



**भारतीय रिज़र्व बैंक, राँची**  
**Reserve Bank of India, Ranchi**  
**DIT**

**Tender Notice: - Annual Maintenance Contract for undertaking the Maintenance of Computer Hardware, Software and Peripherals at Reserve Bank of India, Ranchi**

“Reserve Bank of India, hereby, invites tender for **Annual Maintenance Contract of Computer Hardware, Software and Peripherals for Bank’s office premises at Main Office Premises, 4<sup>th</sup> floor**, Pragati Sadan, Kutchery Chowk, Ranchi and Additional Office Premises(AOP), 1<sup>st</sup> Floor, Zila Parishad Bhawan, Kutchery Road, Ranchi, 834001. The tender should be submitted in two covers in accordance with the procedure detailed below. Specified documents shall be sealed in envelopes of appropriate size. The Tender shall be prepared and submitted in two parts, viz, Part I and Part II, separately in sealed envelopes, clearly indicating on the covers, "Part I – Tender for AMC of Computer Hardware, Software and Peripherals - Technical Bid" and "Part II – Tender for AMC of Computer Hardware, Software and Peripherals – Commercial Bid", respectively.

The filed tender documents should be addressed to **The GM(O-i-C), Reserve Bank of India, Ranchi**. Tenders submitted through Telegraphic, Fax and E-mail mode will not be accepted. The full name, postal address, e-mail address and telefax/ telephone number of the tenderer shall be written on the bottom left corner of the sealed envelope. Insertions, post scripts, additions and alterations shall not be valid unless confirmed by the tenderers signature. All copies of the tenders should be complete in all respects with all attachments/ enclosures/ annexures. These two envelopes containing Part-I (Technical Bid) and Part-II (Commercial Bid) should be properly sealed. Both Part-I (Technical Bid) and Part-II (Commercial Bid) should reach the office not later than 12:00 hours on **March 01, 2023**.



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**Tender Notice: - Annual Maintenance Contract for undertaking the Maintenance of Computer Hardware, Software and Peripherals at Reserve Bank of India, Ranchi**

The Reserve Bank of India, Ranchi invites sealed application from reputed vendors for AMC (Annual Maintenance Contract) of Computer Hardware, Software and Peripherals. The details of the same may be accessed at the 'Tenders' section of the RBI website (<http://www.rbi.org.in>). The last date for submission of completed forms *Part-I (Technical Bid)* and *Part-II (Commercial Bid)* is **March 01, 2023**, up to 12:00 hours.

General Manager(Officer-in-Charge)  
Reserve Bank of India, Ranchi

**Tender Notice: - Annual Maintenance Contract for undertaking the Maintenance of Computer Hardware, Software and Peripherals at Reserve Bank of India, Ranchi**

Separate Technical and Commercial Bids in duly sealed covers and super-scribed as "Quotation for AMC of Computer Hardware, Software and Peripherals- Technical Bid "and "Quotation for AMC of Computer Hardware, Software and Peripherals – Commercial Bid" respectively are invited from the firms who are engaged in providing Maintenance services for Computer Hardware, Software and Peripherals. Details of Computer Hardware, Software and Peripherals are given in [Annex I](#). The list is indicative and not exhaustive.

**Nature of Work:** Onsite Annual Maintenance Contract (AMC) of Computer Hardware of heterogeneous makes/models, Servers, Computer Systems, Laptops, Printers, Scanners etc. and Computer Operating Systems & Software.

**Place of Work:** Computer Hardware and Software installed at Main Office Premises(MOP), Reserve bank of India, RRDA Building, 4<sup>th</sup> floor, Pragati Sadan, Kutchery Chowk, Ranchi and Additional Office Premises(AOP), 1<sup>st</sup> Floor, Zila Parishad Bhawan, Kutchery Road, Ranchi,834001 and its properties as stated in [Annex II](#).

**Estimated Cost of the work:** ₹3,58,000/- annually for all the inventories as per [Annex I](#).

**Schedule of Tender:**

Start Date for downloading of Application Form	<b>February 09, 2023 10:00 AM</b>
Last Date of submission of duly filled application	<b>March 01, 2023 at 12:00 AM</b>
Date/Time/Venue for Opening of application	<b>March 01, 2023 12:30 PM</b>  <b>At Reserve Bank of India, 4th Floor, RRDA Building Kutchery Road, Kutchery Chowk, Ranchi, Jharkhand 834001</b>

**Time Allowed:** 01 year contract from April 01, 2023 to March 31, 2024 (First Term), extendable on a yearly basis (12 months) for a maximum of two years subject to satisfactory performance. It shall be open to either party to terminate this agreement any time during its tenure by giving three months' notice to the other party in writing.

1. Sealed quotations may be submitted by the firms, fulfilling the terms and conditions as mentioned in [Annexure II](#) to this notice, in two separate covers super-scribed "Quotation for AMC of Computer Hardware, Software and Peripherals – Technical Bid" and "Quotation for AMC of Computer Hardware, Software and Peripherals – Commercial Bid". Deviations to the terms and conditions should be stipulated in the Commercial Bid, which is meant only for the quotation of offer price/ rate. Non-mention of deviation shall imply compliance with our

conditions and requirements. The format of Commercial Bid is given in [Annexure VII](#). The bank reserves the right to reject an offer on account of any deviation.

