



Annual Maintenance Contract & Facility Management Service Contract for Computer Hardware and Peripherals

Reserve Bank of India, Patna invites sealed applications for Annual Maintenance Contract (AMC) & Facility Management Service (FMS) Contract for Computer Hardware and Peripherals of Reserve Bank of India, Patna.

Application form duly filled in and enclosed in a sealed cover addressed to, The Regional Director, Reserve Bank of India, Department of Information Technology, South Gandhi Maidan, Patna-800001 and superscribed as '**Tender for Annual Maintenance Contract (AMC) & Facility Management Service Contract for Computer Hardware and Peripherals**', shall be submitted on or before 15.00 hrs on August 28, 2015.



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Reserve Bank of India,
Patna

Tender Notice

Annual Maintenance Contract (AMC) & Facility Management Service (FMS)
Contract for Computer Hardware and Peripherals of Reserve Bank of India,
Patna

1. Sealed tenders in two parts are invited for Annual Maintenance Contract (AMC) & Facility Management Service (FMS) Contract for Computer Hardware and Peripherals of Reserve Bank of India, Patna.
2. This tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized officers of RBI and the tenderer. Further, RBI will not be liable for any costs incurred by the tenderer in the preparation of the response to this tender. The preparation of tenderer's proposal will be made without any obligation by the Bank to acquire any of the items included in the tender, or to discuss the reasons why the contractor's proposal is accepted or rejected. All information included by the vendors in their proposal will be treated in strict confidence.
3. The nature of work includes maintenance of heterogeneous makes/models of Servers, Computer systems, Laptops, Printers, Scanners etc.
4. a) The scope of the work is given in Part A
b) The eligibility criteria and eligibility conditions are given in Part B
c) The Terms and Conditions are given in Part C
d) Details regarding submission of bids are given in Part D
5. Tender forms can be downloaded from the website https://www.rbi.org.in/Scripts/BS_ViewTenders.aspx. The downloaded documents along with all the information/documents, as required, will have to be submitted in a sealed cover addressed to **The Regional Director, Reserve Bank of India, Department of Information Technology, South Gandhi Maidan, Patna - 800001** up to 3:00 p.m. on August 28, 2015-for Bank's examination. The date and time of opening of sealed covers shall be intimated to the tenderers and a scrutiny shall be carried out thereafter. After scrutiny, if any of the tenderers are not found to possess the required eligibility, their name will not be further considered.



6. Any alterations/modifications or changes to the entries in the Tender Documents shall be made by a separate covering letter duly signed by the necessary parties, otherwise no alterations/modifications or changes to entries in the Tender Documents shall be entertained and the Tender Documents shall be construed as without any such alteration / modification/changes. Any decision of RBI in this regard shall be final, conclusive and binding on the tenderer. The tenderer, irrespective of its participation in the tender process, shall treat the details of the tender documents as secret and confidential at all times.

7. Tender in prescribed form shall be submitted in two parts. Part-I tender will contain the Bank's standard technical and commercial conditions without any information on price for the proposed work, tenderers' covering letter, tenderers' additional conditions, if any, and an Earnest Money Deposit of ₹50,000/- (Rupees Fifty thousand only) by way of Demand Draft drawn in favour of **Reserve Bank of India, Patna** in a sealed cover superscribing **"Tender for Annual Maintenance Contract & Facility Management Service Contract for Computer Hardware and Peripherals at RBI Patna, Part-I (Technical Bid)"**. Part-II tender will contain no conditions but tenderers' price bid only and be sealed in a separate cover, superscribing **"Tender for Annual Maintenance Contract & Facility Management Service Contract for Computer Hardware and Peripherals at RBI Patna, Part-II (Price Bid)"**. Both these sealed covers will further be sealed in another envelope addressed by name to **Regional Director, Reserve Bank of India, South Gandhi Maidan, Patna - 800001** will be received by the Bank up to 03:00 p.m. on August 28, 2015 in the manner described in the tender-form. The offer should be valid for three months from the date of opening of Part-II (Price Bid) of the tender.

8. The Bank shall obtain reports on past performance of the tenderer from his clients and bankers. The Bank shall evaluate the said reports before opening of the Part - II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance reports received from his clients and/or his bankers are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part - I of the tender and his sealed cover containing Part-II of the tender along with the EMD amount shall be returned back to vendor. The Bank is not bound to assign any reason for doing so.

9. The Bank reserves the right to reject all the tenders without assigning any reason thereof.

Regional Director
RBI, Patna



Tender Document



RESERVE BANK OF INDIA
Department of Information Technology
South Gandhi Maidan
Patna – 800001

Tender for Annual Maintenance Contract & Facility Management
Service Contract for Computers at

Reserve Bank of India
South Gandhi Maidan
Patna – 800 001

Last Date for Submission of Completed bids: → August 28, 2015



Form of Tender

Place:

Date:

Regional Director (for the state of Bihar and Jharkhand)
Reserve Bank of India
South Gandhi Maidan
Patna – 800001.

Dear Sir,

We have carefully examined the scope of work and services specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender. We hereby offer to execute the works and services in the Memorandum for the time specified at the rates mentioned in the Price Bid and in accordance with specifications and instructions in writing with such other materials as are provided for, and in all other respects, in accordance with such conditions so far as they may be applicable.

2. We also agree that our tender will remain valid for acceptance by the bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the earnest money deposited during the entire period of validity of tender.

3. Should this tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successor, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the contract.

4. I/we understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason thereof.



5. The Tender is submitted in two parts in separate sealed envelopes. Part I (Technical Bid) contains all terms and conditions and technical particulars, but price has not been indicated anywhere in any manner, and Part II (Price Bid) contains only the price bid in the Bank's proforma.

