

बैंक ऑफ़ इंडिया  
Bank of India

BOI



## Bardhaman Zone

Information Technology Department

Phone No.

0343-2533307/ 9614110827 / 9851550294

Mail : [Bardhaman.IT@bankofindia.co.in](mailto:Bardhaman.IT@bankofindia.co.in)  
[Zo.Bardhaman@bankofindia.co.in](mailto:Zo.Bardhaman@bankofindia.co.in)

ZONAL OFFICE

Bardhaman Zone  
446/N, Armstrong Avenue  
Sector-2A, Bidhan Nagar  
DURGAPUR-12  
Pin No: 713212, W.B.

Ref. No. : ZO/BAR/IT/PB/2022-23/052

DATE: 01.07.2022

### NOTICE INVITING TENDER

Comprehensive On-Site Maintenance Contract for Maintenance of Computer Hardware & Peripherals (including Scanners, Printers, Software support) installed at various branches/offices / Departments under Bardhaman Zone.

#### Invitation of sealed Tender/Quotation from Vendors

a) Sealed Tenders are invited from the reputed Vendors only for Comprehensive on- Site Maintenance of Computer Systems including PCs, Laptops, Various types of Printers, various type of Scanners and other peripherals and application support installed at various Branches and Offices under Bardhaman zone consisting of five Districts Purba Bardhaman, Paschim Bardhaman, Bankura, Purulia and Birbhum.

The Details of systems is given in Annexure 'A'.

b) Tender Modalities:-

Tender Reference	ZO/BAR/IT/PB/2022-23/052
Cost of Bidding Documents(nonrefundable)	Rs. 2000/- BY Demand Draft/Pay order only
Earnest Money Deposit	Rs.50000/- By Demand Draft/Pay order Only
Last date and time for submission of Bids	15.07.2022 up to 4.00 p.m.
Bids to be submitted at	Bank Of India, Bardhaman Zone, 446/N, Armstrong Avenue, sector-2A Bidhan Nagar , Durgapur – 713212, W.B.
Opening of Technical Bids – Date & time	to be opened on 16.07.2022 at 03.00 pm or later on
Contact details	0343-2533307/ 9614110827 / 9851550294

c) Cost of Tender @Rs.2000/- (DD/PO in favour of Bank of India, Payable at Durgapur should be submitted in the envelope of Technical bid)

d) The Bidder should submit 'Technical Bid' and 'Commercial Bid' in separate sealed envelopes clearly marked as "Technical Bid" and "Commercial Bid". The technical Bid should not contain any financial matter like cost of AMC etc. The bid has to be accompanied by an Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of a Demand Draft or Banker's Cheque in favour of Bank of India,

Classification: Internal

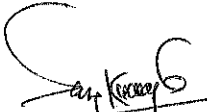


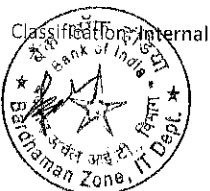
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Payable at Durgapur. Such Demand Draft or Banker's Cheque along with Annexure-E should be in separate third cover marked as '**EARNEST MONEY DEPOSIT**'.

- e) All the three sealed envelopes (Technical Bid, Commercial Bid & EMD) should be submitted in a sealed envelope marked as 'Comprehensive On-Site Maintenance Contract for Maintenance of Computer Hardware & Peripherals (**including software support**) installed at various branches/offices/departments under Bardhaman zone'. The Bid should reach to our said office as per schedule mentioned above.
- f) For operation of five district branches namely Purba Bardhaman, Paschim Bardhaman, Bankura, Purulia and Birbhum to be allocated to the vendor for AMC. Accordingly hardware details are given as per Annexure-A. In case two or more bidders are found to have quoted the same lowest evaluated price, the Bank may call for only price / commercial bids afresh from only those lowest evaluated technical bidders. The process may be repeated till a single L1 vendor is arrived at. In this regard Bank's decision is final and binding and no representations from the Bidder's side will be entertained.
- g) The total number of Hardware items are given in Annexure – A may vary 10 - 20 %(+/-). So total AMC amount as per base price of the Items may vary accordingly. But the AMC amount will be paid on the basis of actual number of hardware items which will be physically assessed by the vendor and verified by Branch official at the time of carrying out branch wise quarterly Preventive Maintenance.
- h) AMC will be awarded on basis of Total AMC cost & not on individual item.
- i) The EMD will be returned to unsuccessful bidder after the tender process is over.

The Bank reserves the right to accept or reject any or all Bids without assigning any reason thereof.

  
(Sanjive Kumar Padmakant Jha)  
Dy Zonal Manager



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## Instructions for Bidders

### Eligibility Criteria:

- a. The Vendor/s fulfilling the following terms and conditions may submit their bids.
  - i. The Vendor should have been registered with Kolkata Sales Tax Department For work Contract Tax /VAT and GST
  - ii. The bidder should have an annual turnover of Rs.15 crores and above in respect of services of computers and peripherals for the last three financial years of which Rs.1.5 crore & above must be from AMC business for the financial year 2019-20, 2020-21, and 2121-22. The proof of turn over must be attached in form of balance sheet & Profit loss a/c with CA Certificate. Vendor shall not have any Discouraging /Adverse report against their past performance.
  - iii. The vendor shall not be black listed by any organization particularly by the Public Sector Bank in past. A self-declaration letter on company's letter head is to be submitted.
  - iv. The Vendor should have proper infrastructure to provide services to branches.

### Submission of Proposals (Methodology)

The Proposal shall be submitted in sealed envelope containing all three envelopes (Technical Bid, Commercial Bid & EMD) and should be super-scribed with the name of the project "**Proposal for Comprehensive on-site Annual Maintenance Contract of Computer Hardware Peripherals (including all Software support) installed at various Branches/Offices/departments under Bardhaman Zone**"

Documents comprising the A.M.C. proposal in Envelope, should be duly signed and sealed by the authorized official of the vendor.