2. The Letter should be addressed to the GM(O-i-C), Reserve Bank of India, RRDA Building, 4<sup>th</sup> floor, Pragati Sadan, Kutchhery Chowk, Ranchi - 834001 and should reach at the earliest, but not later than 12:00 hours on March 01, 2023. The Bids will be opened at 12:30 hours on March 01, 2023.
3. The Terms and Conditions are stated in [Annexure II](#). The Technical Bid should include all annexures duly completed and supported with the required documents. All the documents should be indexed, flagged and page numbered.
4. The Reserve Bank of India is not responsible for non-receipt of quotation within the stipulated date and time due to any reason including postal holiday or delay.
5. The Bank reserves the right to reject all/part or any of the quotations without assigning any reason thereof. No correspondence in this regard will be entertained.

This Tender is available at Tender section of the Reserve Bank of India website (<http://www.rbi.org.in>). The Last date for submission of completed forms is March 01, 2023 up to 12:00 hours.

General Manager (Officer-in-Charge)  
Reserve Bank of India, Ranchi  
Date: February 09, 2023

**List of Annex: -**

- I. Details of Computer Hardware/Software/Peripherals
- II. Terms and Conditions for AMC
- III. Company Profile
- IV. Details of Engineers
- V. List of AMC assigned to the vendor
- VI. Format of undertaking
- VII. Format of Commercial Bid
- VIII. Form of Banker's Certificate from a Scheduled Commercial Bank

List of IT equipments							
Under Warranty Systems							
S/L	MAKE	MODEL	SYSTEM S/N	PURCHASE DATE	Waranty Expiry Date	Status	INVENTORY NO
1	HP	Computer / PC		11-Sep-20	11-Sep-23	In Warranty	143871
2	HP	Computer / PC		11-Sep-20	11-Sep-23	In Warranty	143872
3	HP	Computer / PC		11-Sep-20	11-Sep-23	In Warranty	143873
4	HP	Computer / PC		11-Sep-20	11-Sep-23	In Warranty	143874
5	HP	Computer / PC	INA029RML7	11-Sep-20	11-Sep-23	In Warranty	143875
6	HP	Computer / PC		11-Sep-20	11-Sep-23	In Warranty	143876
7	Dell	Computer / PC		19-Nov-20	19-Nov-23	In Warranty	146227
8	Dell	Computer / PC		11-Jan-21	11-Jan-24	In Warranty	148534
9	Dell	Computer / PC		11-Jan-21	11-Jan-24	In Warranty	148535
10	Dell	Computer / PC	7V4LK73	11-Jan-21	11-Jan-24	In Warranty	148536
11	Dell	Computer / PC	8V4LK73	11-Jan-21	11-Jan-24	In Warranty	148537
12	Dell	Computer / PC	9V4LK73	11-Jan-21	11-Jan-24	In Warranty	148538
13	Dell	Computer / PC	BV4LK73	11-Jan-21	11-Jan-24	In Warranty	148539
14	Dell	Computer / PC		21-Oct-21	20-Oct-24	In Warranty	160768
15	Dell	Computer / PC		21-Oct-21	20-Oct-24	In Warranty	160769
16	Dell	Computer / PC		21-Oct-21	20-Oct-24	In Warranty	160770
17	Dell	Computer / PC		21-Oct-21	20-Oct-24	In Warranty	160771
18	Dell	Computer / PC		28-Dec-21	28-Dec-24	In Warranty	163688
19	Dell	Computer / PC		28-Dec-21	28-Dec-24	In Warranty	163689
20	Dell	Computer / PC	GJRDVQ3	28 July 2022	27-Jul-25	In Warranty	176751
21	Dell	Computer / PC	59SCVQ3	28 July 2022	27-Jul-25	In Warranty	176853
22	Dell	Computer / PC	FJRDVQ3	28 July 2022	27-Jul-25	In Warranty	176754
23	Dell	Computer / PC	49SCVQ3	28 July 2022	27-Jul-25	In Warranty	176752
24	Dell	Dell Optiplex 500 SFF	61TDZT3	20 January 2023	19-Jan-26	In warranty	192114

Scanner details							
S/N	MAKE	MODEL	SYSTEM S/N	Purchase Date	WARRANTY EXPIRY DATE	Status	INVENTORY NO
1	HP	SCANJET PRO 4500FN1	CN630B602W	13-Sep-16	12-Sep-19	Expired	93261
2	HP	SCANJET PRO 4500FN1	CN6B4C6095	17-May-17	16-May-20	Expired	96449
3	HP	SCANJET PRO 4500FN1	CN6B4C609T	17-May-17	16-May-20	Expired	96450
4	HP	SCANJET PRO 4500FN1	CN79PD603V	06-Feb-18	05-Feb-21	Expired	107687
5	HP	SCANJET PRO 4500FN1	CN79PD6001	06-Feb-18	05-Feb-21	Expired	107689
6	HP	SCANJET PRO 4500FN1	CN70PD6069	06-Feb-18	05-Feb-21	Expired	107688
7	HP	SCANJET PRO 4500FN1	CN753D601C	17-May-17	16-May-20	Expired	96448