Dated this ____ day of ____ 2015

For and behalf of M/s _____

(Signature with Seal)

Name:-

Designation:-

Date:-

Place:-

(Certified true copy of the Power of Attorney of the above signatory should be enclosed)

Witnesses:

(1) Signature with name
Address & date

(2) Signature with name
Address & date

List of Annexure:-

- a) Company Profile to be submitted in format given in Annexure – III
- b) Certificates of Satisfactory Service by customers in format given in Annexure V
- c) Audited Balance Sheets of the Company for the past 3 years.
- d) Undertaking/certificate of indemnity as per Annexure - IV.
- e) Demand Draft for EMD.
- f) Undertaking that no terms and conditions have been stipulated in the Price Bid.
- g) Any other technical information the tenderer wishes to furnish.



Part A – Scope of the Work

1. The Bank has a heterogeneous (make/model) set of servers, Computers, Laptops, Printers, Kiosks, Encoder machine, Projectors and Scanners. The servers operate on SCO UNIX/LINUX/ Windows 2000/2003/2008/2012 Advance Server as operating system. The Bank also has a heterogeneous (make/model) set of computers (either diskless nodes or disk nodes) and laptops with Vista/ Window7/Windows 8 and 8.1 as operating system, set of printers (Network Laser Jet Printers (colour and mono), desktop laser jet printers, desktop ink jet printers, line printers, Office Jet printers, All-in-One (MFP), Cheque Printer, LIPI Line Printers and dot matrix printers) and Scanners. These computer peripherals will be covered with a comprehensive AMC/FMS contract under which, preventive maintenance, corrective maintenance, replacement of parts, shifting of components, surface cleaning of machines will have to be carried out.

2. Maintenance

(a) Preventive Maintenance

The preventive maintenance service of the components is as important as prompt corrective maintenance service since regular and proper preventive maintenance service ensures trouble-free performance of the components. The vendor should provide for at least one preventive maintenance schedule per quarter. The scope of preventive maintenance will also cover aspects related/specific to hardware like health check of HDDs, Controllers, power supplies (SMPS) etc. The time for such schedules will have to be specified in advance in consultation with the user department. The scope of work under Preventive maintenance will be designed in consultation with the vendor's representative on the lines as specified and recommended by the original manufacturer/best practices.

(b) Corrective Maintenance

The corrective maintenance means identification of problem and its rectification which may include reloading of operating system, reloading/configuring of printer, reloading/loading of application software either developed in-house or developed by the 3rd party, printer drivers, anti-virus agent, smart card reader drivers, etc. In case the Hard Disk of the PC or laptop crashes then data recovery shall be the responsibility of the vendor and vendor shall maintain the licensed data recovery software for the same. The crashed Hard Disk shall be property of the Bank. Microsoft based Operating system and Microsoft Office shall be provided by the Bank.



(c) Replacement of Defective Parts

The replacement of defective parts (electrical/mechanical/others) means either repair/replacement of parts at the site of installation. If the fault is of serious nature and requires shifting of the component/s or any part thereof, the vendor should provide similar component/s or part/s for uninterrupted continuation of work in the Bank, till the re-installation of the component/s or part/s which was shifted for repair/replacement. **The vendor shall replace any worn out, defective parts of the equipment, including print head, fuser assembly, Teflon and gears etc. free of cost to the Bank.** All the components of the equipment shall be covered under this agreement, excluding cartridges, toners, laptop battery and non-functional parts such as plastic casings and covers.

3. Shifting of Components

The shifting of components means moving the components from one place to the other place for carrying out the repair work. This can be either of the following categories

a) Within Bank Premises: The vendor should arrange for shifting of component from one department to the other to carry out repair work.

b) From Bank to Vendor's Place and vice-versa: The vendor should arrange for shifting of component from the Bank to the vendor's place and vice versa.

c) From Bank to other locations listed under Annexure II and vice-versa: The Vendor will arrange for shifting of component from the Bank to other locations listed under Annexure II and vice-versa.

4. In case of systems covered under warranty which are not under the purview of FMS / AMC, the service engineers shall escalate the service call to the concerned OEM and take up necessary follow up activities for the same and also intimate the DIT officials regarding the call details.



Part B - Eligibility Criteria

Pre-qualification and Eligibility Criteria

1. Only those tenderers possessing the following eligibility criteria may apply.

- a) Composition of the tenderers - The FMS provider should be a limited company or registered partnership firm or a LLP governed by the Limited Liability Partnership Act 2008.
- b) Minimum 5 (five) years of experience in the field of (AMC / FMS) maintenance of computer hardware and peripherals.
- c) Minimum yearly turnover of ₹50 crore from FM services with net profit in each of the last three years 2011-12, 2012-13, 2013-14 supported by audited or CA certified statement of accounts.
- d) Tenderers should have applicable tax registrations (PAN, Service Tax, TIN, VAT, CST, etc.) supported by documentary evidence and should have their own office at Patna.
- e) Fully equipped service setup at Patna wherefrom required quality services can be provided will be eligible to tender for the work.
- f) The tenderer should not outsource the services to any third party or franchises.**
- g) The tenderer should be ISO 9001:2000 for AMC/FMS certified. (Copy with explicit description of AMC/FMS). The tenderer may preferably possess the ISO 27000 series certificate relating to Information Security.
- h) The Tenderer should have provided AMC/FMS involving maintenance of more than 200 PCs, 75 Printers, 20 laptops and Server/s at single location in each year for the last three years, to major reputed enterprise preferably Government Institutions and Banks.
- i) The Tenderer should have the capabilities to handle AMC / FMS for all brands and makes of computer systems and peripherals. The vendor should be able to provide AMC for all hardware items and support for Operating Systems/ Systems Software listed in Annexure – I. It may please be noted that the list of items in Annexure I is indicative.
- j) The Tenderer should have appropriate support relationship (channel partner, service partner, etc.) with OEMs of the items mentioned in Annexure - I so as to ensure that priority support level from OEM will be available to vendor for problem



resolution. Vendors must produce documentary evidence towards these arrangements.