### Technical Bid should contain:

- a) Copies of PAN No. / GST/Service tax no and Service Tax registration certificate.
- b) The name and address of the Vendor, annual Turnover, details of past experience and the offices where they have been performing such duties along with the supporting documents/ certificates.
- c) TCC (Annexure – B), duly accepted & signed.
- d) Vendor's Profile (Form – 1), duly filled and signed
- e) Technical Proposal form duly filled and signed
- f) Bank's standard AMC agreement forms (Annexure – I), duly accepted and signed
- g) **Should not contain any commercial matter/quote**

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**Price Bid should contain:**

- a) Item wise A.M.C. cost excluding Taxes as **per (Annexure C)**  
For all the items duly completed & signed along with the **Proposal Forms (Form 2)**  
must be covered under small sealed envelope super scribed as  
**"Price Schedule and Price Proposal for AMC of H/W system"** and this envelope must be placed inside  
The main envelope of the tender as stated above.

**Opening of commercial bids**

- (i) Only those bids which are found to be technically responsive will be informed of the date / time /  
Venue of opening the price bids.
- (ii) After opening the price bids, the Bank will evaluate and compare the Price bids.
- (iii) Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the  
unit price and the total price that is obtained by multiplying the unit price and quantity, the unit  
price shall prevail and the total price shall be corrected. If the successful Bidder does not accept  
the correction of the errors, its Bid will be rejected and its bid security may be forfeited. If there is  
a discrepancy between words and figures, the amount in words will prevail.
- (iv) The Bank's evaluation of a Price Bid will take into account, in addition to the Bid price quoted, one or  
More of the following factors:
- a) Deviations in payment schedule  
b) Deviation in prices quoted;



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**Annexure – A**

**TENTATIVE QUANTITY OF THE EQUIPMENTS PROPOSED TO BE COVERED UNDER ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES / OFFICES OF BARDHAMAN ZONE:**

Sr. No.	Name of Districts.	No. of Br.	PC with HD D	Laptop	Scanner	ADF Scanner	PBP	DMP 136 Column	Cash Printer	Laser Printer / Desk jet	High speed DMP	Line Matrix printer
1	<b>Purba Bardhaman , Paschim Bardhaman , Bankura, Purulia, Birbhum</b>	64 branch + one ZO+ two SKVK + one ZCOD+ One RBC	601	4	71	65	96	24	62	152	12	8

- The quantity mentioned above is estimated and not actual quantity. Quantity may vary ( $\pm$ ) 10% - 20% ( $\pm$ ). AMC payment will be made on agreed item-wise per piece basis. Further, the number of hardware items may be increased or decreased at the time of agreement or even during the year which may be included or excluded from the list and the location of the equipment may also be changed. The rate quoted will also be applicable for the items included or excluded during the AMC period. AMC charges will be payable accordingly on quarterly basis, after completion of each quarter.
- Before entering into agreement, physical asset verification to be done by the vendor at their own cost. The vendor will prepare and submit a consolidated branch / office wise list of inventory with unique serial number duly signed and stamp by Branch / Admin Manager within FIFTEEN DAYS of the commencement of AMC contract, to arrive the AMC value, at his own cost. This consolidated list should be supported with individual branch inventory list duly approved by concerned branch head under his seal and signatures. No any mistakes / discrepancies in the Serial Numbers are accepted.

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**Terms and Conditions of Contract (TCC)**

**Annexure – B**

- a. The Contract will be on comprehensive onsite basis inclusive of repair and replacement of spare parts including all plastic parts, in case of printer, without any extra payment.
- b. **The contract will be effective for a period of one year.** The vendor will have to enter into necessary contract with the Bank. The format of Annual Maintenance Contract is as per Annexure (II).
- c. The vendor shall be responsible for any loss of damage caused to any of the machines owing to negligence on his part.
- d. The vendor should be an authorized Service Provider of reputed manufacturers and expert in providing maintenance of various computers, networking equipment's and peripherals of various brands / make.
- e. Minimum one service engineer seating at our Bardhaman Zonal Office will be assigned on all working days (Monday to Saturday) during the office hours from 9:00 AM to 7:00 PM (other than bank holidays). The engineer may also have to work on holidays and after office hours if necessary. The engineer should be equipped with mobile phone at vendor's cost for quick communication. **If the engineer is given leave by the company, a suitable replacement will have to be provided.** In addition to the engineer, we will require a call coordinator who will register, assign, track and monitor all calls for all the above locations. It will be the duty of call coordinator to ensure all calls are closed within specified time limit.
- f. The vendor is required to carry out periodic (quarterly) preventive maintenance activities on all the equipment's under AMC. This includes periodic cleaning and replacement of parts that as subject to wear and tear, without any cost to the bank including plastic parts. During this time the vendor may send helpers to clean up the computers & related peripherals such as keyboard, mouse etc.
- g. The vendor will be required to provide maintenance of operating systems, installation or re-installation of operating system, installation of application software like MS-Office, Open Office etc., installation and updating of antivirus software (Bank will provide the software), installation and configuration of peripherals like printers, scanners, passbook printers, modems etc. as required by bank from time to time. The Bank will provide all the required software. The rates quoted should cover maintenance of operating system, software installation, installation of patches, data recovery, preemptive action against virus detection/ removal, configuration of internet / e-mail, configuring applications (client/server), connectivity between computers / laptops and peripherals like printers, scanners, modems and multi-media projectors for presentation.
- h. The vendor will also provide all required support installation / re-installation / de-installation / up gradation of various Banking internal and external applications like Finacle, Java, Biometric,



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e-KYC, Signcap, Barcode software, Cersai, Star Token, CKYC, various applications for Hindi / Local Language, BOI Safe patches, Active Directory and any other new software / applications will be required time to time for Banking business. However all these software / patches will be provided by the Bank.