Warranty Expired Systems							
S/N	MAKE	MODEL	SYSTEM S/N	PURCHASE DATE	EXPIRY DATE	Status	INVENTORY NO
1	HP	HP COMPAQ ELITE 8300 MT	INA4065FMH	30-APR-2014	29-Apr-17	Expired	50383
2	HP	PERSONAL COMPUTER WITH INTEL PROCESSOR	INA439SWMQ	03-NOV-2014	02-Nov-17	Expired	56978
3	HP	PERSONAL COMPUTER WITH INTEL PROCESSOR	INA439SWMP	03-NOV-2014	02-Nov-17	Expired	56985
4	HP	PERSONAL COMPUTER WITH INTEL PROCESSOR	INA439SWMZ	03-DEC-2014	02-Dec-17	Expired	56987
5	HP	PERSONAL COMPUTER WITH INTEL PROCESSOR	INA439SWMT	03-NOV-2014	02-Nov-17	Expired	56989
6	HP	HP Pro Desktop 600 SFF G3	INA821ZJYW	22-JUN-2018	21-Jun-21	Expired	112062
7	HP	PERSONAL COMPUTER WITH INTEL PROCESSOR	INA439SWMY	03-NOV-2014	02-Nov-17	Expired	56999
8	HP	PERSONAL COMPUTER WITH INTEL PROCESSOR	INA439SWMS	03-NOV-2014	02-Nov-17	Expired	57002
9	HP	HP ELITE DESKTOP 800G2 SFF CORE I5	SGH616R2TY	17-MAY-2016	17-May-19	Expired	86268
10	HP	HP 800 G2 AIO TOUCH SCREEN FULL HD PC	SGH634T2C8	05-OCT-2016	05-Oct-19	Expired	92013
11	HP	HP PRO DESKTOP 600 SFF BRONZE G2	SGH638R9LP	05-OCT-2016	05-Oct-19	Expired	92029
12	HP	HP PRO DESKTOP 600 SFF BRONZE G2	SGH638R9LR	05-OCT-2016	05-Oct-19	Expired	92031
13	HP	HP PRO DEKTOP 600SFF BRONZE G2 CHASSIS	INA705P8WQ	17-MAY-2017	16-May-20	Expired	96446
14	HP	HP PRO DESKTOP 600 SFF BRONZE G2 CHASSIS	INA705P8ZW	17-MAY-2017	16-May-20	Expired	96447
15	HP	HP800 G2 AIO Touch full HD Personal Computer	SGH705Q1K3	18-MAY-2017	17-May-20	Expired	96487
16	HP	HP Pro Desktop 600 SFF Bronze G2	INA752RCST	05-FEB-2018	04-Feb-21	Expired	106703
17	HP	HP Pro Desktop 600 SFF G2	INA752RCSV	05-FEB-2018	04-Feb-21	Expired	106706
18	HP	HP Pro Desktop 600 SFF G2	INA752RCSW	05-FEB-2018	04-Feb-21	Expired	106708
19	HP	HP Pro Desktop 600 SFF G2	INA752RCSY	05-FEB-2018	04-Feb-21	Expired	106711
20	HP	HP Pro Desktop 600 SFF G2	INA752RCSZ	05-FEB-2018	04-Feb-21	Expired	106712
21	HP	Personal Computer System(SFF) with Intel Processor	INA832R1R6	10-SEP-2018	09-Sep-21	Expired	116447
22	HP	Personal Computer System(SFF) with Intel Processor	INA832R1R7	10-SEP-2018	09-Sep-21	Expired	116448
23	HP	Personal ComputerSystem(SFF) with intel Processor	INA832R1R8	10-SEP-2018	09-Sep-21	Expired	116449
24	HP	Computer / PC	INA915QPPD	17-JUN-2019	16-Jun-22	Expired	126881
25	HP	Computer / PC	INA915QPQ3	17-JUN-2019	16-Jun-22	Expired	126882
26	HP	Computer / PC	INA915QPRD	17-JUN-2019	16-Jun-22	Expired	126883
27	HP	HP ELITE DESKTOP 800G2 SFF CORE I5	SGH616R2V1	17-MAY-2016	17-May-19	Expired	86352
28	HP	HP Elite Desktop 800 G	INA533P8MS	05-NOV-2015	04-Nov-18	Expired	76283
29	HP	HP Pro Desktop 600 SFF G2	INA752RCSX	05-FEB-2018	04-Feb-21	Expired	106710
30	HP	Computer / PC	INA927VWD5	06-DEC-2019	05-Dec-22	Expired	135400
31	HP	Computer / PC	INA927VWD6	06-DEC-2019	05-Dec-22	Expired	135401
32	HP	Computer / PC	INA932X13T	06-DEC-2019	05-Dec-22	Expired	135402