- k) The Tenderer possessing the CMM Level 3 and above certificate will be considered preferably.
- l) Vendor should have adequate technical staff in Patna with expertise, certifications for dealing in Windows server (2000 and above) operating systems, Novell server operating systems (4.* and above), SCO Unix server operating systems (5* and above), Lotus Domino, Java, Windows desktop operating systems (Windows 98 and above) Oracle, FOXPRO and LIPI Line Printers.
- m) The vendor should be presently maintaining site/s in Patna where support is provided to:
 - i) Windows Server
 - ii) Unix Server
 - iii) Novel Server
- n). The vendor should have a Repair Centre at Patna equipped with adequate technical staff (not less than four) and equipment for repair work so as to ensure at least 99.5% uptime for servers, 99% uptime for PCs and 98% uptime for peripherals. The Bank reserves the right to inspect the Repair Centre and satisfy itself about the quality and reliability of the service that can be rendered by the vendor before opening the concerned vendor's Part-II Bid.

2. Vendor should give the following details of the contact person authorised to receive all communications on the Tenderer's behalf:

- Name of the single contact person
- Postal address
- Telephone/Mobile Nos.
- Fax numbers
- E-mail address

Reserve Bank would send communications to this address only. The full name, postal address, e-mail address and telefax/telephone number of the tenderer should also be written on the bottom left corner of the sealed envelope.

3. Documents to be submitted along with the tender form.

Service Set-up	Certificate from the manufacturers/any other valid document in support of having a fully equipped service setup at Patna shall be enclosed.
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Name(s) and address(es) of the Bankers and their present contact executives	Written information about the names and addresses of their bankers along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their bankers by the Bank in case it is so needed) should be furnished. (To be furnished after the work is awarded)
Name(s) and address(es) of the Clients and their present contact executives	Written information about the names and addresses of their clients along with full details, like names, postal addresses, e-mail IDs, telephone (landline and mobile) nos., fax nos., etc., of the contact executives (i.e. the persons who can be contacted at the office of their clients by the Bank in case it is so needed) should be furnished. Testimonial/affidavit of the client regarding the satisfactory services provided by the vendor shall also be provided.
Details of completed works	The client-wise names of work(s), year(s) of execution of work(s), awarded and actual cost(s) of executed work(s), completion time stipulated in the contract(s) and actual time taken to complete the work(s), name(s) and full contact-details of the officers/ authorities / departments under whom the work(s) was/were executed should be furnished.
Details of Qualified service personnel	Tenderer is required to furnish details of technical degree obtained by their service personnel who are likely to be posted on obtaining the tender.

4. Addenda to Tender Document

- Reserve Bank may modify the Tender Documents by issuing addenda, for any reason, and at any time. Any addenda to the Tender Documents shall be part of the Tender Document.
- All Tenderers will be notified of the addenda to Tender through e-mail or in writing and it will be binding on them.



- To allow Tenderers reasonable time to take any addenda into account in preparing their proposals, the Bank will extend, if necessary, the deadline for the submission of proposal.

5. Earnest Money Deposit

Intending tenderers shall pay as earnest money a sum of ₹50,000/- by a demand draft drawn on a Scheduled Bank. No interest is payable on EMD amount.

6. Security Deposit

As security for due fulfillment of the terms and conditions and obligations of the service contract, the selected vendor shall furnish a Performance Bank Guarantee of 10% of the value of the AMC, valid for one month beyond the period of AMC. The EMD furnished by the tenderer at the time of submission of the tenders will be returned on submission of the bank guarantee for the security deposit stated above. The Bank Guarantee shall be renewed for a further period of one year upon renewal of the contract.

7. In the event of tenderers failure to satisfy the Bank regarding the eligibility, the Bank reserves the right to reject the tender-forms outright without intimating the tenderer.

Part C. Terms and Conditions

1. The AMC would be made congruent with the financial year of the Bank (i.e. 1st July – 30th June of the year). The AMC may be renewed by written mutual consent of both parties subject to satisfactory performance. Although the period of AMC is for one year, the AMC shall be reviewed every quarter. The AMC shall be renewed for the subsequent years subject to receipt of satisfactory report from all the departments in this office. Maximum number of three renewals are permitted subject to satisfactory delivery of services at the discretion of the Bank. If the services rendered by vendor are not found satisfactory, the AMC shall not be renewed for the subsequent year. **The period of contract during the first year shall be from October 1, 2015 to June 30, 2016 (09 months) and the payment would be made on proportionate basis for the same. However, after the aforesaid period AMC would be renewed further for a period of 12 months and the bid should be made based for a period of 12 months.**

2. a) Maintenance services shall be provided by the vendor at various properties of the Bank as listed in Annexure-II. The Bank reserves the right to add/withdraw sites to the list. The same will communicated to the vendor in writing.



b) In case of systems covered under warranty and which are not under the purview of AMC, the service engineers shall note down the serial number of the machine and escalate the service call to the concerned vendor and take up necessary follow up activities for the same and also intimate the DIT officials regarding the call details. The vendor shall also maintain the inventory of all the IT equipments of the Bank with device serial no. /make & model/ date of purchase.

3. The scope of coverage of the AMC will be for the computer hardware and peripherals for all the items listed in Annexure-I of the tender document. Technical support for software listed in Annexure-I must also be provided. The AMC will not be awarded in parts.

4. The vendor shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC/FMS. At the beginning of the contract period, the AMC/FMS provider shall prepare a list of the entire inventory which are covered by AMC/FMS contract and submit to DIT cell for confirmation. The vendor should also provide a department wise inventory list to IT Cell, on a monthly basis. The Vendor shall manage the call management system and ensure that all minor/major service calls are logged and call ticket generated. The vendor will provide a Monthly Call Analysis report & Quarterly MIS to DIT.