- i. Onsite maintenance support will also cover of the operating system installation and up gradation, utility software installation, installation of patches, data recovery, preventive action against virus detection / removal, configuration of internet / e-mail, configuring applications (client/server), connectivity between computers / laptops and peripherals like printers, scanners, modems and multi-media projectors for presentation. Vender will install / reinstall / de-install / configured patches time to time as per bank need.
- j. While shifting any hardware out of the bank's premises for repairs, the vendor will immediately have to arrange for suitable replacement of respective hardware within 24 hours maximum irrespective of the distance of the branch from the service centers / vendor's office. Bank will deduct the proportionate amount accordingly for further delay beyond 24 hours.
- k. Replacement of parts will be at the vendor's cost with original spares of the brand / make / model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient stock of spares at their office and should provide replacement parts including Motherboard, Hard Disks, DVD-Drives, Keyboard, Mouse, Power Supplies, Memory, Monitors etc. within a reasonable period and in no case more than 24 hours.
- l. Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, and other peripherals during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all the user branches / departments
- m. In case the vendor is not able to accept the contract after it is awarded to him or if he is not able to do the work after accepting the contract, he will be liable to pay damages to the Bank including the extra rate, which the Bank will have to pay to any other vendor for getting such work done. The above act of backing out would automatically debar the vendor from any further dealings with the Bank and the EMD amount would also be forfeited.
- n. The vendor should ensure compliance to all the obligations arising under the contract labour (Regulation & Abolition) Act 1970, Minimum wages Act, Workmen's Compensation Act 1923, and other labour law prevailing in the country. In the event of any liability arising on a/c of breach or noncompliance of statutory requirements by the contractor, the Bank would have the right to reimburse itself by way adjustment from 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.
- o. In case of equipment's that are not under AMC, but are under warranty / services of some other vendor, the vendor would be required to perform the initial scrutiny / diagnostics only and try to



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resolve the call / complaint by following up with the respective vendor/s by adhering to laid down call resolution procedure without violating the standard warranty clause / Service Level Agreement of the other vendor/s.

- p. Maintenance and other software loading support services, including spare parts and testing equipment, Shifting / Substituting equipment.
- q. The company shall rectify the problem within 4 days from date of service call failing which the Bank may impose penalties of Rs. 500/= per day for disruption of services if the company is not able to provide standby arrangement for continuity of Bank's service in this respect.
- r. Payment will be made in equal quarter subject to satisfactory services rendered and submission of Service reports from all branches / departments. No advance payment of AMC charges will be made in any case.
- s. DETAILS OF HARDWARE & PERIPHERALS EQUIPMENTS WHICH WILL COME UNDER MAINTENANCE CONTRACT, ARE GIVEN BELOW:
  - i. FOR COMPUTER: 1. MBD, 2. LOGIC CARD, 3. HDD, 4. RAM, 5. CD/DVD DRIVE, 6. FDD, 7. SMPS, 8. MONITOR, i.e. all parts except KBD, MOUSE and Cabinet.
  - ii. FOR PRINTER: 1. LOGIC CARD, 2. PS CARD, 3. RIBBON GEAR, 4. MENU SWITCH, 5. CARRIAGE, 6. Cables (For Head and others) 7. Encoder Strip, 8. Hammer Module i.e. all parts except Power adapter, Power cord and Consumable parts like Ribbon, Paper, Ink, Tonner including Drum unit are not covered under AMC.

**Other Terms and Conditions:**

- 1) The Contract will be on comprehensive Onsite basis inclusive of repairs and replacement of spare parts including all plastic parts, cables print heads in case of printers, CPU, Keyboard mouse etc without any extra payment
- 2) The contract will be effective for a period of one year from the date of awarding the contract 04.08.2022 to 03.08.2023. The vendor will have to enter into necessary contract with the Bank the format of Annual Maintenance Contract is as per Annexure (E).The Contract may be renewed for further period/s of specific duration/s as may be mutually agreed upon by the parties hereto.
- 3) The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on this part.
- 4) The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on this part.





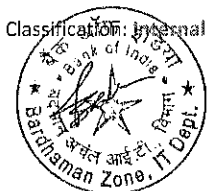
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- 5) The vendor should be an authorized service provider for reputed manufacturers
- 6) And Must have Requisite experience in providing maintenance of computers and peripherals of various brands/makes.
- 7) Total number of minimum 8 Service engineers (5 for PCs and 3 for printers ) will be required on all working days ( Monday to Saturday) during the office hours from 9.00 am to 7.00 pm on Weekdays (other than Bank Holidays). The engineers also have to work on Holidays and Sundays and after office hours if necessary in case of emergencies/exigencies. The Engineers should be equipped with Mobile Phones at vendor's cost for quick communication. If any engineer is given leave, by the company a suitable replacement will have to be provided, under prior advice to the Bank. In addition to the service Engineers we will require a call coordinator who will register, assign track and monitor all calls for all the above locations of the Bank.
- 8) Apart from above 8 Engineers the firm/company/AMC vendor has to station additional 2 (Two ) Engineer at Bardhaman zonal Office for call coordination and monitoring the engineers movement for early closure of calls It will be the duty of the call coordinator to ensure that all calls are closed within the specified within the specified time limit . **A copy of call co-ordinator's register will have to be attached to quarterly Invoice Bill.**
- 9) The service Engineers should have a minimum Qualification of having passed 12<sup>th</sup> Examination of any Board and have a certificate of having successfully completed a course in Hardware and networking from a reputed Institute.
- 10) The vendor is required to carry out periodic Preventive Maintenance activities minimum once in a quarter on ALL the equipment under AMC. This includes periodic cleaning and replacement of parts that are subject to wear and tear if necessary without any cost to the Bank including plastic parts, cables print heads keyboards mouse etc. During AMC vendor may send helpers to clean up the computers and peripherals such as CPU keyboard mouse etc to each branch and office. The service personnel will have to carry with them blower/vacuum cleaner. Vendor also mandatorily has to ensure that Anti-virus and related patches are installed and up-to-date on the machines.
- 11) In any case no call should be unattended within 24 hours for local calls and within 48 hours in case of outstation calls. The maximum time for resolving down calls will be 48 hours (two working days ) for local calls and 72 hours (three working days) for outstation calls. If the resolution is beyond above specified time limit vendor has to provide standby arrangement for the computer peripheral till the unit is repaired. Beyond the above time limit and in case standby is not permitted a penalty will be levied of Rs 200 per day, If not resolved within 48 hours & Rs 400 per day beyond 72 hours from the date of breakdown call.