Printers								
S/N	MAKE	MODEL	SYSTEM S/N	Colour/B&W	Purchase Date	WARRANTY EXPIRED DATE	Status	INVENTORY NO
1	HP	LJ PRO 400 COLOR M451DN	CNFG402980	Colour	30-Apr-14	29-Apr-17	EXPIRED	50366
2	HP	LJ 600 M604	CNDXJ346T2	B&W	21-May-16	20-May-19	EXPIRED	87900
3	HP	LJ PRO M403DN	PHCRB01330	B&W	13-Sep-16	12-Sep-19	EXPIRED	93257
4	HP	LJ PRO M403DN	PHCRB01432	B&W	13-Sep-16	12-Sep-19	EXPIRED	93259
5	HP	LJ PRO M403DN	PHCRC01390	B&W	13-Sep-16	12-Sep-19	EXPIRED	93260
6	HP	OFFIC JET PRO 8720(AIO)	CN685DKOHN	Colour	17-May-17	16-May-20	EXPIRED	96460
7	HP	LJ PRO MFP M226DW	CNB7K397K4	B&W	17-May-17	16-May-20	EXPIRED	96451
8	HP	LJ PRO M403 DN	PHCRD01753	B&W	08-Feb-18	07-Feb-21	Expired	107686
9	HP	OFFIC JET PRO 8720(AIO) Colour	CN87DC61FC	Colour	15-Oct-18	14-Oct-21	Expired	117637
10	HP	LJ PRO MFP M226 DW	CNBKL8FDL1	B&W	15-Oct-18	14-Oct-21	Expired	117633
11	HP	LJ PRO MFP M429 DW	CNBKMBGH0N	B&W	06-Dec-19	05-Dec-22	Expired	135403
12	HP	MFP 226dw	CNBKM859M9	B&W	31-Mar-20	31-Mar-23	Waranty	139543
13	HP	MFP 226dw	CNBRNBF6G2	B&W	12-Jan-21	12-Jan-24	Waranty	148597
14	HP	MFP 226dw	CNBRNBF15X(Replaced with CNBKN1GCDV)	B&W	12-Jan-21	12-Jan-24	Waranty	148598
15	HP	MFP 226dw	CNBRNBD0D6	B&W	12-Jan-21	12-Jan-24	Waranty	148599
16	Canon	MF445dw		B&W	02-Nov-22	01-Nov-25	Waranty	181148

Laptops							
SI. NO	MAKE	MODEL NAME	SERIAL NUMBER	PURCHASE DATE	WARRANTY	status	INVENTOR NO
1	HP	HP PRO 440S 14 INCH		19-Jun-14	18-Jun-17	Expired	50387
2	HP	HP REVOLVE 810	CNU333Z8NN			Expired	
3	HP	HP NOTE BOOK430 G2		31-Mar-16	30-Mar-19	Expired	82758
4	HP	PAVILION 14-CD 0080TU	8CG8180XP7	29-Jun-18	28-Jun-19	Expired	114198
5			5CD0097SHD	29-JUN-2020	29-Jun-23	In Warranty	142620
6			5CD0097SHC	29-JUN-2020	29-Jun-23	In Warranty	142621
7			5CD0097SH2	29-JUN-2020	29-Jun-23	In Warranty	142622
8	HP	HP Probook 440 G6	5CD035HXKQ	22-Oct-20	21-Oct-23	In Warranty	145604
9	HP	HP Probook 440 G6	5CD035HXKL	22-Oct-20	21-Oct-23	In Warranty	145605
10	HP	HP Probook 440 G6	5CD035CV16	22-Oct-20	21-Oct-23	In Warranty	145606
11	HP	HP Probook 440 G6	5CD035HXKM	22-Oct-20	21-Oct-23	In Warranty	145607
12		Dell	2HJBC63	19-JAN-2021	19-Jan-24	In Warranty	149086
13		Dell	1NHBC63	19-JAN-2021	19-Jan-24	In Warranty	149087
14		Dell	2GZTH93	01-FEB-2021	1-Feb-24	In Warranty	149737
15		Dell	2CQVH93	01-FEB-2021	1-Feb-24	In Warranty	149738
16		Dell	BQBVH93	01-FEB-2021	1-Feb-24	In Warranty	149739
17		HP 250 G7	CND1013CNC	16-FEB-2021	16-Feb-24	In Warranty	150810
18		HP 250 G7	CND1013CMK	16-FEB-2021	16-Feb-24	In Warranty	150811
19		HP 250 G7	CND1013CN1	16-FEB-2021	16-Feb-24	In Warranty	150812
20		HP 250 G7	CND1013CMM	16-FEB-2021	16-Feb-24	In Warranty	150813
21		HP 250 G7	CND1013CN5	16-FEB-2021	16-Feb-24	In Warranty	150814
22	Apple	MacBook Pro		11-May-21	10-May-24	In Warranty	155554
23	Apple	MacBook Pro		15-12-2022	14-Dec-25	In Warranty	181735



## **Term and Conditions for the Annual Maintenance Contract**

### **A. Eligibility Conditions**

1. The firm should be in the business of maintenance of Computer Hardware, Software and its Peripherals at least for the last 3 years.
2. The firm should be profit making during each of the year 2019-20, 2020-21 & 2021-22. Copies of Balance Sheet duly certified by Chartered Account to be enclosed.
3. The firm should have provided AMC of Servers/PCs/Laptops/Printers etc. to at least two Financial Institutions/Banks/Government sector/PSUs during the last 2 years.
4. The firm should have applicable tax registrations (PAN, TIN, GST etc.) and provide a copy of each of the registration certificates.
5. The vendor should have an office in Ranchi.
6. The bidder should have adequate technical staff in Ranchi with expertise, certifications for dealing in Windows server (2000 and above) operating systems, Linus/UNIX/SCO UNIX/Novell Servers operating systems, windows desktop operating systems (Windows 98, XP, Vista, Win7, Win 8, Win 10, etc.)
7. The bidder should have Repair Centre at Ranchi duly equipped with adequate technical staff and equipment for repair work so as to ensure at least 99% uptime for PCs & peripherals. The vendor meeting the above eligibility conditions should only submit their Quotations in sealed covers.
8. **The Technical Bid shall include documentary proof in respect of each of the above 7 points.** Financial bids of a firm who fails to fulfil any of the above condition will not be considered.
9. The vendor has to produce the details of work orders from clients for executing similar works during the last three years in [annex 'V'](#). RBI shall have the discretion to make such enquiry from the clients as it deems fit.