5. Under corrective maintenance the vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace any worn out, defective parts of the equipment, including print head, fuser assembly, Teflon and gears etc. free of cost to the Bank. All the components of the equipment shall be covered under this agreement, excluding cartridges, toners and laptop battery and non-functional parts such as plastic casings and covers.

6. Maintenance support will have to be provided for Windows server operating systems, SCO Unix server operating systems, Linux server operating systems, Oracle and Windows desktop operating systems (Windows XP and above).

7. The company shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the bank, whenever the need arises.

8. Necessary technical assistance and advice shall be extended by the vendor to resolve problems that may be encountered with regard to hardware, operating system, system software and any problems accessing the various application software on the computer systems, etc. covered under AMC/FMS. The Vendor may have to directly co-ordinate with



the System Administrator at the Central Office / Regional Office level of the Bank or with the vendor of the application, to resolve any issues related to smooth functioning of internal packages of the Bank. The vendor has to co-ordinate with the internet service provider and follow up the ISP in case of any disruption in services till the services are resumed.

9. Vendor shall, upon direction of DIT officials, configure Outlook/ install application software/ make configuration changes in the equipment covered under AMC/FMS, free of cost.

10. The vendor shall be responsible for updating of security patches on operating systems which should be done immediately upon their release by the Principal after taking due permission of the Bank's officials.

11. The Bank has automatic anti-virus updating system. However, the vendor shall be responsible for checking/ ensuring updating of anti-virus files on all servers and PCs covered under the AMC/FMS. The anti-virus patches on the systems should always be latest. The anti-virus packages will be provided by the Bank. The vendors shall comply with the Information Security Policy of the Bank issued time to time by the Bank in letter and spirit.

12. The vendor shall extend necessary assistance in shifting and reinstallation of equipment covered under the AMC/FMS. The vendor shall carry out periodically surface cleaning of all machines including machines which are under warranty.

13. A health card shall be maintained for all equipment covered under AMC/FMS. 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.

14. Resource Profile:

a) The vendor shall arrange to station at least three engineers and one coordinator in the office premises on all working days. The normal working hours will be from 9.30 AM to 6.30 PM on all days except Sundays & Holidays. However, under special circumstances such as Annual Closing of books of accounts/unavoidable circumstances (i.e. major breakdown of system) of the Bank, etc. the working hours shall vary as per the given situation. The



resident engineers shall report to the Department of Information Technology on all working days during office hours. Out of these three engineers at least two must have minimum three years experience in hardware peripherals especially Printers (post qualification experience) and at least one must have minimum of five years experience in various operating systems (post qualification experience). **Out of three engineers at least two should possess technical degree and one with relevant diploma with a minimum of three years experience.** The coordinator should have good communication skill, positive attitude and technical understanding.

b) The Resident Engineers shall be provided with mobile phones by the company for communication at the Bank's location. All Resident Engineers shall wear a company provided uniform and ID Card during duty hours.

c) The successful tenderer shall place before the bank service engineers minimum at a ratio of 1:2 for consultation for the placement as Resident Service Engineers. However, it is not mandatory for the Bank to compulsorily agree with the proposal. The Bank shall have the right to reject Resident Engineers at any point in time with a minimum notice period of two weeks, within which the vendor should arrange for a new incumbent and the above procedure would be followed in doing so.

d) The personnel deployed to render services shall be appropriately skilled, trained and must possess certification such as CCNA, MCP or any other certificates proving the skill sets, for delivery of the services mentioned in this document.

e) The tenderer, upon acceptance of the offer for AMC/FMS is required to provide certified introductory letters with photographs for the service personnel. Original Certificates of qualification of service personnel and team leader of the company are required to be produced for verification. The competency/efficiency/qualification of Resident Engineers shall not be compromised at any cost.

f) The team leader should be responsible for the decisions that need to be taken on time-to-time basis, should be responsible for organizing, planning, directing, coordinating and following up the overall activities for the location, should have experience and proven expertise in managing similar capacity and should have a minimum of five years experience with minimum one year as a team lead.

g) Resident Engineers are dedicated personnel for a location responsible for handling problems, should be qualified enough to do first level diagnosis and troubleshooting the problems relating to Hardware, Peripherals, Active Network equipment such as Switches, Modems and Routers, should also be qualified enough to do first level diagnosis and troubleshooting problems relating to standard software such OS, Internet Explorer, Microsoft Office, Lotus Notes or Microsoft Exchange, Anti-virus, etc. should also be capable of troubleshooting problems encountered by the end users in Customer applications, should have formal training and experience of managing and troubleshooting the problems



under environments like Windows NT / 95 / 98/ 2000 / XP / 7 / 8 and above / Windows 2000 server and above, LAN / WAN, Oracle Applications, PCs and associated peripherals, backup / restoration using various tools, etc.

h) The Resident Engineers should not be changed at frequent intervals and shall be deployed atleast for a minimum period of 1 year. Upon changing resource personnel, the vendor is required to give sufficient notice of at least one month with satisfactory reasons to the Bank. The frequent rotation/turnover of the resident engineers is not acceptable and may be considered adversely during review/renewal of the contract. However Bank reserves the right to reject any Resident Engineer at any point of time and ask for suitable replacement without assigning any reasons thereof.

i) The Resident Engineers at Bank's location are governed by the codes, ethics and information security of the Bank at the work place and may be subjected to verification by the Police or other agencies.

15. The vendor shall repair/ replace parts at the various sites of the Bank only. If the fault is of serious nature and requires the support of the Repair Centre of the vendor, thereby necessitating shifting of the equipment, the vendor shall attend to shifting/ transportation, installation, re-installation, loading of the software packages (both the system software and application software, if any) at no additional cost to the Bank.

16. The vendor shall be responsible for recovery of data, free of cost, in case of Hard Disk crash of any computer systems under its AMC.

