Address of Communication	Deputy Regional Head, Central Bank of India, Udaipur Regional Office, 3 rd Floor, Above Decathlon, Near Nayara Petrol Pump, DPS Road, Shobhagpura, Udaipur- 313001 (Raj.)
Contact Telephone Numbers	8802678077
Email Id for sending written queries and last date for submission of queries	rtccudai@centralbank.bank.in 11/09/2026
Mode of Bid submission	Government e Marketplace (GeM)
Response Type	1.Technical Bid +Bid Security + Cost of the Tender 2.Commercial Bid
Earnest Money Deposit**	Rs.25000.00/- (Rupees Twenty-five Thousands only) In the form of Bank guarantee issued by a scheduled Bank other than Central Bank of India for the entire period of Bid validity (90 days) or By means of Demand Draft in favor of "Central Bank of India" and payable at "Udaipur" with narration Tender Ref no. RO/UDAI/RTCC/2026-27/18 date: 27.08.2026
Cost of the Tender Copy(Non Refundable)	Rs 1000/- (By the means of DD in favor of "Central Bank of India" and payable at "Udaipur" with narration Tender Ref no. RO/UDAI/RTCC/2026-27/18 date: 27.08.2026)

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

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

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

Ms. Hina Kachhawaha
Chief Manager

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

1. Central Bank of India, Regional Office, Udaipur invites Quotations from AMC vendors for third party Annual Maintenance Contract of computer hardware & peripherals for the period from **01/10/2026** up to **30/09/2027** This offer is for maintenance of Hardware at Regional office Udaipur and Branches/offices (refer ANNEXURES-VII) under Udaipur Region as per **ANNEXURE-I(Quantity mentioned herewith is only tentative and may vary depending upon actual numbers.)**
2. Cost of Tender document is Rs 1000 .
3. Exemption from submission of Earnest Money Deposit (EMD) shall be given to bidders, who are Micro & Small Enterprises (MSE) and they are exempted from giving EMD. The Bidder who are MSE must submit necessary documents issued by competent authority and the bidder who are start-ups recognized by Department of Industrial Policy & Promotion (DIPP) / National Small Industries Corporation (NSIC) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by competent authority which is valid on last date of submission of the tender documents. MSE/start-ups firms which are in the process of obtaining the registration certificate from the competent authority will not be considered for exemption.

2. General Terms and Conditions

1. Bank reserves the right to issue addendum(s) or amendment(s) to any condition/specification/ schedule to all bidders before the date of bid submission. Quotations submitted by the bidder shall be deemed to cover the effect of such addendum(s) / amendment(s) issued and such addendum (s) / amendments (s) duly signed by the bidder shall be submitted along with the Quotations.
2. Bids shall remain valid up to 90 days after the date of bid opening. A bid valid for shorter period shall be rejected by purchaser as nonresponsive. Bank reserves the right to continue / increase the period of AMC on same terms and conditions for further period of one year or more considering the performance, services rendered by the Vendor.
3. All the prices quoted by the vendor shall be in Indian Rupees only.
4. For the present job, a single stage bidding process will be followed. **Bidder will have to submit the Bid for Technical and Commercial through GeM portal only.** The bid shall be signed, scanned and uploaded by the Bidder in GeM portal by a person duly authorized to bind the bidder to the contract.
5. The Bank will not be bound to accept the lowest quotation and reserve the right to accept or reject any or all quotation without assigning any reasons whatsoever. Decision of the Purchaser in this regard shall be final and binding on the bidders.