### **B. Financial Terms & Conditions**

1. The Commercial Bid should be submitted in the format given in [Annex VII](#). Only one bid should be submitted in respect of all the items so given in the list. Commercial Bid should not contain any conditions.
2. The scope of coverage of the AMC will be for the computer hardware, software and peripherals for all the items listed in [Annex - I](#) of the notice. Technical support/software for items listed in [Annex – I](#) must also be provided. In case more machines are brought under the scope of the AMC, the maintenance will be carried out by the vendor with an additional consideration, on a pro-rata basis. The AMC will not be awarded in parts. The rate quoted should also cover the maintenance of operating system, software, installation, configuration of applications/Packages (connection of computer to projector for presentation).
3. All the prices quoted shall be in Indian Rupees. The firm quote shall not be subject to any price escalation. The prices quoted should be inclusive of charges for comprehensive on-site maintenance, and include cost of resident engineers, labour, service, corrective maintenance, preventive maintenance, supply of parts/components to replace the defective parts and all applicable Central /State Government levies, taxes and duties.

4. The quarterly bills, along with necessary certification to the effect that monthly payment to the personnel are made in adherence to minimum wages of State/ Central Government and in compliance with instructions pertaining to EPF, ESIC, Gratuity, etc. may be given.
5. The tenderer must provide banker's certificate in [annex 'VIII'](#) regarding solvency.

## C. General Terms & Conditions

### Scope of Work

1. The Bank has a heterogeneous (Make/Model) set of Computers, Laptops, Printers, and Scanners as listed in [Annex I](#). These computer peripherals will be covered with a comprehensive AMC contract under which, preventive maintenance, corrective maintenance, replacement of parts, shifting of components, surface cleaning of machines will have to be carried out. The AMC contract shall also cover first level support for maintaining the computer peripherals which are under warranty of the OEM. Replacement of computer peripherals includes Keyboard and mouse also. This shall include smooth & seamless services to the users by spot problem detection, instant solution and coordinate with OEM/Warranty vendors for resolution of any problem if any, without breaching the warranty terms and conditions. Further, it includes logging of calls with the OEMs, maintaining a downtime register and recording successful resolution of the problems reported. Further, the AMC contract covers comprehensive annual maintenance of laptops & Computers deployed at Bank's premises, at its main office(MOP) at **4th Floor, RRDA Building, Kutcheri Chowk, Ranchi, Jharkhand 834001** as well as at additional office(AOP) at **1<sup>st</sup> floor of Zila Parishad Bhawan, Kutcheri Chowk, Ranchi-834001** and at GM(O-i-C) residence (1PC + 1 Printer).
2. To replace old & defective parts with new & genuine parts. In case where parts are unserviceable such parts of equipment need replacement, the vendor shall replace such parts with new ones promptly at no extra cost to the Bank. The tenderer agrees that all the components of the equipment shall be covered under this AMC contract and hence fall under the replaceable category only.
3. To undertake shifting and reinstallation of equipment/s covered under AMC, if required. Shifting of machines will be done at no extra cost. **The tenderer shall install/reinstall and configure the operating system and/ or any other specific system software/package as the case may be, at no extra cost to the bank, whenever the need arises.**
4. To ensure that malfunctioning of hardware, accessories, operating systems, systems software (if any) is rectified within **24 hours** of lodging the complaint by the Bank, failing which the vendor shall provide, at its own cost, requisite hardware/software to ensure business continuity. The Complaint may be lodged by the Bank by any/all of the methods viz. E-mail, Telephone, letter and fax.
5. All repair/replacement and servicing of equipment will have to be carried out at Bank's locations as specified. If the fault is serious in nature and requires the support of Repair Centre, thereby necessitating shifting of the equipment, the vendor shall arrange shifting/transportation, installation, loading of software packages (both the system and application software, if any) at no extra cost to the Bank.
6. Vendor shall, upon direction of concerned officials, configure Outlook/Install application software/Make configuration changes in the equipment covered under AMC, at no extra cost.
7. Necessary technical assistance and advice should be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system

software and any problem accessing various software applications on the computer systems etc.