17. The vendor shall maintain onsite an inventory, which should include at least the following:

- i) Two branded i5 / i7 Notebook with DVD combo
- ii) CD-ROM / Combo Drives – 5,
- iii) Hard disk - 5
- iv) Keyboard / Mouse Set – 5
- v) Floppy drive – 2
- vi) SMPS – 5
- vii) DAT drive – 1
- viii) All necessary spares to ensure 99.5% uptime for Bank's servers

The spare parts and accessories should be of reputed brands such as Microsoft, HCL, IBM, Samsung, Sony, Logitech, Seagate etc. matching the brand of the system that is under FMS / AMC. Other spares and local accessories are strictly not to be used.



18. The vendor shall not sub-contract the FMS / AMC to any organization, person, firm or its franchisee without the prior approval of the Bank. If, at any time, it comes to the notice of the Bank that such sub-letting has been done, the Bank at its discretion may terminate the contract without referring the matter further to the vendor. The Bank will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the Vendor or through other means.

19. The vendor shall ensure that the malfunctioning hardware, accessories, operating systems, systems software (if any) is rectified within two hours of lodging the complaint by the Bank. If the vendor is not able to rectify the same by the stipulated time, the vendor shall provide, at their own cost, requisite hardware/ software to ensure business continuity. The vendor shall prepare the Business Continuity Plan and get it approved by the in-charge of DIT Cell. Applications running on the servers marked as critical by the Bank, if malfunctioned must be rectified same day and the suitable back-up/stand-by arrangements should be made by the vendor till the machine is repaired (of equivalent or higher configuration).

20. Penalty: The Vendor shall guarantee 99% uptime for each PC and 98% uptime for peripherals under maintenance. If during any quarter the Vendor does not maintain the required uptime of the equipment, the Bank without prejudice to its other remedies under the contract, shall deduct from the contract price, as penalty, a sum equivalent to 5 percent of AMC/FMS charges of the item for each and every calendar day of downtime. The amount of penalty will be deducted from the amount to be paid to the Vendor for that quarter subject to maximum 5 percent 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 is not followed by the company. **Penalty shall also be levied for the absence of resident engineer at the rate of ₹1000 per day per Engineer.**

21. If preventive maintenance schedule of equipment and stipulated uptime of hardware and system software is not adhered to, a penalty per day of ₹100/- for peripherals, ₹250/- for PCs/ Notebooks and ₹1000/- for servers may be imposed, at the discretion of the Bank. Completion of preventive maintenance schedule will entail updating of anti-virus patches, Operating System patches and carrying out of diagnostics tests.



22. 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% of the FMS/AMC contract value, valid upto one month after the expiry of contract period.

23. The Bank shall release quarterly payments towards the maintenance charges after the expiry of each quarter, after obtaining certificate of satisfactory performance from the user departments of the Bank.

24. In the event of addition of any more machines under the scope of the AMC/FMS, the maintenance will be carried out by the vendor for which the vendor may be eligible for consideration on a pro rata basis. In the event of weeding out of older machines in the office, the same shall be removed from the contract and the consideration amount reduced accordingly on a pro rata basis. **Thus the quarterly payable amount shall be aggregate of per day unit rate of the corresponding equipment multiplied with the number of days for which that equipment is covered under AMC/FMS.**

25. 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 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.

26. The Vendor shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and other labour laws prevailing in the country. 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.

27. Annual increment on the rates decided based on the indexation formula as given in the Annexure VI will be applicable subject to providing satisfactory service.

28. 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 FMS / AMC and to release it only to employees requiring



such information for the purpose of performing obligations arising out of the FMS / 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.

29. The vendor shall certify that the repair and maintenance services 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.

30. The Bank reserves the right to claim as damages from the vendor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the vendor, damage has been caused to equipment covered by the FMS / AMC or to any property of the Bank even if it is not covered by the FMS / AMC.

31. 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.

32. In case for any reason, the vendor wants to terminate the agreement, a notice in this regard needs to be given 3 months prior to the actual termination.

33. The AMC/FMS provider shall pay all the taxes, duties and levies, if any, required to be paid. The consideration indicated in the foregoing paragraphs shall be inclusive of all the prevalent taxes payable by the AMC/FMS provider. The Bank would be at liberty to make the necessary tax deduction at source, as required by law.

34. Qualified vendor will be decided on the basis of Total Cost to the Bank (inclusive of all the Taxes, Charges, etc.)

35. The Bank shall not consider any request in change of rates of FMS / AMC due to any reason whatsoever, during currency period of the contract.

36. All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of the courts in Patna only. 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.



37. Upon being selected as the successful tenderer, and being awarded the contract of FMS / AMC, the tenderer is expected to reply to all queries / complaints that may be raised by the bank from time to time. Evasive attitude by the tenderer would subject the contract being terminated without notice / non-renewal of further contracts with the tenderer.

Part D. Submission of Bids:

1. Pre-bid survey of site can be carried out by vendor between 2:00 P.M. to 4:00 P.M. on August 17, 2015.

2. Separate sealed Part-I and Part-II bids addressed to The Regional Director, Reserve Bank of India, Department of Information Technology, South Gandhi Maidan, Patna - 800001 should be submitted so as to reach the Bank by 3:00 p.m. on August 28, 2015. Any tender received after this time will not be accepted. Separate sealed quotations should be appropriately superscribed as follows.

a). "Tender for Annual Maintenance Contract & Facility Management Service Contract for Computer Hardware and Peripherals at RBI Patna, Part-I (Technical Bid).

b). "Tender for Annual Maintenance Contract & Facility Management Service Contract for Computer Hardware and Peripherals at RBI Patna, Part-II (Price Bid)

3. Each page of the technical and price bid should be numbered, signed and stamped with the company seal.

4. Incomplete quotations or quotations submitted after due date and time shall be rejected summarily.

5. The Bank reserves the right to reject all or any of the quotations received without assigning any reason thereof.

6. The Bank is not bound to accept the lowest tender and reserves the right to accept either in full or in part any tender.

