



Chaitanya Godavari Grameena Bank

(A Government Undertaking
Sponsored by Union Bank of India)
Head office, Guntur

Reference No:099/51/RFP/2024-25/07, Date: 18.09.2024

REQUEST FOR PROPOSAL (RFP) FOR

Empanelment of Vendors and award of work for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software & peripherals (Part 1)

And

Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of Printers (Part 2)

At branches/offices of Chaitanya Godavari Grameena Bank

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Document Owner

: General Manager

BID DETAILS

Sr. No.	Subject	Date/time
1.	RFP Ref. Number & Date	No.099/51/RFP/2024-25/07 Dt.18.09.2024
2.	Last Date for receipt of queries for pre-bid meeting	26.09.2024
3.	Pre-bid meeting date virtually	27.09.2024 at 11.00 A.M
4.	Last date for receipt of Bid Documents	11.10.2024 at 11.00 A.M
5.	Date & Time of Opening of Technical Bids* Commercial Bids* (Tentative)	11.10.2024 at 11.30 A.M 11.10.2024 at 04.00 P.M
6.	Address for submission of Bid, prebid meeting & Place of Opening of Bids	1. Sri P Maruthi Ram General Manager Chaitanya Godavari Grameena Bank Head office, 4 th Floor, Raghu Mansion 4/1 Brodipet, Guntur - 522 002 Phone No: 0863- 2261125 2. Sri S Vamsi Senior Manager & HOD-IT Chaitanya Godavari Grameena Bank Head office, 4 th Floor, Raghu Mansion 4/1, Brodipet, Guntur - 522 002 Phone No: 93904 78378 Fax Number: 0863 - 2261123
7.	Website address	www.cggb.in
8.	E-mail address	ditsm@cggb.co.in gm-ho@cggb.co.in it@cggb.co.in
9.	R F P Fee	Rs.5,000/-

*In the presence of the authorized representative of the bidders (authorization letter from Company to be submitted) Technical bids will be opened. Only one representative will be allowed to represent the Company.

DEPARTMENT OF INFORMATION TECHNOLOGY
Chaitanya Godavari Grameena Bank
IV Floor, Raghu Mansion, 4/1 Brodipet, Guntur - 522 002
Phone No: 0863 2254197, 93904 78378

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1.Introduction:

Chaitanya Godavari Grameena Bank (CGGB) was formed by the amalgamation of two Regional Rural Banks namely 'Chaitanya Grameena Bank' and 'Godavari Grameena Bank' with effect from March 1,2006. Bank was formed as per RRB act 1976.

Bank is sponsored by Union Bank of India.

Profile of Chaitanya Godavari Grameena Bank (CGGB).

The shareholding pattern of the bank

Government of India	50%
Union Bank of India	35%
Government of Andhra Pradesh	15%

Chaitanya Godavari Grameena Bank is herein after called "Bank" which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns herein after called "Chaitanya Godavari Grameena Bank" or "Bank" or "bank", issues this Request for proposal, hereinafter called "RFP".

2. Broad Scope of Work:

Chaitanya Godavari Grameena Bank invites sealed Tenders for Empanelment of Vendors and award of work for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software, peripherals and printers from companies with proven track record of AMC and FMS for Computer Hardware, Software, Peripherals and printers.

The bank has heterogeneous (make/model) set of computers with windows operating systems and printers. These computers and printers (Ink tank/Ink Jet, Dot Matrix, Cash Receipt Printers) should be covered with a comprehensive AMC/FMS for assets under which preventive maintenance, corrective maintenance, replacement of parts, and shifting of IT assets, installation/reinstallation of software (as required by bank), troubleshooting hardware/software etc. will have to be carried out.

The selected bidder shall ensure that malfunctioning of hardware, accessories, operating systems, system/application softwares (if any) is rectified within two days of lodging the compliant. If any issue is marked as priority by IT Department, it has to be attended on the same day.

The systems covered under warranty which are not under the Comprehensive AMC, the service engineers shall escalate the service call to the concerned vendor/OEM and take up necessary follow up activities for the same for issue rectification and repair & replacement of any parts or components of the equipment and maintain complete records of such activities under information to DIT, CGGB.

A record shall be maintained for all equipment covered under AMC/FMS. The vendor shall record therein each incident of equipment malfunction, date of commencement

of downtime and successful completion of the repair, nature of repair performed on the equipment. Details of preventive maintenance activity and call logged under warranty systems also to be recorded.

Maintenance:

The vendor should provide for at least one **Half-Yearly Maintenance Schedule of internal cleaning of all Computer systems with brush and/or vacuum cleaning.** The scope of preventive maintenance will also cover aspects related/specific to hardware like health check of HDDs, Controllers, power supplies (SMPS), updation of drivers and OS and Security patches, Antivirus software, etc. The time for such schedules will have to be specified in advance in consultation with the IT 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.