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- 12) It shall be the responsibility of the vendor to make all the computers and peripherals work satisfactorily throughout the contract period and to handover the systems in working condition to the Bank after expiry of the contract. In case of any damage if found the firm is liable to rectify it even after expiry of the AMC Contract.
- 13) The vendor will be required to provide maintenance and software support for operating systems formatting installation or re-installation of operating systems installation of Application Software like MS-Office , installation & updating of Antivirus software addition of computers to active Directory, installation configuration and updating of Software like E-KYC, C-KYC, Barcode Application, Finacle Configuration, Unicode Setup, Outlook setup etc. as may be required for Bank's core Banking package Finacle to work satisfactorily installation and configuration of peripherals like printer. Scanner, modems etc. installation of device drivers, of printers, scanners, biometric devices, any other patches updates etc. required by the Bank to be updated loaded from time to time in ALL PCs under AMC and warranty. The Bank will be providing required software, CDS ETC FOR THE PURPOSE OF ABOVE.
- 14) The rates quoted should cover onsite maintenance of the operating system software, installation installation of patches, data recovery , pre-emptive action against virus detection /removal configuration of internet/e-mail configuring applications (client/server) and packages being used at branches /offices at present and in the future. Connectivity between computers/laptops/l-pads, blackberry and Peripherals like Printers, Scanners, Modems and Multi Media projectors for presentations.
- 15) While shifting any hardware out of the Bank's premises for repairs the vendor will have to arrange for suitable replacement of the respective hardware.
- 16) Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion/deletion of computer printer, scanner and other peripherals during the AMC period will be calculated on pro rata basis No advance payment of AMC Charges will be made in any case.
- 17) The payment will be released on quarterly basis subject to the vendor submitting to the office, "Satisfactory Service Reports" from all the user branches/departments. A copy of call co-ordinator's register as mentioned in 5(V) above should accompany quarterly invoice bill.
- 18) During the currency of tenure of AMC some of the hardware items may attain 'end of life' The vendor will be required to notify to the Bank list of such assets three months before discontinuation of such assets from maintenance to enable Bank procure replacement Hardware. Maintenance charges will not be payable on such discontinued hardware.



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- 19) Replacement of parts will be at the vendor's cost with original spares of the branch/make/model of the computer or reputed makes with best quality spares. AMC vendor should keep sufficient spares at our office & at their office and should provide replacement parts including Motherboard, hard Disks, DVD-Drives, Keyboard Mouse , Power supplies and Memory Monitors etc within a reasonable period and in no case more than 24 hours from call lodging .
- 20) In case the vendor is not able to accept the contract after it is awarded to him or if he is not able to do the work after accepting the contract he will be liable to pay damages to the Bank including the extra rate which the Bank will have to pay to any other vendor for getting such work done. EMD of such bidder will be forfeited.
- 21) The above act of backing out would automatically debar the vendor from any further dealings with the Bank and the EMD amount would also be forfeited.
- 22) A Bank Guarantee amounting to 10 % of AMC Value shall be submitted to the Bank once the contract is awarded. The Earnest Money deposit would also be refunded after submission of the guarantee.
- 23) In case of equipment's that are not under AMC but are under warranty /services of some other vendor the vendor would be required to perform the initial scrutiny diagnostics only and try to resolve the call/ complaint by following up with the respective vendor/s by adhering to laid down call resolution procedure without violating the standard warranty clause/Service Level agreement of the other vendor/s
- 24) In case of the call/complaint is not resolved the vendor will have to log a complaint with the supplier/service provider and monitor the call till its resolution. The vendor will be required to provide the Bank with Helpdesk/call resolution statistics on a monthly basis. The details provided should include.
- Calls lodged on a daily basis with time & allotted call/complaint number/Equipment make/model/Sr No and Nature of Complaint
  - Date of assignment of Call and Engineers Name Contact No
  - Statistic on the response time/resolution time/date of closure of the call
  - Monitoring/follow up with the supplied service provider in case of equipment under warranty.
- 25) The vendor would be responsible to manage/maintain the Asset Inventory based on the Equipment Unique Serial No and Asset Code hardware S No given by branch (if any) including the Hardware movement information from one location to another. The vendor will be required to check and monitor the progress of next delivery and installation.



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- 26) The vendor would be required to maintain and submit to our office on quarterly basis location wise inventory list, duly updated with details of new installation, if any and incorporating the hardware movement during the period under reference.
- 27) The vendor would also be required to install Bank's licensed version of Antivirus and other authorized software/ device drivers etc. The vendor should also regularly update the antivirus software on all the PCs and perform regular scans and remove the virus in case detected.
- 28) Payment of AMC will be released on quarterly basis only after completion of the quarter and after submission of Call reports of ALL the Branches duly signed by the branch head with Branch seal with due deductions of penalty if any for the delayed service.
- 29) Bank reserves the right to change the qualifying criteria at their discretion and to accept or reject any or all tender without assigning any reason thereof.

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**VENDOR PROFILE**

**FORM-1**

**To,**  
**The Zonal Manager,**  
**Bank of India, Bardhaman Zone,**  
**446/N, Armstrong Avenue**  
**Sector-2A, Bidhan Nagar, Durgapur - 713212**

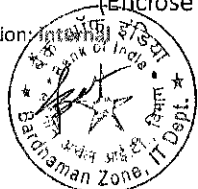
1. NAME OF THE ORGANISATION/FIRM
2. ADDRESS
3. YEAR OF ESTABLISHMENT
4. STATUS OF THE FIRM  
(Whether company/firm/proprietor)
5. NAME OF DIRECTOR/PARTNER/PROPRIETER
  - 1.
  - 2.
  - 3.
6. Whether registered with Register of Companies / Register of Firms. If so, mention number and date.
7. Name and Address of Bankers:
8. Whether registered for Sale Tax purpose. If so, mention number and date  
Furnish also copies of sales tax clearance certificate.
9. Whether an assessee of Income Tax. If so, mention permanent account number.  
Furnish copies of Income Tax clearance certificate.
10. If you are registered / empanelled / approved any other organization /Deptt. Bank etc. Furnish their names, category and date of registration/empaneled.
11. Whether ISO Certified? (Furnish copies of documentary evidence)
12. Detailed description and value of works done (H/W AMC) incl. for banks in the past

Rs. Lacs

Name of Institution	Type of Work Done	When done	Value of work done

(Enclose certificates / proofs in support of your claim)

Classification:



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13. Furnish the names of the responsible persons who will be in "In position to certify about the quality as well as past performance of your organization".