7. The tenderer shall deposit an Earnest Money Deposit of ₹50,000/- in the form of Demand Draft to be enclosed with Technical Bid, which will be refunded to unsuccessful tenderers after award of work to the successful tenderer. EMD will be refunded to successful tenderer after commencement of AMC/FMS contract and submission of Performance Bank Guarantee of 10% of the value of the AMC/FMS contract, valid for one month beyond the period of AMC. Interest will not be paid on the EMD. Bids submitted without EMD will be rejected during evaluation of eligibility criteria.

8. The Part-I should contain:

a) Company Profile to be submitted in format given in Annexure – III

b) Certificates of Satisfactory Service by customers in format given in Annexure - V



- c) Audited Balance Sheets of the Company for the past 3 years.
 - d) Undertaking/certificate of indemnity as per Annexure - IV.
 - e) Demand Draft for EMD.
 - f) Undertaking that no terms and conditions have been stipulated in the Price Bid.
 - g) Any other technical information the tenderer wishes to furnish.
9. The quotations shall be in conformity with our conditions and requirements. Deviations, if any, shall be clearly mentioned by the vendor in the Part-I Bid. Non-mention of deviations shall imply non-compliance with our conditions and requirements. The Bank reserves the right to reject an offer for any of the deviations.
10. Clarifications/conditions stipulated by the vendor, if any, shall be examined and discussed with the vendors and the conditions that are acceptable as well as the conditions which are not acceptable to the Bank shall be intimated to them. The vendor will have to agree to the stated position of the Bank.
11. The Part-II bids of only those vendors shall be opened for the purpose of commercial evaluation, which has qualified after the technical evaluation of Part-I of the Bid.
12. The Price Bid should be submitted in the format given in Annexure-VII.
13. No terms and conditions should be stipulated in the Price bid, which is meant only for the quotation of offer price/ rate **(Inclusive of all taxes)**. Any terms and conditions indicated in deviation from the above, would be ignored by the Bank.
14. The validity of the Price bid (Part-II) should be for a minimum of 3 months from the date of opening of Part II of tender. The validity of the offer should be indicated in the Technical Bid.
15. Where there is a discrepancy between the amounts in figure and in words, the amount in words shall govern. There shall be no discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by quantity.
16. The tenderer may please take care to ensure that all documentary evidences are required by the tender document may be submitted without fail to the bank.

17. Evaluation of bids

- a) The technical bids will be opened first and evaluated to determine responsiveness and completeness to the pre-qualification and eligibility criteria. Any clarification / rectification in case of deviations, in the technical bids at this stage, will be called for in writing by fax or email. The failure to submit the same within the specified time limit may result in rejection of the bid.
- b) Vendors should be ready to give a short presentation on their proposal, if requested to do so, in front of the technical committee in 3-4 days' notice. They are expected to reply to



all the queries from the technical committee during this presentation. This presentation would be part of the technical evaluation process.

c) The Technical Committee shall evaluate the Part I (Technical Bid) on various parameters. The RBI may not disclose the process and parameters on which the technical evaluation has been done.

d) The Bank may obtain reports on past performance of the tenderer from his clients. The Bank may evaluate the said reports before opening of the Part II of the tenders. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance/ service reports received from his clients are found unsatisfactory, the Bank reserves the right to reject his offer even after opening of Part I of the tender and his sealed cover containing Part II of the tender shall be returned back to him as it is. The Bank is not bound to assign any reason for doing so. After the technical evaluation has been completed, the price bids of only technically qualified vendors will then be opened for purpose of Commercial evaluation. **The award of contract will be made to the bidder whose bid has been determined to be the lowest in Total Cost to the Bank.**

18. Taxes

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. **If the Tenderers fails to include such taxes and duties in the price bid, no claim thereof will be entertained by the Bank afterwards.** As per Indian laws, income tax will be deducted at source and a certificate for the same will be issued to the contractor. The declaration to the effect that all applicable Central/ State Government levies, taxes and duties have been paid along with the proof of deposit thereof by the vendor shall be submitted with the quarterly invoice. For service tax, it shall be mentioned in the quarterly invoice itself that the service tax claimed therein has been already paid in advance to Government of India.

19. Insurance

The successful tenderer shall take “all risk policy” for the contract value and workmen compensation policy for the workers engaged in the work for one year renewable thereafter if the contract is renewed by the Bank. The Vendor will provide insurance cover to its Engineers 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.



20. Signing of Contract Agreement

- a. The General instructions to the tenderers and special conditions, conditions herein before referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, the subsequent correspondence exchanged between the Bank and the tenderer and the work order placed shall be the basis of the final contract to be entered into with the successful tenderer.
- b. The Tenderer shall go through the terms and conditions given in the general conditions of contract herewith and his offer shall be strictly in line with the terms specified therein. No deviation from the terms and conditions specified shall be acceptable. Each page of the tender documents should be signed for his/their having acquainted himself/themselves in the general conditions of contract, Technical specifications, etc.
- c. On receipt of intimation from the bank of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and within fourteen days thereof, the successful tenderer shall sign an agreement in accordance with the draft agreement. Notwithstanding the signing of the agreement the written acceptance by the Reserve bank of India of a tender in itself will constitute a binding agreement between the Reserve Bank of India and the person so tendering, whether such contract is or is not subsequently executed.
- d. The tenderer shall not assign the contract. He shall not sublet any portion of the contract except with the written consent of the Bank. In case of breach of these conditions, the Bank may serve a notice in writing on the contractor rescinding the contract whereupon the security deposit shall stand forfeited to the Bank, without prejudice to his other remedies against the contractor.

21. The handholding process would start from September, 2015 with the current service provider.

The following official may be contacted for any clarifications.