The corrective maintenance - identification of problem and its rectification which may include installing/ reinstalling of operating system, setup/configuring of printer, reinstalling/installing of application software either developed in-house or developed by the 3rd party, printer drivers, anti- virus agent, Smart Card Reader drivers, sending risk logs/ scan logs, operating / maintaining VC Systems, Review of IT Assets, operating / maintaining display screens etc.

The vendor shall replace any worn out or defective part/component of all the IT assets under Comprehensive AMC, at no extra cost to the Bank. For printers, where parts are unserviceable and parts such as plastic parts, printer knobs, paper feed, printer interface cord, power cord, Fusion Units, Teflon, Paper tray, Rollers, Printer head (for a single instance) etc., need replacement, the company shall replace such parts at no extra cost to the Bank. If the vendor is not able to maintain any equipment due to non-availability of components/parts, the vendor shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational.

Shifting of equipment:

Shifting of equipment means moving the equipment from one place to the other place for carrying out the repair work, installation and reinstallation etc. This can be either of the following categories

- **Within Bank Premises:** The vendor should arrange for shifting of Computer Hardware within the office, whenever required, or within the Departments/Buildings in the Bank's premises as per the requirement and direction of IT Cell Officials.
- **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 for repairs/replacement etc.
- **From one Premises of the Bank to other location:** The vendor should provide necessary support for shifting and setting up the IT Hardware /Peripherals in any of the Premises i.e., branches/ROs/HO or any other location of Bank's

Interest/activity within the jurisdiction of this Office. In such cases, transport arrangements will be made by the Bank.

Other Terms and Conditions:

The vendors should have the capabilities to handle maintenance for all brands and types of computer hardware and peripherals. The vendor must submit a list of such qualified engineers available with them, who can install/ re-install or work Windows desktop operating systems all versions including Windows 8 and above, etc. platforms. The details of the certified engineers should be provided in the format as given in Annexure - II with the technical bid. The vendor should be able to repair hardware etc. immediately after receiving call, failing which they will have to provide alternate arrangement to ensure business continuity of the Bank.

The vendor shall arrange One qualified resident engineer (REs) in the Bank's premises. The RE must have a minimum of Two years' post qualification work experience in reputed IT companies/Govt. Bodies/PSUs/FIs etc. as Resident Engineer.

The details of two resident engineers i.e. RE-1 and RE-2 should be provided in Annexure - II. The RE-1 should be available at the Bank premises as and when required by Bank and the RE-2 is substitute to RE-1 in case of his/her absence due to an inevitable situation. The qualifications, eligibility criteria and other terms and conditions for RE-2 is same as RE-1.

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.

The vendor is required to provide support for the systems which are under AMC/ warranty. The scope of support includes receiving and attending the user calls and identifying the problem and resolving them. Problems with the hardware or OEM installed OS are to be logged with the concerned vendor. The onus will lie on the vendor to ensure that the calls are timely closed.

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.

The Vendor shall, upon direction of IT Cell officials, configure/install various application software and any other application to make configuration changes in the equipment covered under AMC, free of cost.

The vendor should ensure at least 99% uptime for PCs and 99% uptime for printers and peripherals.

The working hours on weekdays and on working Saturdays will be from 10.00 AM to 7.00 PM. The resident engineers shall report to the Information Technology Cell on all working days during office hours. However, Bank may require the services of the REs

before or beyond working hours and on non-working days at no extra cost to the Bank. The Resident Engineers shall be provided with mobile phones with connection by the vendor for which the cost shall be borne by the vendor. All travelling expenses of engineers will be borne by the vendor including the visits to the Branches/ROs/HO.

The vendor should maintain a Call Register and use online call logging Management system to track the calls and resolve the complaints. This will include resolution of complaints for the IT systems under the AMC as well raising the complaints with the OEM and coordinate till closing the calls for the IT systems under FMS. The onus will lie on the vendor to ensure that the calls are timely closed. The vendor shall extend necessary assistance in maintaining the inventory, shifting, installation and reinstallation of all the equipment. The resident engineers have to maintain the following records :

- a) Call Register- details of complaints i.e. nature of complaint, resolution time, status of completion, downtime, etc.
- b) Inventory register - details (User name, Department name, Cost, Make & Model etc.,) of all hardware and software at the bank under maintenance and under manufacturers' warranty.

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 and also ensure that the data residing on the HDDs are not leaked. **The defective HDDs requiring replacement will not be handed over to the vendor or will be handed over only after crushing/damaging them.**

The vendor shall not sub-contract the 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.

The Bank will release quarterly payments towards the maintenance charges after the expiry of each quarter and after getting preventive maintenance certificates (Half-Yearly) duly signed by the Head of the Departments/ Section in-charges of various departments of the Bank for the quarter for which bill is submitted.

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

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 and the Vendor cannot claim any damages/compensation and the Vendor is responsible for any loss.