14. No. of employee, if any

Name	Designation	Qualification	Experience	Year with the Firm	Any other

15. Name of Branch/Representative office in Kolkata.

CITY/DISTRICT	ADDRESS	NAME OF RESPONSIBLE PERSON	Qualification of Responsible Person

16. Whether willing to take AMC work

PLACE:  
DATE:

SIGNATURE OF PROPRIETOR/  
PARTNER/DIRECTOR WITH SEAL

Classification: Intox



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### ANNEXURE C

**APPROXIMATE QUANTITY OF ITEMWISE EQUIPMENTS AND BASE PRICE PROPOSED TO BE COVERED UNDER ANNUAL MAINTENANCE CONTRACT AT VARIOUS BRANCHES / OFFICES AND DEPARTMENTS UNDER PURBA BARDHAMAN, PASCHIM BARDHAMAN, BANKURA, PURULIA & BIRBHUM DISTRICTS.**

#### PRICE (AMC RATE) SCHEDULE

Sr. no.	Items	Estimated Quantity	Base Price per unit	AMC rate per unit (excluding Taxes)	Total AMC cost
1	PC with Hard Disk	601	32000		
2	Scanner	71	15000		
3	Pass book Printer	96	19000		
4	Dot Matrix printer(136 clmn)	24	22000		
5	Cash Receipt Printer	62	8000		
6	Laser Jet / Desk Jet Printer	152	7500		
7	Line Matrix printer	8	170000		
8	High Speed printer	12	40000		
9	ADF Scanner	65	16500		
10	Laptop	4	36000		

- The quantity mentioned above is estimated and not actual quantity. It may vary 10-20%(+/-) .
- The Base Price per unit per item mentioned above is approximate average Base price per unit

Signature of Bidder : -

Name : -

Classification: Internal



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support For the Branches/Offices under Bardhaman Zone – 2022-2023

**FORM 2**

**Proposal Form (Price Proposal)**

**(To be kept in the Price Proposal Envelope)**

**Total AMC Value for Purba Bardhaman, Paschim Bardhaman, Bankura, Purulia & Birbhum district branches/offices.**

Date: .....

To:  
The Zonal Manager,  
Bank of India,  
Bardhaman Zone,  
446/N, Armstrong Avenue  
Sector-2A, Bidhan Nagar, Durgapur  
Pin No. 713212, W.B.

Sir,

Request for Proposal for Comprehensive on-site Maintenance Contract for maintenance of Computer Hardware Peripherals including O/S and all applications support installed at various Branches/Departments/Offices under Bardhaman Zone for Purba Bardhaman, Paschim Bardhaman, Bankura, Purulia & Birbhum district branches.

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer for the captioned subject, in conformity with the said Proposal documents for the sum of Rs..... excluding tax. (Total Proposal amount in words and figures \_\_\_\_\_) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We undertake, if our proposal is accepted, to execute the Annual maintenance Contract in accordance with the Terms & Conditions specified in the Bid Document. We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the Bank.

Until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this ..... day of ..... 20 .....

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(In the capacity of)

Duly authorized to sign Proposal for and on behalf of \_\_\_\_\_

Classification: Internal





Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support For the Branches/Offices under Bardhaman Zone – 2022-2023

ANNEXURE-D

**NON-DISCLOSURE AGREEMENT**

WHEREAS, We, \_\_\_\_\_, having registered office at \_\_\_\_\_, hereafter referred as the COMPANY, are agreeable to offering the Annual Maintenance Contract to Bank of India, having its registered office at Bardhaman Zonal Office, Information Technology Department, 446/N, Armstrong Avenue, Sector-2A, Bidhan Nagar, Durgapur- 713212, W.B., hereafter referred as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the Bank's Comprehensive on-site Maintenance Contract of Computer Hardware Peripherals and including all applications support solution shared by the BANK in their Request for Proposal is confidential and /or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer of the Annual Maintenance Contract of Computer Hardware Peripherals and including all applications support solution and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank's properties and /or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information.

The COMPANY will not publish or disclose to others, nor, use any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written authorization to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said Annual Maintenance Contract, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The COMPANY shall not, without the BANK's written consent, disclose the content of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other that employed/engaged in the COMPANY for the purpose of submitting the offer to the BANK and /or for performance of the Contract in the aftermath. Disclosure to any employed / engaged person(s) shall be made in confidence and shall extent only so far as necessary for the purpose of such performance.

Authorized Signatory

Place:

Name:

Date:

Designation: Office Seal:

Classification:



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support  
For the Branches/Offices under Bardhaman Zone – 2022-2023

ANNEXURE-E

**EARNEST MONEY DEPOSIT**  
**(To be kept in the EMD Envelope)**

To:  
The Zonal Manager,  
Bank of India,  
Bardhaman Zone,  
446/N, Armstrong Avenue,  
Sector-2A, Bidhan Nagar, Durgapur,  
Pin No.71321, W.B.

Sir,

Enclosed please find Bank Draft/Pay Order for Rs. 50, 000.00 (Rupees Fifty Thousand only)  
Towards Earnest Money Deposit for participation in tendering process towards Maintenance of Computer  
Hardware & Peripherals.

DD/PAY ORDER NO.....  
DATE OF DD/P.O .....  
ISSUER BANK NAME.....  
AMOUNT RS.....  
FAVOURING .....