8. The bidder shall provide comprehensive maintenance services covering both preventive as well as corrective maintenance, for all assets covered under AMC. Under corrective maintenance the vendor shall rectify any defect, fault and failure in the equipment and shall repair, replace any worn out, defective part of the equipment, at no extra cost to the Bank. **All the components of the equipments shall be covered under this AMC contract and hence, fall under the replaceable category only. For printers, where parts are unserviceable and parts such as plastic parts, printer knobs, paper feed, printer interface cord power cord etc. need replacement; the vendor shall replace such parts (other than the FUSER ASSEMBLY, RIBBON, PRINTER CARTRIDGE & TONER CARTRIDGES, PRINTER HEAD) at no extra cost to the BANK. The FUSER ASSEMBLY, RIBBON, FLOPPIES/TAPES, STATIONERY, PRINTER CARTRIDGES & TONER CARTRIDGES will be replaced, if required, at an additional cost to the Bank at actuals on submission of proper bills by the bidder. Only those parts as stated above specifically i.e. FUSER ASSEMBLY, RIBBON, FLOPPIES/TAPES, STATIONERY, and PRINTER CARTRIDGES & TONER CARTRIDGES are replaceable at and additional cost to the Bank at actuals on submission of proper bills by the bidder.** All other components of the equipments shall be replaced by the Vendor at no extra cost to the Bank. In case of replacement of any of the parts or whole of the system the vendor will be required to provide replacement with the same brand/model. If the bidder is not able to maintain any equipment due to non-availability of components/parts, the bidder shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the bidder shall provide alternate/substitute system/s of components are repaired or replaced by the bidder.
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 of demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

#### **Deployment of Scheduled Engineer**

10. During the period of the Agreement, Vendor will maintain the equipments in good working condition. Vendor will carry out preventive maintenance at least six times during the contract period. One Engineer will be scheduled to visit for **Three hours every working day of the week (one hour in the morning at AOP, Ranchi, one hour in morning at MOP, Ranchi and one hour in the evening at AOP, Ranchi)** during the contract period. RBI will have the right to call the scheduled engineer in case of urgent need in other days also apart from scheduled visit. The Vendor shall correct any faults and failure in the equipments and shall repair and replace worn-out or defective parts of the equipments during RESERVE BANK OF INDIA's normal working hours. In case where unserviceable parts of the equipments need replacement the vendor shall replace such part at no extra cost to RESERVE BANK OF INDIA with brand new parts or those equipments to new parts in performance. Vendor shall ensure that the full configuration of the equipment is available to RESERVE BANK OF INDIA in proper working condition for 99% of the time in every month. Vendor shall provide repair and maintenance service in response to the notice including oral/telephonic intimation by RESERVE BANK OF INDIA. Vendor shall ensure that faults and failure intimated by the RESERVE BANK OF INDIA as above will be set right within 24 hours of being informed. The scheduled engineer has to maintain (MANUALLY OR THROUGH AN APPLICATION) the following:

- I. Inventory register- details of all hardware and software at the bank whether covered under maintenance or not.
  - II. Call register- to log all calls received from the users.
  - III. Vendor register- details of all third party vendor and details of calls logged with these vendors.
11. List of engineers on rolls of the firm with qualification & experience should be given as per [Annex –IV](#).
  12. The vendor will provide mobile phones and laptops to the scheduled Engineers.
  13. The travelling expensed of engineers will be borne by the vendor.
  14. The Vendor should not rotate their scheduled engineer frequently. In case of Unavoidable circumstances, the vendor should inform the Bank in writing well in advance about the change of engineer.
  15. The vendor shall ensure the character and antecedents of engineers are verified from police authority before their deployment.
  16. The vendor will provide insurance cover to its Engineer in the Bank. The workmen/engineer or their legal heirs shall not claim any insurance/job 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.

#### **Other**

17. A health card shall be maintained for all equipment covered under AMC. The vendor shall record therein each incident of equipment malfunction, date/ time of commencement of downtime and successful completion of the repair/ maintenance work, nature of repair work performed on the equipment together with a description of the malfunction and the cause thereof. Details of preventive maintenance activity shall also be recorded.
18. The bidder shall ensure 99% uptime for PC & peripherals covered under the AMC. If during any quarter, the vendor does not maintain the uptime of the equipment(s), proportionate maintenance charges shall be deducted from the amount to be paid for that quarter.
19. The vendor shall ensure that all materials as well as information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether confidential and proprietary data or not, whose disclosure to or use by third parties may cause damage or loss to the Bank, shall at all times be held in strictest confidence. The vendor shall not make use of the same other than for discharging its obligation as per AMC and to release it only to those employees who require it for discharging the obligation arising out of the AMC and not to any other party. The vendor shall confirm that appropriate action shall be taken as regards its employees to ensure that the obligation of non-use and non-disclosure of confidential information are fully satisfied. The vendor and the Engineers shall adhere to the IS Policy guidelines of the Bank.
20. The Bank reserves the right to claim damages from the vendor to the extent of loss suffered by it on account of any omission or commission by the vendor. The damage could be to the equipment/property either covered or not covered under AMC.
21. The selected bidder will be required to sign an AMC agreement and the applicable stamp duty will be borne by the vendor. The AMC agreement will have to be signed within the date indicated by the bank.
22. All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of courts in Ranchi Only.

23. This office shall have the right to inspect vendor's site to assess infrastructure before awarding the Comprehensive AMC and it may reject in the event of dissatisfaction of Vendor's infrastructure or otherwise.
24. The bank reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement.
25. **This tender is not transferable and under no circumstance the successful bidder shall be allowed to sub-contract with any other person/party.**
26. In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do the work after accepting the contract such firm will be liable to pay the damages to the bank including the cost which the bank will have to incur for getting such work done. The above act of backing out would automatically debar the Vendor from a further dealing with this department and the security money deposited, if any, would also be forfeited.
27. This office does not bind itself to accept the lowest tender, and reserves the right to reject any or all the tenders received without assigning any reason whatsoever or incomplete in any respect or the prescribed conditions are not fulfilled are liable to be rejected, canvassing in any form by the tenderer will result in rejection of their tenders.