Shri Kshitizraj Singh

Manager

Department of Information Technology

Reserve Bank of India,

South Gandhi Maidan,

Patna – 800001

E-mail: ditcellpatna@rbi.org.in

Phone: 0612-2323913



ANNEXURE - I

Part (a) Details of Computer Peripherals

Sl. No.	Item Description	Model/ Brand	Under AMC	Under FMS/Warranty	Grand Total
1	Servers	IBM Server PCS Compaq	01 01 01		
	Total		03		03
2	PCs	Acer Compaq Dell HCL HP IBM PCS Apple- IMac PC as Server	140 01 53 09 00 02 02 01 10	50 106 01	
	Total		218	157	375
3	Printers	Brother DN-5450 HP-1536dnfMFP HP-LJ 401dne HP-Officejet Pro-8600 HP-LJ 3015 DN HP-LJ Color CP2025 HP 1600 D HP Office Jet J4580 HP OfficeJetPro L8500A Lipi- T6100 Lipi-MT661 Samsung 331X HP LJ P1108 Epson DMP	 06 01 09 02 02 01 01 25 02 02	22 18 05 03	
	Total		51	48	99
4	Scanner	HP-2400C HP SJ 2400 HP SJ 8250 HP SJ 8270 HP SJ G2410 Epson V 33 HP N 6350	04 02 01 01 02 02	10 02	
	Total		12	12	24
5	Encoder	Encoder Aplab	02		02
6	DAT Dry.	Ext.DAT Drive	02		02



7	Laptop	Dell Vostro 3300 Dell Vostro 3350 Dell Vostro 3460 Compaq 2230 HP ProBook 4330 HP Pro Book -430 HP Pro Book 440G2 HP - 4440s Apple Mac Pro Book Apple - I pad	01 08 03 01 01	02 01 02 17 05 01 01	
	Total		13	29	42
8	Projector	Sony Infocus	01	01	
	Total		01	01	02

Part (b) Details of Computer Software

S.No.	Item Description
1	Acrobat Writer
2	Akruti
3	Akruti Vistaar
4	Front Page
5	MS Outlook
6	MS Visual Inter Dev
7	MS BackOffice CAL
8	MS Backoffice Server
9	MS Office (Standard & Professional versions)
10	Novell Netware
11	Object COBOL
12	Oracle
13	Oracle 8 Developer
14	Oracle 8 and above Server
15	SCO Open Server (UNIX)
16	UNIX Appln Server
17	Windows 2008 Server (with 5 CAL) and above
18	Windows 7 professional, Windows 8 & 8.1



Part (c) TECHNICAL SUPPORT FOR OPERATING SYSTEMS

1	Novell 4.*,6.1 with SFT III, 5.0 and above
2	SCO unix 5.x servers and above ,Linux Servers
3	Windows 2000, 2003 and above server versions
4	Windows Desktop Operating Systems (Windows Vista and above)



ANNEXURE – II

List of Properties of the Bank where AMC services will have to be provided

1.	Reserve Bank of India, South Gandhi Maidan, Patna – 800001
2.	Reserve Bank of India Senior Officers Colony, Bank Road, Patna
3.	Reserve Bank of India Officers Colony, Lohia Nagar, Kankarbagh, Patna
4.	Reserve Bank of India Staff Quarters, Rajendra Nagar, Patna
5.	Reserve Bank of India Staff Quarters, Kurji More, Patna
6.	Reserve Bank of India Staff Quarters, Bahadurpur, Patna



ANNEXURE – III

Company Profile

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

BASIC INFORMATION OF COMPANY

Particulars	Response	
1. The registered name of the company		
2. Name and Designation of the authorized official responding to this request		
3. Contact telephone, fax number and E-mail address		
4. Registration and other numbers		
5. Registered Office (address)		
6. Legal form of organisation		
7. Name and address of Parent company, if any		
8. Brief description of the organisation including date of incorporation, list of major business areas and divisions, list of products and services provided, key milestones in its development (not more than one A4 size sheet)		
9. A brief account of FMS/AMC/software development services		
10. List of FMS/AMC solution in similar environment provided.		
11. Financial: (i) Turnover: (a) Total (b) Of which, from FMS/AMC (ii) Profit: (a) Total (b) Of which, from FMS/AMC (iii) Copies of audited financial statements viz. Balance sheet & Profit & Loss A/c. for the last three years including 2014-15	Current year (₹ millions)	Previous year (₹ millions)
12. Geographical spread in India: (i) no. of offices (ii) locations (iii) of which, (a) for FMS/AMC at Patna	no. locations	total staff



(b) software support centers at Patna	
13. The number of staff employed in each of these categories at Patna: (a) Software development and support; (b) Engineering/hardware support (c) Sales and other personnel;	
14. (i) Name and level of quality standards obtained by the Company; (enclose copy of certificate) (ii) Is it for a Specific Division or for the Organisation as a whole? Please specify. (iii) Is it for the Division that may be Undertaking AMC/FMS? Please specify.	

B. Project Experience and Client Information:

Particulars	Response
Number and list of similar FMS/AMC of which: (b) Banking/financial enterprise (c) Customer specific multi-user development projects	Current projects completed in last 3 years (no. & list) (no. & list)
For the above projects indicated, please supply the following details for reference purposes) Organisation, b) Contact person & Designation, c) Telephone number, fax, e-mail.	

c) Other Details

Particulars	Response
1 Project Organization structure	Please describe in detail the strategy that the enterprise propose to adopt to ensure that the FMS/AMC is carried forward in non-disruptive manner and within the time frame
2 Assumptions, Risks & constraints as perceived	State clearly, the assumptions, risks & constraints as perceived by you
3 Infrastructure requirement from Reserve Bank	

Other: Please provide other information of a material and relevant nature, which you feel, has not been covered elsewhere



ANNEXURE – IV

Undertaking / Certificate of Indemnity
(TO BE SUBMITTED ON THE LETTER HEAD OF THE COMPANY)

The Regional Director
Reserve Bank of India
South Gandhi Maidan
Patna – 800001

Dear Sir,

Annual Maintenance Contract for Computer Hardware and Peripherals of the Reserve Bank of India, Patna

This bears reference to your captioned tender dated..... (to be filled in by vendor). We, hereby, 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 Price 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.