Authorized Signatory

Name:

Office Seal:

Date:

Classification: Internal



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support For the Branches/Offices under Bardhaman Zone – 2022-2023

Annexure I

**BANK OF INDIA**  
(Agreement with Hardware Vendor for AMC)

Agreement for Comprehensive on-site Maintenance Contract for Computer Hardware Peripherals including O/S & all application software installed at various Branches / Departments / Offices under Bardhaman Zone

This agreement is made on the \_\_\_\_\_ day of \_\_\_\_\_ 2022 between BANK OF INDIA a body corporate constituted under the Baking Companies ( Transfer undertaking) Act 1970 (Hereafter called "BANK") which expression / shall include its successors and assigns and

VENDOR M/s \_\_\_\_\_

Incorporated under the Companies Act, 1956 and having its Registered Office at \_\_\_\_\_ (Herein after called the "The COMPANY") has agreed to provide and Bank has agreed to accept from the company repair and maintenance service for computer / electronic equipment (hereafter called EQUIPMENT) listed in Annexure – A here to as amended from time to time, subject to the Bank paying charges to the Company on the following terms and conditions:

In consideration of the premises it is agreed between the parties as follows:

**1. COMMENCEMENTS AND TERMS:**

- 1.1 This agreement is effective and valid for the period from \_\_\_\_\_ to \_\_\_\_\_ it shall however, renewable for further period/s of specific duration/s as may be mutually agreed upon by the parties hereto.
- 1.2 Upon termination as provided under clause 1.1 hereinafter or expiration of this agreement each party shall forthwith return to the other all papers, materials and other properties of the other held by each for the purpose of execution of this agreement.

In addition each party will assist the other party in the orderly termination of this agreement of this agreement on the transfer of all aspects hereof, tangible and intangible, as may be necessary for orderly, non-disrupted business continuation of each party.

- 1.3 Individual items of equipment, the repair and maintenance service charge of such EQUIPMENT, may be added to or withdraw from Annexure A of this Agreement by mutual written consent from both parties; PROVIDED ALWAYS that such consent is not unreasonably withheld. In the event of individual items are added to Annexure A, it may involve additional maintenance charges. In the event of individual items of EQUIPMENT are withdrawn from Annexure A, as description herein, then any monies paid on such EQUIPMENT shall be held to the credit of Bank's account.

**2. CHARGES:**



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support  
For the Branches/Offices under Bardhaman Zone – 2022-2023

- 2.1 The charges payable by the Bank to THE COMPANY for the repair and maintenance services described herein, are indicated in Annexure A attached; and unless provided for elsewhere herein, no addition charges shall be claimed by THE COMPANY.
- 2.2 THE COMPANY shall submit to BANK their invoice/s for payments due in accordance with this AGREEMENT. The terms of such invoice/s are that they shall be payable on submission on Bank Guarantee in lieu of Advance payment or after completion of the AMC period.
- 2.3 The AMC charges will be released on quarterly basis, subject to vendor submitting to our office, 'Satisfactory Service Reports' from all the user branches / departments and no advance payment will be made by the Bank.
- 2.4 The Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract, and no extra payment for that will be provided.
- 2.5 All the prices, terms, warranties and benefits granted by THE COMPANY herein are comparable to or better than equivalent terms being offered by THE COMPANY to any of its present customer. If THE COMPANY shall, during the terms of this Agreement, enter into arrangements with any of its customers providing greater benefits or more favorable terms, this Agreement shall thereupon be deemed amended to provide the same to Bank as if such terms were incorporated herein and are applicable hereto.

**3. REPAIR AND MAINTENANCE:**

- 3.1 During terms of this Agreement THE COMPANY agrees to maintain the EQUIPMENT in perfect working order and condition for this purpose will provide the following repairs and maintenance service. All the hardware and peripherals maintained by the vendors must be compatible with Finacle (Core banking Solution) software operational at all the branches of Bank of India (our Bank).

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THE COMPANY shall rectify any defects, faults and failures in the EQUIPMENT and shall repair and replace worn out defective parts of the EQUIPMENT during Bank's

- a. Minimum one service engineer seating at our Barhaman Zonal Office will be assigned on all working days (Monday to Saturday) during the office hours from 9.00 AM to 7.00 PM (other than bank holidays). The engineer may also have to work on holidays and after office hours, if necessary. The engineer should be equipped with mobile phone at vendor's cost for quick communication. If the engineer is given leave by the company, a suitable replacement will have to be provided. In addition to the engineer, we will require a call coordinator who will register, assign, track and monitor all calls for all the above locations. It will be the duty of call coordinator to ensure all calls are closed within specified time limit.

DETAILS OF HARDWARE & PERIPHERALS EQUIPMENTS WHICH WILL COME UNDER MAINTENANCE CONTRACT, ARE GIVEN BELOW:

FOR COMPUTER: 1. MBD, 2. LOGIC CARD, 3. HDD, 4. RAM, 5. CD/DVD DRIVE, 6. FDD, 7. SMPS, 8. MONITOR, i.e. all parts except KBD, MOUSE and Cabinet.

FOR PRINTER: 1. LOGIC CARD, 2. PS CARD, 3. RIBBON GEAR, 4. MENU SWITCH, 5. CARRIAGE, 6. Cables (For Head and others) 7. Encoder Strip



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support  
For the Branches/Offices under Bardhaman Zone – 2022-2023

- b. THE COMPANY agrees that special arrangements may be made by the Bank to have such maintenance service provided outside the hours specified in 3.1 (a) above; in such even Bank shall pay to THE COMPANY an additional charge calculated on the basis of the hourly rate for providing maintenance service to equipment similar to the covered by the Agreement, subject to such hourly rate being comparable or lesser than the rates on the equivalent terms offered by THE COMPANY to any of its customer at the marital time.
- c. THE COMPANY shall provide repair and maintenance service, in response to oral, including telephone notice by the Bank, within 24 hrs (not including intervening Sundays and bank holidays) after such intimation during the hours set forth clause 3.1 (a) and (b) above.
- d. The company shall ensure that faults and failures intimated by the Bank as above are set right within 16 business hours of being informed of the same.
- e. The company shall ensure that the full configuration of the Equipment is available to Bank I proper working condition for 98% of the time of every month.
- f. The company shall rectify the problem within 4 days from date of service call failing which the Bank may impose penalties of Rs. 500/= per day for disruption of services if the company is not able to provide standby arrangement for continuity of Bank's service in this respect.
- g. Preventive Maintenance: THE COMPANY shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, and necessary repairing of EQUIPMENT) once within the first 15 days of the commencement of the maintenance period and once within the first fifteen days of every subsequent quarter during the currency of this Agreement on a day and at a time to be mutually agreed upon. Notwithstanding the foregoing, THE COMPANY recognizes Bank's operational needs and agrees that Bank shall have the right to require THE COMPANY to adjourn preventive maintenance from any scheduled time to a date and time not later than fifteen working days thereafter.
- h. All engineering changes generally adopted hereafter by THE COMPANY for equipment similar to that covered by this AGREEMANT, shall be made to the EQUIPMENT at no cost to the Bank.
- i. All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.
- j. THE COMPANY shall maintain at Bank's site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with the description of the malfunction or as regularly scheduled preventive maintenance. Bank shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT, the date and time of their occurrence and the date and time of their communication to the COMPANY.
- k. The vendor will be required to provide maintenance of operating systems, installation or re-installation of operating system, installation of application software like MS-Office, Open Office etc., installation and updating of antivirus software (Bank will provide the software), installation and configuration of peripherals like printers, scanners, passbook printers, modems etc. as required by bank from time to time. The Bank will provide all the required software. The rates quoted should cover maintenance of operating system, software installation, installation of patches, data recovery, preemptive action against virus detection/ removal, configuration of