**28. Penalty**

- a) Penalty @ Rs.200/- per day for non-rectifications of complaint within 24 hours will be deducted in the subsequent quarterly payment.
- b) Non- adherence to scheduled daily visit for three hours on every working day of the week will attract a proportional deduction from the scheduled engineer visit charges in the subsequent quarterly payment.
- c) Non- adherence of at least 60% of scheduled engineer visit in a month will attract a further penalty of Rs 1000/- which will be deducted in the subsequent quarterly payment.
29. a) The vendor shall ensure compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act 1948 and other labour laws wherever applicable, while engaging workers as contract labour for the aforesaid work. The vendor shall obtain a licence as contemplated under the Contract labour Regulation and Abolition) Act 1970 or any other law, as applicable, failing which he alone would be responsible for actions/proceedings ensuring thereto. The bank shall not be held responsible for acts, commissions or omissions of the Vendor and shall in no way make liable to the labourers engaged by the Vendor. RBI will be absolved from any obligations under the various Central Government statutes regarding contract labour/ minimum wages and the Vendor shall keep RBI indemnified against all actions that may be initiated against the RBI by the statutory authorities for failure/delay/non-payment of wages/other benefits (as stipulated by central and state government), by the vendor.
- b) The agency/ Vendor has to give undertaking on Non Judicial Stamp Paper of applicable value before the award of the work that he undertakes to actually pay wages to all the labourer of all descriptions to be engaged by him for completion of that particular job/work under CLRA Act and also keep the Principal Employee indemnified against all the actions that may be initiated against the Principal Employer by the Statutory Authorities for his failure to pay such wages and provide the essential amenities.

30. The vendor shall indemnify and keep indemnified the Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The Vendor only shall be responsible for liabilities, if any, in this regard.

**31. Force majeure:**

- a) If at any time during the continuance of this agreement the performance in whole or delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs or acts of god (hereinafter referred to as Event) provided notice of happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days either party may at its option terminate the agreement.
- b) During the continuance of any such event each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.

**32. Arbitration:**

The bank and the vendor shall make every effort to resolve amicably, by direct in formal negotiation, any disagreement or dispute arising between them in connection with the contract. If **after thirty days from the commencement** of such informal negotiation, Reserve bank of India and the vendor are unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration. If any dispute arises between the **Parties about the terms of this contract or anything in relation to or arising out of this contract, the parties shall make an effort to solve the same through the appointment of an arbitrator by mutual agreement. If a single arbitrator could not be appointed by agreement, each side would be free to appoint one arbitrator each, who in turn will add an umpire. The decision of the arbitrator or arbitrators, as the case may be, shall be final in regard to such dispute or disputes.**

**33. Jurisdiction:**

The Agreement shall be deemed to have been concluded in and all obligations hereunder shall be deemed to be located at and the courts within the will have jurisdiction the exclusion of all other courts.

**34. Complying with the information security policy of the bank:**

- a) The vendor should ensure compliance with the guidelines of the bank's information Security Policy in letter and spirit while accessing information system with high level of access privilege.
- b) The vendor should assure that its staff and/or agents shall follow sound codes of practice in handling information systems as per the information security sub policies of the bank. The staff posted should maintain confidentiality of the IS Policy of the Bank and not disclose the same in public.

**35. CONFIDENTIALITY:**

- a) The vendor should acknowledge that all materials and information which has or will come into its possession or knowledge in connection with this AGREEMENT or performance hereof 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 will 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 this AGREEMENT and to release it only to employees requiring such information for the purpose of performing obligations described herein and not to any other party. The VENDOR should agree to take appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this AGREEMENT are fully satisfied.
  - b) The vendor should undertake that it and its personnel will at all times comply with all the security regulations in effect from time to time at the bank's premises and externally for materials of the bank. The vendor should further undertake to hold in strict confidence any information, whether consisting of confidential and proprietary data or not which has or will come in to its possession in connection with this contract and that it shall not make use of such information other than for fulfilment of its obligations under this contract.
36. It shall be the responsibility of vendor to pay taxes directly. RBI will consider reimbursement of service tax upon submission of documentary evidence. RBI will absolve from payment of taxes separately and vendor shall keep RBI indemnified against all actions that may be initiated against the RBI by the statutory authorities for failure/delay in payment of taxes by vendor.

**37. Liquidated damage:**

The vendor shall guarantee 99% uptime for each PC and peripherals under maintenance stock of necessary shall be kept on site. If during any quarter the vendor does not maintain the uptime of the equipment the bank without prejudice to its other remedies under the contract, shall deduct from the contract price, as liquidated damage, a sum equivalent to 0.5 percent of AMC charges of the item for each and every calendar day of downtime. The amount of liquidated damage will be deducted from the amount to be paid to the vendor for that quarter subject to maximum 5% of agreement value. Down time will be counted from the time of reporting the maintenance call by the bank to the company till the resolution of the problem (if the fault is not rectified within 2 hours of reporting of compliant or necessary standby equipment is not provided by the company to the bank at no extra cost). Down time of 24 hours or less will be taken as one day for calculation of liquidated damage. The bank may also consider termination of the contract, if any of the items and conditions of the contract are not followed by the company.