6. The quantities of various items mentioned in **ANNEXURE-I** are indicative and there could be variations with the actual numbers.
7. The Service provider will be required to provide his services as per the Scope of work mentioned in this agreement.
8. The parts replacement will either be new parts or equivalent to new parts.
9. All maintenance/repairs shall be attended by the Bidder/Vendor or authorized personnel only. Engineers should be available at all 11-district level(minimum 1 in each district and at least 2 in Udaipur District) to serve our branches in fast manner.
10. The vendor shall maintain adequate spare machines and other spares at its site and at Bank's Udaipur Regional Office as mentioned in this document, to facilitate any temporary replacement.
11. 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.
12. In case the Computer Systems / machines/ peripherals are moved for the purpose of maintenance, such costs / charges shall be borne by the vendor.
13. In case of scheduled equipment being shifted to any other locations, maintenance shall continue to be applicable.
14. In case of any upgrade of the system during the proposed maintenance period the maintenance shall also cover the upgraded system for the said contract period.
15. Bank may decide to add or remove certain computers or peripherals from the AMC or replace the scheduled equipment under maintenance and may purchase new components at any point of time during the contract.

In case of such replacements/additions/removals, if any, the payment for the remaining System / Equipment's will be made on pro rata basis.

16. In case within the contract period, for any reasons, the systems under maintenance are disposed off by the Bank, the contract amount for that system/systems shall be paid on a pro rata basis.
17. All employees of the Vendor have to wear the identity cards issued by the company while on duty. In no case any unauthorized person/outsider will be sent to offices of the Bank to carry out AMC work.
18. 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.
19. 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 Udaipur. The jurisdiction of any other Court other than Udaipur is specifically excluded.
20. **The Bank is in migration process of CBS and adopting New Branch Channel (NBC),**

hence in this process Gateway PCs will be removed from CBS in Phased manner. The contract amount for Gateway PCs shall be paid on a pro rata basis.

21. The Bidder/Vendor must ensure that all the items as specified in this offer are quoted for unit-wise rates & should be quoted for each item. The Bidder/Vendor must also ensure that it is in a position to undertake the work specified.
22. Vendors having franchise arrangements are not eligible to quote.
23. The evaluation of L1 Bidder/Vendor will be strictly based on Total Cost of Ownership (TCO) for the offered quantity of hardware in this RFQ. Other Bidders/Vendors may be required to match the rates offered by L1 Bidder/Vendor, since bank reserves the rights to allot AMC to more than one vendor. Bank also reserves the rights to award the AMC contract to L2 bidder at the same rates of L1 bidder in 50-50 manner.
24. If L1 bidder is unable to provide the satisfactory services to our branches after awarding the AMC contract for the period mentioned in the RFQ, Bank reserves the right to award the AMC contract to L2 bidder on same terms and condition of L1 bidder for the remaining period.
25. The Bank reserves the right to appoint one or more than one Bidder/Vendor, and also reserves right to reject one or all Bidders/Vendors. The decision of the Bank in this regard will be final and binding.
26. **It is our experience that due to competition, vendors used to quote abnormally low rates, only with a view to procure the contract and thereafter fail in providing satisfactory services. It is therefore decided that if the vendor fails to provide satisfactory AMC Services, will be blacklisted and no future contract will be awarded to such vendor.**
27. The technical bid shall be evaluated by a committee. The financial bid of only, those bidders who qualify in evaluation of technical bid shall be opened.
28. The Bank has a right to modify / alter the offer and the terms & conditions thereon, before the closure of the Offer. The Bidder/Vendor cannot modify or withdraw its offer after its submission.
29. Demand draft of EMD should be deposited at the address mentioned in this document before closing time and copy of Demand draft should be attached in bid documents.
30. Detail of Demand draft/Bank guarantee for Earnest Money Deposit (EMD) should be attached in bid documents. Any Tender/Bid/Offer received without Earnest Money Deposit (except exemption) will be disqualified.
31. Cost of the Tender : Any Tender/Bid/Offer received without paying Cost of Tender will be disqualified. Demand draft of Cost of Tender should be deposited at the address mentioned in this document before closing time and copy of Demand draft should be attached in bid documents.