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support For the Branches/Offices under Bardhaman Zone – 2022-2023

internet / e-mail, configuring applications (client/server), connectivity between computers / laptops and peripherals like printers, scanners, modems and multi-media projectors for presentation.

l. The vendor will also provide all required support installation / re-installation / de-installation / up gradation of various Banking internal and external applications like Finacle, Java, Biometric, e-KYC, Signcap, Barcode software, Cersai, Star Token, various applications for Hindi / Local Language, BOI Safe patches, Active Directory and any other new software / applications will be required time to time for Banking business. However all these software / patches will be provided by the Bank.

m. Onsite maintenance support will also cover of the operating system installation and up gradation, utility software installation, installation of patches, data recovery, preventive action against virus detection / removal, configuration of internet / e-mail, configuring applications (client/server), connectivity between computers / laptops and peripherals like printers, scanners, modems and multi-media projectors for presentation. Vender will install / reinstall / de-install / configured patches time to time as per bank need.

n. While shifting any hardware out of the bank's premises for repairs, the vendor will immediately have to arrange for suitable replacement of respective hardware within 24 hours maximum irrespective of the distance of the branch from the service centers / vendor's office. Bank will deduct the proportionate amount accordingly for further delay beyond 24 hours.

o. The vendor should ensure compliance to all the obligations arising under the contract labour (Regulation & Abolition) Act 1970, Minimum wages Act, Workmen's Compensation Act 1923, and other labour law prevailing in the country. In the event of any liability arising on a/c of breach or noncompliance of statutory requirements by the contractor, the Bank would have the right to reimburse itself by way adjustment from 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.

p. Maintenance and other software loading support services, including spare parts and testing equipment, Shifting / Substituting equipment.

- 3.2 Any worn or defective parts withdrawn from the EQUIPMENT and replaced by the company shall become the property of THE COMPANY; and the parts replacing the withdrawn parts shall become the property of Bank.
- 3.3 The Company's maintenance personnel shall, subject to clause 7 herein, be given access to the EQUIPMENT when necessary, for the purpose of performing the repair and maintenance services indicated in this Agreement.
- 3.4 THE EQUIPMENT shall not be shifted to an alternate site and installed thereat during the currency of this Agreement without prior written notice of the COMPANY. However if the Bank desires to shift the EQUIPMENT to a new site and install it thereat, THE COMPANY shall be informed the same immediately. Bank shall bear the charge of such shifting and reinstallation and THE COMPANY will provide necessary assistance to Bank in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE COMPANY and the Bank provided that the two parties agree to amend charges for maintenance service after such an event.
- 3.5 Bank shall arrange to maintain appropriate environment conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for equipment's similar to that covered by this Agreement.



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support  
For the Branches/Offices under Bardhaman Zone – 2022-2023

- 3.6 No term or provision thereof shall be deemed waived and no breach excused, unless such waiver or consent shall be written or signed by any party to, or waiver of a breach by the other, whether expressed or implied, shall not constitute a consent of waiver of, or excuse for any other, different or subsequent branch. If any month, THE COMPANY does not fulfill the provisions of clause 3.1 (c, d & f) only the proportionate maintenance charges for that month will not be considered.
- 3.7 Payable by Bank without prejudice to the right of the Bank to terminate. In such THE COMPANY will credit the proportionate maintenance charges for the month to Bank against future payments if due or refund the amount forthwith to Bank or demand by Bank.

**4. FORCE MAJEURE:**

Neither party shall be liable for delay in performing obligations or for failing to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure, act of God, or any governmental Act, fire, earthquake, explosion, accident, industrial dispute, civil commotion or anything beyond the control of either party. The parties shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall, in so far as may be practicable under the circumstances, complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned events shall preclude THE COMPANY from meeting any or all the obligations hereunder, for a period of more than three months, from the date of occurrence of such act, it shall be open to either party rescind this contract by giving one month notice.

**5. SUBCONTRACTING:**

THE COMPANY will not subcontract or permit anyone other than THE COMPANY personnel to perform of the work, services or other performance required by THE COMPANY for this Agreement without the prior written consent to the Bank.

**6. EQUIPMENT ATTACHMENTS:**

Bank shall right to make changes and attachments to the EQUIPMENT, provided such changes or attachments do not prevent proper maintenance from being performed or unreasonably increase THE COMPANY cost of repair and maintenance service.

**7. SECURITY:**

THE COMPANY agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at bank's premises and externally for materials belonging to Bank.

**8. CONFIDENTIALITY:**

THE COMPANY acknowledges that all materials and information which has or will come into in possession or knowledge in connection with this Agreement of the performance hereof, consisting of confidential and proprietary data or not whose disclosure to or use by third party will be damaging or cause loss to Bank will all times to be held by it in strictest confidence and it shall not make use thereof other than for the performance of this Agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. THE COMPANY agrees to take appropriate action with respect to its employee to ensure that the obligations of non-use or non-disclosure of confidential information under this Agreement can be fully satisfied.