**Company/Firm/Contractor's Profile**

Sr. No	Items	Details		
1.	Registered name of the Company/firm/Contractor			
2.	Address of the Registered Office.	Address: Tel: Fax: e-mail:		
3	Address of the office at Ranchi	Address: Tel: Fax: e-mail:		
4	URL of Vendor's website (if any)			
5	Name and designation of the authorized official Responding to this request			
6	Contact telephone, fax number and E-mail Address of the authorized official	Address: Tel: Fax: e-mail:		
7	Type of Company (Whether Private Ltd. Or Public Ltd.) Copy of certificate of registration should be provided			
8	Details of applicable tax Registration Numbers (PAN, TIN, GST, etc.)			
9	Financials:	2019-20	2020-21	2021-22
	Profit:			
	Copies of audited Balance sheet & Profit and Loss A/C for the last three years to be enclosed			
10	Full address of service centre/repair centre in Ranchi			
11	Name of the Officer- in charge Of the repair centre	Designation: - Tel No: - Mobile No: - Fax: - E-mail: -		
12	Are there any terms and conditions stipulated by the Bank which cannot be adhered to by the vendor?			
13	Whether the vendor has a valid license issued under the contract labour Act, 1970? If yes, please attach copy. If not, whether the vendor has been exempted and if so for what reason.			



14	Whether there is legal action being taken against vendor for any cause in any legal jurisdiction.	
15	Please give escalation matrix for problem resolution. The matrix should include a senior officer in the Head Office of the company. Designation, phone no., fax no. and e-mail address of the officials mentioned in the escalation matrix.	

**Details of Resident/FMS Engineers proposed to be posted in RBI**

<b>Sr. No</b>	<b>Engineer Name</b>	<b>Details of Educational Qualification</b>	<b>Documentary Evidence</b>	<b>No. of Years with Vendors</b>	<b>Documentary Evidence</b>
1					
2					
3					

**\*A copy of each of the documentary evidence mentioned above should be attached.**

**List of AMCs assigned to the vendor during the last three years.  
(Copy of work orders to be enclosed)**

<b>Sr. No</b>	<b>Name of Work &amp; Location</b>	<b>Period</b>	<b>Nature of work Involved in the contract e.g. AMC Installation of servers, PCs etc., System Integration etc.</b>	<b>Contact Official details and Complete address of Client</b>	<b>Contract Amount</b>	<b>Completion Period Scheduled /Actual</b>	<b>Whether the work was left incomplete or contract was terminated from either side. If yes, give full details</b>	<b>Any other relevant information including reason, if any, for delay in completion of work</b>
1								
2								
3								

**Undertaking/Certificate of Indemnity**

(To be submitted on the letterhead of the Company)

General Managr(O-i-C)  
Reserve Bank of India  
RRDA Building, 4<sup>th</sup> floor  
Pragati Sadan, Kutchhery Chowk  
Ranchi-834001

Dear Sir,

**Annual Maintenance Contract for Computer Hardware, Software and Peripherals of the Reserve Bank of India, Ranchi**

In response to your captioned tender dated ....., we hereby certify having fulfilled all the eligibility criteria stipulated in it and

1. We accept all the terms and conditions for submitting quotation as mentioned in the said tender.
2. We hereby certify that no terms and conditions have been stipulated by us in the commercial Bid.
3. We warrant that the repair and maintenance service/products to be sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we 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.
4. We shall adhere to IS Policy guidelines of the Bank.

Yours Faithfully,

Signature

Name:

Designation:

Place:

Date:

**FORMAT OF COMMERCIAL BID**

**PART II – PRICE BID**

Name of the Vendor/Firm:

Address:

Price: - Per Unit Charges

- |    |  |
|----|--|
| 1  | Desktop with CPU, Monitor under warranty:-                       |
| 2  | Desktop with CPU, Monitor not under warranty: -                  |
| 3  | Laptop under warranty:-  |
| 4  | Laptop not under warranty:-                                      |
| 5  | Scanner under warranty:-   |
| 6  | Scanner not under warranty:-                                     |
| 7  | Printer under warranty:-   |
| 8  | Printer not under warranty:-                                     |
| 9  | Total Amount for Items as detailed in <a href="#">Annex I</a> :- |
| 10 | Monthly Charges for Engineer Visit:-                             |
| 11 | Grand Total:-  |

\*Actual no, of units may vary at the time of placing order.

Place:

Date:

Signature of the authorized personnel of the tenderer

(With seal of the enterprise)

**FORM OF BANKER'S CERTIFICATE FROM A SCHEDULED COMMERCIAL BANK**

This is to certify that to the best of our knowledge and information M/s/Sri.....having under noted address is a customer of our bank and respectable and can be treated as good for any engagement up to a limit of Rs..... (Rupees.....)

This certificate is issued without any guarantee or responsibility on the Bank or any of the officers.

(Signature)  
For the Bank

Note:

1. Bankers' certificates should be on letter head of the Bank, sealed in cover addressed to enlistment authority.
2. In case of partnership firm, certificate to include names of all partners as recorded with the Bank.