3. 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 the 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 form 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 Brach/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 (Windows11/Windows2016/2010 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 form 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 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/Servers, including desktops, Server (Gateway PCs) under warranty and AMC, as per bank need, wherein the media & necessary updates will be provided by the Bank.
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 maintained 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 Quantity	H/W Item	Minimum Quantity
Desktop PC	5	RAM(8 GB/16 GB)	5

H/W Item	Minimum Quantity	H/W Item	Minimum Quantity
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 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/OS 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.

4. Uptime Guarantee

1. The vendor shall ensure that the equipment is available to the Bank in proper working condition for at least 98% up-time in every month.
2. The provision, by the vendor, of maintenance service will be confined to the Banks normal working hours on all normal working days. No work will be undertaken on Sundays and holidays except by prior arrangement. The normal working hours of the Bank are from 9.45 a.m. to 6.30 p.m. on all working days
3. The vendor hereby undertakes to attend break-down calls on the same working day. Calls should be attended and completed within 24 hrs.
4. The Vendor do hereby undertakes to attend any reported fault/break down calls on the same working day. However, if the break-down calls are registered / reported after 01:00 PM and it is not possible to attend the call on the same day, the same shall be attended not later than the next working day.
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.

In case the original bank hardware is replaced with a standby, the temporary substitute machine will be replaced with the original machine duly repaired within 3 days, failing which the damages will be recovered for the number of days exceeding 3 days.

6. **Penalty:** The vendor shall be liable to pay penalty as hereunder per item per day for delay beyond 24 hours in completion of maintenance work , which shall be as follows:

Sr	Item Description•	Penalty per day (₹)	After
1	Gateway PC	Rs. 1000/-	24 hours
2	Desktop PCs/ Laptops	Rs. 500/-	24 hours
3	DD/FD/TDR Printers (136/80/40 col/) / Receipt printer	Rs. 500/-	24 hours
4	Laser Printers	Rs. 500/-	24 hours
5	Passbook Printers	Rs. 500/-	24 hours
6	Flat Bed Scanner	Rs. 200/-	24 hours
7	CTS scanner/ Fast scanner	Rs. 500/-	24 hours
8	Absence of RO residential engineer	Rs. 1000/-	

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.

5. Maintenance Standards

1. All field team visiting our offices/branches should be employees of the company.
The staff strength and posted locations are to be mentioned in your response to

our RFQ.

2. All repair and maintenance services described herein shall be performed by qualified maintenance engineers who are completely familiar with the equipment which they are dealing with. They will be competent enough to install or rectify all equipment under their AMC service to the satisfaction of the bank. They may be guided by the RE for any technical assistance.
3. RE must ensure that bank's systems are being installed by the field team as per the guidelines issued by the bank. Any lapse or deviation in this regard will be treated as nonattendance of complaint and penalty will be levied until it is rectified.
4. Field team or any service team will not unnecessarily contact our office to raise queries on service matters. Maximum concerns should be dealt by the RE or competent alternative in the bidder company. However, the RE may contact RCC for guidance on any matter which is not yet clarified. In case of absence of RE, alternate engineer should be available at Regional Office.
5. For OS related issues in which formatting of hard disk is necessary, data backup should be done in advance and need to be restored as per satisfaction of the computer user after formatting only. If required, FE should take out HDD from branch only after formatting of HDD. All peripheral equipment should be re-connected, tested and shared after installing the OS. All necessary software of the banks should be installed, AV installation and AD joining or any other requirement as per branch. Bank has implemented Data Leak Prevention. Accordingly Data encryption and decryption provision should be made before formatting the Hard Disk in line with Bank's policy.
6. During installation or repair of computers under AMC, all connected peripherals such as printers, scanners and Biometric Devices should be installed even if the said equipment doesn't come under AMC. Installed printers should be shared on the network computers. However, peripherals which in inoperable condition may be excluded.
7. Repair work for any faulty equipment will be carried out at onsite basis. If such repair is unsuccessful, bidder may take the equipment to their nearest service centre to perform the repairs, at no additional cost to the Bank.