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support For the Branches/Offices under Bardhaman Zone – 2022-2023

**9. LIABILITIES AND INDEMNITIES:**

THE COMPANY represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. THE COMPANY agrees that it will, and hereby does indemnify the Bank from any claim or demand, action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

**10. BUSINESS TERMINATION:**

In the event that the COMPANY shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of creditors, suffer or permit the appointment of receiver for its business or assets or shall avail itself of, or become subject to, any proceeding under any act of statute of any country or state relating to insolvency or the protection of rights of creditors, then (at the option of Bank notwithstanding clause 1.1 of the Agreement) this agreement shall terminate and be of no future force and effect and any property or rights or such other party, tangible or intangible shall forthwith be returned to it.

**11. TERMINATION OF THIS AGREEMENT:**

This Agreement may be terminated by either party in any of the following circumstances:

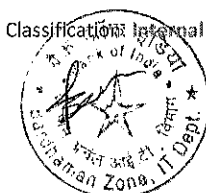
- a) Under the provision clause 1.1 of this Agreement, unless renewed by mutual consent of the parties hereto.
- b) If Bank do not make payments due to THE COMPANY under this agreement in terms and clause 2.1 and 2.2 above.
- c) Under the provision of clause 2.4 of this Agreement.
- d) If Bank does not maintain appropriate environmental conditions as indicated in clause 3.5 in this Agreement.
- e) Under the provision of clause 4.1 and / or 10 of this Agreement.
- f) By giving one month's notice of such termination to the other party by either of the parties to this Agreement.
- g) By giving one month termination notice to other party by the Bank in case of unsatisfactory service.

**12. ARBITRATION:**

All disputes and differences of any kind whatever arising out of or in connection with this Agreement shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement the Bank shall appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration to be governed by the provision of the Indian Arbitration Act.

**13. GENERAL:**

- 13.1 Marginal notes and headings are for guidance only and are not intended to be read or construed as part of this Agreement.





Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support For the Branches/Offices under Bardhaman Zone – 2022-2023

- 13.2 No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.
- 13.3 Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement, and the person signing this Agreement on behalf of each has been properly authorized and empowered to enter into this Agreement. Each party further acknowledges that it has read this Agreement, understands it and agrees to be bound by it.
- 13.4 Words importing the singular include the plural and vice-versa.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

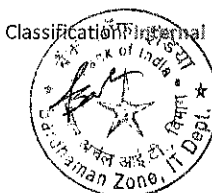
Seal of the Company affixed in the  
Presence of Shri .....

Director Shri.....

(Director) of the Company (in accordance  
With the Articles of Association of the Company)

Bank by its representative

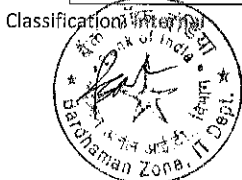
(Authorized signatory)



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support  
For the Branches/Offices under Bardhaman Zone – 2022-2023

Annexure-I

Purba Bardhaman, Paschim Bardhaman, Bankura, Purulia & Birbhum Districts branches & offices		
Sr. No.	Branch Name	Location
1	Bhatar	Purba Bardhaman
2	Bulchandrapur	Purba Bardhaman
3	Bamchandaipur	Purba Bardhaman
4	Barapalson	Purba Bardhaman
5	Burdwan	Purba Bardhaman
6	ZCOD	Purba Bardhaman
7	Burdwan SKVK	Purba Bardhaman
8	Charkhi	Purba Bardhaman
9	Dhatrigram	Purba Bardhaman
10	Gramkulti	Purba Bardhaman
11	Guskara	Purba Bardhaman
12	Jaugram	Purba Bardhaman
13	Jhapandanga	Purba Bardhaman
14	Kalara	Purba Bardhaman
15	Kalna	Purba Bardhaman
16	Katwa	Purba Bardhaman
17	Kulgoria	Purba Bardhaman
18	Nandai	Purba Bardhaman
19	Nawabhat	Purba Bardhaman
20	Nepakuli	Purba Bardhaman
21	Palsit	Purba Bardhaman
22	Puchra	Purba Bardhaman
23	Rayan	Purba Bardhaman
24	Sahapur	Purba Bardhaman
25	Sanktia	Purba Bardhaman
26	Satgachia	Purba Bardhaman
27	Shyamsundar	Purba Bardhaman
28	Vivekananda College More	Purba bardhaman
29	Andal	Paschim Bardhaman
30	Apcar Garden	Paschim Bardhaman
31	Asansol	Paschim Bardhaman
32	Bardhaman ZO	Paschim Bardhaman
33	Burnpur	Paschim Bardhaman
34	RBC	Paschim Bardhaman
35	Chittaranjan	Paschim Bardhaman
36	Domohani	Paschim Bardhaman
37	Durgapur	Paschim Bardhaman
38	Gopalmath	Paschim Bardhaman
39	Jamuria	Paschim Bardhaman
40	Kenda	Paschim Bardhaman
41	Mithani	Paschim Bardhaman
42	Muchipara	Paschim Bardhaman
43	Neamatpur	Paschim Bardhaman
44	Rajbandh	Paschim Bardhaman
45	Raniganj	Paschim Bardhaman



Request for proposal for comprehensive on-site AMC for maintenance of Hardware & peripherals and software support  
For the Branches/Offices under Bardhaman Zone – 2022-2023

46	Satgram	Paschim Bardhaman
47	Ukhra	Paschim Bardhaman
48	Balsi	Bankura
49	Bankura	Bankura
50	Bankura Currency Chest	Bankura
51	Bankura Extension Counter	Bankura
52	Beliara	Bankura
53	Bishnupur	Bankura
54	Kalyani(Bankura)	Bankura
55	Katjuridanga	Bankura
56	Bankura SKVK	Bankura
57	Khatra	Bankura
58	Khosbag	Bankura
59	Mejia	Bankura
60	Panchal	Bankura
61	Ratanpur	Bankura
62	Jhalda	Purulia
63	Manbazar	Purulia
64	Purulia	Purulia
65	Raghunathpur	Purulia
66	Ramkanali	Purulia
67	Bolpur	Birbhum
68	Mallarpur	Birbhum
69	Rampurhat	Birbhum
70	Sainthia	Birbhum
71	Suri	Birbhum

(Note: Number of branches can be added to any clusters, during the AMC period, AMC vendor should also provide the support to that branch also without any extra cost)