Yours faithfully,

Signature:

Name:

Designation:

Place:

Date:



ANNEXURE -V

CLIENT's CERTIFICATE REG. PERFORMANCE OF AMC & FMS SERVICE PROVIDER

Name & address of the Client

Details of AMC & FMS support provided by M/s

- | | | |
|----|---|--|
| 1 | Name of work with brief particulars | |
| 2 | Agreement No. and date | |
| 3 | Agreement Amount | |
| 4 | Date of commencement of AMC | |
| 5 | Stipulated uptime of Hardware and Software Peripherals | |
| 6 | Recorded uptime of Hardware and Software Peripherals | |
| 7 | Details of penalty levied for not maintaining stipulated uptime, if any | |
| 8 | Name and address of the authority under whom AMC executed | |
| 9 | Whether the service provider employed qualified Engineer/Coordinator during AMC period? | |
| 10 | i) Quality of work (indicate grading) | Outstanding/Very Good/
Good/Satisfactory/poor |
| 11 | i) Did the vendor go for arbitration?
ii) If yes, total amount of claim
iii) Total amount awarded | |
| 12 | Comments on the capabilities of the service provider. | |
| | a) Technical proficiency | Outstanding/Very Good/
Good/Satisfactory/poor |
| | b) Financial soundness | Outstanding/Very Good/
Good/Satisfactory/poor |
| | c) Mobilization of adequate Technical support | Outstanding/Very Good/
Good/Satisfactory/poor |
| | d) Mobilization of manpower | Outstanding/Very Good/
Good/Satisfactory/poor |
| | e) General behavior | Outstanding/Very Good/
Good/Satisfactory/poor |

Signature:

Name:

Designation:

Date:



Annexure VI

Indexation formula for calculating the FMS Contract /AMC cost for subsequent years:

The rates for FMS Contract / AMC for subsequent years shall be calculated on the basis of indexation. The formula to be used for such indexation will be as follows:

$$A = B \{15 + 85 \times (CPI_c/CPI_p)\} \times 1/100$$

where

A = The hardware maintenance amount for the current year.

B = The hardware maintenance amount for the previous year.

CPI_c = Consumer Price Index for urban non-manual employees for all India for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the current year.

CPI_p = Consumer Price Index for urban non-manual employees for all India for the month to be specified in tender document, generally based on index 6 months prior to the commencement date of contract for the previous year.

It may be noted that the Reserve Bank at its discretion may terminate the FMS Contract / AMC at any time without stating any reason whatsoever.



Annexure VII

PART II – PRICE BID

NAME OF THE VENDOR / FIRM:

ADDRESS:

Sl. No.	Item Description	Model/ Brand	Under AMC	Unit Rate AMC in ₹	Under FMS/Warranty	Unit Rate FMS in ₹	Grand Total in ₹
1	Servers	IBM Server PCS Compaq	01 01 01				
	Total		03				
2	PCs	Acer Compaq Dell HCL HP (A*) IBM PCS Apple- IMac PC as Server	140 01 53 09 0* 02 02 01 10		50 106 01		
	Total		218		157		
3	Printers	Brother DN-5450 HP-1536dnfMFP (B*) HP-LJ 401dne HP-Officejet Pro-8600 HP-LJ 3015 DN HP-LJ Color CP2025 HP 1600 D HP Office Jet J4580 HP-OfficeJetPro L8500A Lipi- T6100 Lipi-MT661 Samsung 331X HP LJ P1108 Epson DMP	0* 0* 0* 0* 06 01 09 02 02 01 01 25 02 02		22 18 05 03		
	Total		51		48		
4	Scanner	HP-2400C HP SJ 2400 HP SJ 8250 HP SJ 8270 HP SJ G2410	04 02 01 01 02		10		

Annual Maintenance Contract & Facility Management Service Contract for Computer Hardware and Peripherals at RBI, Patna



		Epson V 33 HP N 6350 (C*)	02 0*		02		
	Total		12		12		
5	Encoder	Encoder Aplab	02				
6	DAT Drv.	Ext.DAT Drive	02				
7	Laptop	Dell Vostro 3300 Dell Vostro 3350 Dell Vostro 3460 (D*) Compaq 2230 HPProBook4330 (E*) HP Pro Book -430 HP Pro Book 440G2 HP - 4440s Apple Mac Pro Book Apple - I pad	01 08 0* 03 01 0* 0* 0* 0* 0*		02 01 02 17 05 01 01		
	Total		13		29		
8	Projector	Sony(F*) Infocus	0* 01		01		
	Total						
Grand Total (Total Cost to the Bank)							

Total Cost to the Bank:(Amount in words)

Note: Provide unit rates for items shown as 0* (As these items may fall under AMC after end of warranty period). These prices shall be indicative in nature and may not be added while arriving at Total cost to the Bank.

(A*) - 30 PCs to be included under AMC on 13.02.2016

(B*) - 6 Printers to be included under AMC on 10.04.2016 & 04 Printers on 11.04.2016

(C*) - 1 Scanner to be included under AMC on 02.04.2016 & 01 Scanner on 25.04.2016

(D*) - 02 Laptops to be included under AMC on 15.11.2015

(E*) - 01 Laptop to be included under AMC on 28.12.2015

(F*) - 01 Projector to be included under AMC on 16.04.2016

Place:

Date

Signature of the authorized personnel of the tenderer
(with seal of the enterprise)