However, in such cases, standby equipment of equal specification should be provided by the bidder and made working so that bank work may not be affected due to the down time.

8. RE will maintain details of all opened/closed cases and produce the status as and when required by bank. They should make sure that any pending down calls is closed only after the required maintenance activities are fully completed.
9. Any complaints which found to be closed without bank's confirmation will be treated as pending since the original date of lodging the complaint and penalty will be imposed.

10. The bidder shall maintain the equipment as per OEM/Manufacturer's guidelines and shall use standard and original/genuine parts/components for replacement.
11. The engineers deployed for branches will get signed branch visit report from Branch Managers/Officers with a copy to branch. All the copies of Branch Visit reports (Original) in a quarter are to be submitted to Regional Office within 3 days of the quarter end.
12. The AMC coordinators of company must ensure their presence during quarterly meeting (if conducted) with Regional Office to share progress on pending issues of branches in order to make maintenance more effective ensuring best services to the branches.
13. It shall be responsibility of the firm/Vendor to make all laptops, computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the Vendor is liable to rectify in even after the contract.

6. Escalation Details and Changes

1. Escalation Matrix of company should be shared to the bank for escalating service-related concerns. This should include District level and Regional level officials.
2. The bidder shall promptly inform any changes in key persons of escalation, contact details or any other changes related to the company to the bank.
3. It will be the sole responsibility of the company to ensure that no activity pertaining to service support is hindered by the absence of any official. Company may ensure this by appointing sufficient alternate personnel at each level of escalation and informing us.

7. 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 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 in not be arranged by the bidder, a penalty of ₹ 500/- per day will be imposed and penalty amount will be deducted from AMC payment.

8. Software Support

Bidder should ensure that all new Windows installations are properly activated by suitable means as internet access is not available in any of our locations. Installation will be treated as incomplete if Windows is seen as not activated.

9. Quarterly Preventive Maintenance

Preventive Maintenance (PM) should be done for all the assets, covered in this AMC contract once in every quarter.

1. PM activity shall cover dusting, cleaning and testing all items under AMC. All equipment should be serviced using appropriate method for failure free operation.
2. Sufficient inventory of spares such as SMPS, power cable etc. shall be maintained by Resident Engineer at Regional Office level and to be carried with by service personnel while attending the complaints/service requests to provide immediate replacement for faulty items.
3. Complaints should be attended of all hardware items, under AMC, which are found to be not in working condition during PM visit without need for any call to be raised from the bank's end.
4. Vendor should submit Preventive Maintenance report for each quarter. The payment may be withheld in case such Preventive Maintenance reports are not submitted

together with quarterly bills.

10. Terms of Payment

1. The Bank shall pay amount per unit of Computer hardware / peripherals, towards AMC charges for the maintenance of the Computer Hardware / peripherals as per actual number of Hardware & Peripherals. Indicative quantities of various items have been mentioned in **ANNEXURE-I**.
2. Vendor must execute the AMC agreement with the Bank (Regional Office level) without any exception within 30 days from the acceptance of Annual Maintenance Contract order.
3. As security for due fulfillment of the terms and conditions and obligations of the service contract, the vendor shall furnish a **Performance Bank Guarantee of 10 per cent of the value of the AMC valid for one year(contract period)**. The successful bidder shall submit the Invoices/bills of the AMC charges on quarterly basis to concerned branch only during contract period.
4. Payment of Maintenance charges will be paid by the Bank on quarterly basis after completion of respective quarter based on actual inventory in various Branches and offices. **No payment will be released in absence of quarterly Preventive Maintenance(PM)**.
5. The vendor shall draw invoices for payment of quarterly maintenance charges after adjusting Penalty and payment would be made after deducting necessary taxes applicable, if any.
6. No penalty or interest etc., shall be payable by the Bank for any overdue maintenance charges.
7. The Vendor/firm will have to carry out the work during the above contract period and in the event of vendor/firms inability to do the same due to any reason whatsoever, the work will be got done through outside vendor and penalty amount directly proportionate to loss suffered by bank due to non performance/poor quality of services given will be deducted from AMC dues of the defaulting vendor.
8. In the event of addition of any more machines under the scope of the AMC, the maintenance will be carried out by the vendor for which the vendor may be eligible for an additional consideration. In the event of weeding out of older machines in the office, the same shall be removed from the contract and the rates reduced accordingly on a pro rata basis.
9. Changes or additions in Computer Systems/machines features may result in change in minimum maintenance charges, which will have to be finalized with mutual discussions.

Addition of Hardware coming out of warranty will be added into the Hardware list and likewise deletion will be made from the list of Hardware due to removal or becoming obsolete and payment will be made proportionately.

10. Except the payments mentioned in this document, no other payments are payable by the Bank to the vendor.

11. The Bank shall not consider any request in charges of rates of AMC due to any reason whatsoever, during agreed period of contract.

11. Termination

1. Bank reserves the right to discontinue the Annual Maintenance contract for maintenance of equipment's at one-month notice. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice of 1 Month.
2. Bank reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the vendor, during the contract period.
3. Bank reserves right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement. Bank will be obligated to pay only for the actual period for which the contractor provided the maintenance services.

12. Confidentiality

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it during its execution of its work and all the information gathered by the vendor shall be treated as professional communications and strictly confidential. Any violation of this clause shall lead to cancellation of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages. Also, Service provider will ensure Bank's data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/Bank's related information to the extent of loss so caused.
2. The vendor shall not encourage or partake in any form of software piracy during the contract period.
3. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at BANK.
4. The vendor shall not take BANK as reference to their prospectus or clientele for any purpose.

13. Force Majeure:

The Bidder/Vendor shall not be liable for any loss, damage, injury or delay which is due to fault or causes beyond the control of the Bidder/Vendor or force majeure such as acts of God, Government direction, Riots, War, Civil commotion, sabotage, fires, lightening, floods, earthquakes, explosions or other catastrophes, epidemics, quarantine etc.

14. Resolution of Disputes

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

for resolution by formal arbitration/only court in Udaipur.

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

1. The Bidder/Vendor should have at least Three years' experience as on 31.03.2026 in providing AMC services to Public Sector Banks/RBI/RRB not less than the volume / area expressed in this RFQ and running at least one AMCs in similar kind of contract work with any Govt. body/ Public Sector Banks/ RBI/ RRB and must submit satisfactory performance certificate along with this bid.
2. The Bidder/Vendor company should have experienced engineers on their payroll stationed at office/service center/s etc. and should submit proof of PF contribution and ESIC subscription etc. remittance to concern statutory bodies. They should have sufficient support personnel to support IT infrastructure on their own without resorting to sub-contracting in part or full. Rendering support of any sort through franchises/outside engineer will not be acceptable.
3. The Bidder/Vendor should not have been blacklisted /debarred any point of time before participating in this bid by any Govt. body/ PSU Bank/ RBI/ RRB for any reason. A self-declaration letter by the bidder should be submitted on company's letter head.
4. The Bidder company should have made operating profits in last three years and must submit Audited Balance Sheet and Profit & Loss account statement for the last three financial years (2023-24, 2024-25, 2025-26). The Bidder should be registered with all the Statutory Bodies and must have PAN, TAN, GST etc. for rendering services required by the bank
5. The vendor/bidder must submit the Earnest Money Deposit (EMD) amount Rs. 25000.00 through DD in the favor of "Central Bank of India" payable at "Udaipur" with narration Tender Ref no RO/UDAI/RTCC/2026-27/18 date: 27.08.2026.

For EMD, Govt. guidelines will be applicable. Bidder must submit the Bank account detail along with IFSC code, so that EMD amount can be refunded through NEFT. Detail of EMD payment should be mentioned and copy of DD should be attached.

6. The Bidder company annual turnover for that last 3 financial years (2023-24, 2024-25, 2025-26) should be Rs. 5.00 crore (Five crore) and above per annum in Hardware maintenance services. This must be the individual Company's turnover and not that of any group of Companies.
7. For exemption from submission of Earnest Money Deposit (EMD), who are Micro & Small Enterprises (MSE) The Bidder who are MSE must submit necessary documents issued by competent authority and the bidder who are start-ups recognized by Department of Industrial Policy & Promotion (DIPP) / National Small Industries Corporation (NSIC) to avail the exemption. To qualify for EMD exemption, firms should necessarily enclose a valid copy of registration certificate issued by competent authority which is valid on last date of submission of the tender documents.
8. The Bidder should have valid **ISO 9001:2008, 20000:2011, 27001:2013 or above quality service certification** in the relevant field of IT hardware & Peripherals Annual Maintenance Contract and **must have office in Rajasthan for better Coordination.**

9. Power of attorney /authorization letter who signed the document on behalf of the company.
10. The Vendor must have **at least/minimum one qualified Field/Service Support engineers (FE) per district (Udaipur, 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. **For Udaipur district at least two FE and one resident engineer at Regional Office should be provided.**

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

16. Commercial Criteria

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

17. Other Terms

1. The vendor on award of the contract will have to submit **Performance Bank Guarantee of an amount of 10% of cost of AMC** (rounded off to nearest hundred) from any of the Scheduled Commercial Bank (other than Central Bank of India), valid for one year (contract period) with additional claim period of 3 months within 30 days from the date of award of the contract.
2. The EMD will be returned to unsuccessful bidder after the process is over without interest.
3. The Bank reserves the right to accept or reject any or all the Tenders/Bids or split the work to any other contractor at the time of issuing work order or during the contract period without assigning any reasons for doing so. The bank's decisions in this regard shall be final and binding.
4. The vendor shall extend necessary assistance in shifting and re-installation of computer hardware items of the branches during premise shifting or just relocating the computer hardware as the case may be.
5. The Selected Vendor should undertake to implement the observations/recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.
6. The Vendor will provide insurance cover to its workmen/ resident engineers in the Bank. The workmen/ engineers or their legal heirs shall not claim any insurance or any other kind of benefit from the Bank in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the Bank premises.
7. The Vendor shall ensure compliance to all the obligations arising under the Contract

Labor (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labor laws prevailing in the state. In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the Bank would have the right to reimburse itself by way of adjustment from the vendor's pending bills or otherwise recover it through available legal means, to the extent of the loss suffered by it as a consequence of the same.

8. The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC and not to any other party. The vendor shall ensure that appropriate action shall be taken with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information are fully satisfied.
9. The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
10. To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all Bidders/Vendors for clarification of their offer. The request for such clarifications The Bank has the right to disqualify the Bidder/Vendor whose clarification is found not suitable to the Bank.
11. All rights, liabilities and obligations are non-transferable and any transfer/assignment of the same can be done only mutually.
12. The Bidder/Vendor shall be required to sign a Service Level Agreement as per Banks Standard Format incorporating various terms & conditions.
13. The quantity mentioned in **ANNEXURE-II** is only estimated quantity, which will be finalized by the successful vendor within one month of accepting work order by visiting the branches in the prescribed format.

The Bidder/ Vendor shall provide/ furnish/ submit all the supportive/necessary documents along with the bid to the bank on the terms and conditions set out in this RFQ otherwise the Bidder/Vendor shall not be allowed and/or disqualified to participate in this RFQ.

14. All the documents and Pages should be seal & Signed by Bidder/Vendor.

18. The following Annexures are to be submitted as part of the Tender documents:

1. **ANNEXURE-I** –Details of the hardware and peripherals for annual maintenance contract
2. **ANNEXURE- II** –Total cost of annual maintenance contract (Financial Bid)
3. **ANNEXURE-III** - Eligibility criteria for Technical Qualification
4. **ANNEXURE-IV** - Address Details along with contact Numbers of the Vendor & Engineers Details

5. **ANNEXURE-V** – Request for quotation covering letter
6. **ANNEXURE-VI** – Declaration on letter head
7. **ANNEXURE-VII** - District-wise Branches/ Offices List where existence of IT Hardware and Peripherals AMC is proposed

ANNEXURE-I

DETAILS OF THE HARDWARE & PERIPHERALS FOR ANNUAL MAINTENANCE CONTRACT

SN	HARDWARE ITEM	TOTAL COUNT
1	GATEWAY PC-Server2016	24
2	DESKTOP PC	129
3	PASSBOOK Printer	23
4	DD\FD printer(Dot Matrix Printer 136 columns, 80 columns, 40 columns)	18
5	FLATBED SCANNER	21
6	LASER PRINTER	27
7	CTS SCANNER	22
8	RECEIPT PRINTER	4
9	ADF/FAST SCANNER	4
10	LAPTOP	0
11	Multi Functional Printer	4
Total		276

(Signature & Seal of Company/Bidder)

Date:
Place:

ANNEXURE-II (Financial Bid)

TOTAL COST OF ANNUAL MAINTENANCE CONTRACT

(All amounts in Indian Rupees)

SN	HARDWARE ITEM	MAKE/MODEL	TOTAL COUNT	RATE PER UNIT	TOTAL AMOUNT (EX. GST)
1	GATEWAY PC- Server 2016	ACER/ LENOVO/ HP / DELL / other similar Brands	24		
2	DESKTOP PC	ACER/ LENOVO/ HP / DELL / other similar Brands	129		
3	PASSBOOK PRINTER	EPSON PLQ-20/35 PR2 Plus/ other similar Brands	23		
4	Dot Matrix Printer(D D\FD 80 COLUMN PRINTER)	EPSON LQ-300+II/ LQ-310 / TVSE MSP-430 / other similar Brands	18		
5	FLATBED SCANNER	CANON/ EPSON / other similar Brands	21		
6	LASER PRINTER	HP/ CANON / EPSON/ SAMSUNG /other similar Brands	27		
7	CTS SCANNER	LIPI / PINANI /Canon other similar Brands	22		
8	RECEIPT PRINTER	TVSE / other similar Brands	4		
9	ADF/FAST SCANNER	CANON / EPSON / other similar Brands	4		
11	Multi Functional Printer	HP/ CANON / EPSON/ SAMSUNG /other similar Brands	4		
10	LAPTOP	HP/ Lenovo/ Acer IBM/ Dell / other similar Brands	0		
Total	xxxxxxxxxxxxx	xxxxxxxxx	276	xxxxxxxxx	

Excluding applicable taxes.

Gateway PC hardware configuration is same as desktop PC.

Total In words:

.....

(Signature & Seal of Company/Bidder)

Date:

Place:

ANNEXURE-III

The Bidder must full fill following eligibility criteria for Technical Qualification

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

S.No.	Eligibility of the Bidder	Document to Be submitted			Submitted (YES/NO)
1.	Three Years Experience Certificates as on 31.03.2026 in providing AMC services.	Certificates required			
2.	Certificate of running AMC in similar kind of contract with any PSU Bank/RRB/RBI	Certificates required			
3.	Self-declaration letter by the bidder for Non blacklisted/debarments.	Self-Declaration on letter Head required			
4.	The Bidder Should have operating profit in last three financial year (2023-24, 2024-25, 2025-26)	Copy of Audited Balance sheet and Profit & Loss account (2023-24, 2024-25, 2025-26) required			
5	Earnest Money Deposited (EMD) Rs 25000/-If Applicable	Detail Required			
6.	Annual turnover for the Last three financial Year (2023-24,2024-25,2025-26) in Crore	2023-24	2024-25	2025-26	
7.	For Exemption of EMD MSE/DIPP/NSIC Certificates as para 10.8	Certificates required			
8.	Valid ISO Certificate ISO 9001:2008, 20000:2011, 27001:2013 and above	Certificates required			
9.	Power of Attorney /Authorization letter who signed the documents	POA/Authorization letter required			
10.	Detail of 12 qualified Service support Engineer as per annexure-IV	As per annexure-IV, Detail Required			

Date:
Place

(Signature & Seal of Company/Bidder)

ANNEXURE-IV

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

Branch Office Address in Rajasthan								
Contact Details with Escalation matrix								
Details of Resident Engineer	Name:- Qualifications:- Total Years of Experience:							
Minimum (At least) 12 Qualified Service Support Engineers details for 11 Districts, with at least 1 per District. For Udaipur district at least 2 Field Engineers should be provided considering 8 branches in the District. Detail (District- wise:Udaipur, Rajsamand, Bhilwara, Chittorgarh, Pratapgarh, Banswara, Dungarpur, Salumber, Sirohi, Jalore, Pali): PF/ Date of Appointment / Experience / Residence Address with proof.	S no	District	Engineers Name		PF NO	Date of Ap- point- ment	Residence Address	Years of Ex- peri- ence
			S. No					
	1	BANSWA- RA	1					
			2					
	2	BHILWARA	1					
			2					
	3	CHIT- TORGAH	1					
			2					
	4	DUN- GARPUR	1					
			2					
	5	JALORE	1					
			2					
	6	PALI	1					
			2					
	7	PRATAP- GARH	1					
			2					
	8	RAJSA- MAND	1					
			2					
	9	SIROHI	1					
			2					
	10	SALUMBER	1					
			2					
	11	UDAIPUR(at least 2 FEs)	1					
			2					

Signature & Seal of Company

Date:

Place:

ANNEXURE-V

REQUEST FOR QUOTATION COVERING LETTER

To

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

Sir,

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

We submit herewith our Commercial Quotation Document. We

understand that:

1. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
2. If our Bid for the above job is accepted, we undertake to enter and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof, shall constitute a binding contract between us.
3. If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
4. You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

Dated at _____ this _____ day of _____ 2026.

Yours Faithfully

Signature & Seal of Company

Date:

Place:

ANNEXURE- VI

DECLARATION ON LETTER-HEAD.

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

Dear Sir/Madam,

Reg: Undertaking of correctness of information& Documents submitted.

We certify that all information provided by us is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time and documents submitted by us are not sufficient / appropriate as per terms and conditions mentioned in this RFQ our application is liable to be rejected and we will abide by the decision taken by the bank& bank's decision shall be final.

Signature & Seal of Company

Date:
Place:

ANNEXURE-VII

District-wise Branches/ Offices List where existence of IT Hardware and Peripherals AMC is proposed:

S No	Branch	District
1	BANSWARA	BANSWARA
2	BHILWARA	BHILWARA
3	MODKA NIMBAHEDA	
4	TXT MKT BHILWARA	
5	BHILWARA INDUSTRIAL AREA BRANCH	
6	MCB BHILWARA	
7	CHITTORGAH	CHITTORGAH
8	NIMBAHERA	
9	RAWATBHATA	
10	DUNGARPUR	DUNGARPUR
11	SAGWARA	
12	JALORE	JALORE
13	PALI	PALI
14	SUMERPUR	
15	SOJAT	
16	PRATAPGARH	PRATAPGARH
17	CHOTI SADRI	
18	NATHDWARA	RAJSAMAND
19	SIROHI	SIROHI
20	ABU ROAD	
21	SALUMBER	SALUMBER
22	UDAIPUR	UDAIPUR
23	KANORE	
24	HEENTA	
25	GANESH NAGAR	
26	HIRAN MAGRI	
27	GOVERDHAN VILLAS	
28	SHOBHAGPURA	
29	REGIONAL OFFICE	

END OF DOCUMENT