3. Bidders' Eligibility Criteria:

1. The bidder should be a Public or Private Limited Company/Partnership firm/ Sole proprietary concern in existence for a minimum period of **three years**.
2. Vendor should be in the business of maintenance of Computer Hardware, Software, Printers and other associated Peripherals at least for the last 3 years.
3. The company should have **OEM (Original Equipment Manufacturer)** certification or **Authorization** or **Service provider certificate**.
4. The vendor should have provided AMC of PCs/Laptops/Printers etc. to at least one Financial Institution/Banks/Government sector/ PSUs recently during any of the last 3 years.
5. The Annual Sales Turnover shall not be less than **Rs.50 Lakhs** for the last 3 years.
6. The vendor should have a full-fledged Service Center at Guntur/Vijayawada with adequate technical staff and equipment for repair work. The Bank reserves the right to inspect the Repair Center and satisfy itself about the quality and reliability of service that can be rendered by the tenderer before opening the concerned tenderer's part-II bid.
7. The vendor should have adequate technical staff in Guntur/Vijayawada/ Rajahmundry/Eluru with expertise, certifications for dealing with the said maintenance of IT assets.
8. The company shall be having offices at Guntur/Vijayawada and major locations in the three districts East Godavari, West Godavari and Guntur districts or the company shall be able to provide the warranty/ AMC services at the locations, where the equipment are supplied, either directly or through their OEM representatives.
9. The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed as per Annexure-X).
10. Bidders, who have not satisfactorily completed any of the earlier contracts with Bank, will not be eligible for participation in this tender.

4. Bid Process:

As a part of this procurement process, the bank intends to empanel Vendors and award of work for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software, peripherals and printers, who qualify on the basis of Pre-qualifications given elsewhere in this tender document, Technical Evaluation of Bid vis-a-vis the expertise/competencies provided in the Tender Documents elsewhere to meet the bank's requirements.

The Bank intends to invite the technical bids (Part 1 and Part 2) and commercial bids (Part1 and Part 2) in two parts. Part 1 is to be submitted for Computer Hardware, Software, Peripherals and Part 2 is to be submitted for Printers.

The Bidder should submit bids (technical and commercial) for both the parts.

The Bank intends to finalize L1 vendor individually for Part1 and Part2 of commercial bids submitted. The commercial bids of technically qualified bids shall be considered for evaluation.

The initial empanelment shall be for a period of one year only. However, the Bank reserves the right to extend the period up to maximum of one more year (Multiples of Quarters) based on the satisfactory service of selected vendor. The Bank is the sole discretionary authority and no requests/disputes/objections/correspondences shall be entertained in this regard.

5. Single stage two envelop bidding:

The offer shall be submitted in sealed cover for all the bids. The Covers should be super scribed with the headings “Technical offer for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software, peripherals(PART 1)” and “Technical offer for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of Printers (PART 2)” for Technical Bid documents and “Commercial offer for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software, peripherals(PART 1)” and “Commercial offer for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of Printers (PART 2)” for Commercial Bid documents, whenever submitted.

The envelope containing **Technical Offer** should include only Company Profile (as per enclosed format) Relevant Technical Bid Form and **Standard** Printed Technical Literature/Brochure about the proposal, certifications and documents supporting above eligible requirements etc., for the bid.

The envelope containing **Commercial Offer**, should include only the commercial quote for the proposal as per the format enclosed and any other formats called for. **Please note that no other information other than the price & other information called for should be furnished along with this offer.**

The sealed covers containing the **Technical and Commercial** offers shall in turn be put in a sealed outer envelope to be super scribed “Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software, peripherals AND Printers”.

6. RFP Fees:

The Bidder is required to submit a Demand Draft amounting to **Rs.5,000/-** (Rupees Five Thousand only) in favor of Chaitanya Godavari Grameena Bank payable at Guntur along with the bid. This is to be submitted in a separate envelope along with the Bid response. This amount is not refundable.

The RFP fee can also be paid through *NEFT* to the below account:

A/c No.79991025400017

IFSCode: UBIN0CG7999

Payment narration: Mention RFP Ref. No. & Name of the bidder

RFP Fee is exempted for the Bidders having the NSIC Certificate or MSE Certificate; Bidder has to submit the valid proofs at the time of Bid submission.

7. Bid security declaration:

The Bidder is required to submit Bid security declaration (Annexure-VII) form with clear undertaking that the bidder shall be disqualified from bidding for any contract with the bank for a period of five years from the date of notification if the bidder is in a breach of any obligation under the bid conditions and also the following terms.

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of “Letter of Intent” or “Purchase Order”.
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.

8. General Terms of Bid submission:

Please note the following points while submitting your offers.

1. The offers shall be made strictly as per the formats enclosed.
2. The Bidder shall bear all the costs associated with the preparation of the documents, submission of its bid and Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
3. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract.
4. The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder. In which case the person or persons signing the bid shall initial such corrections.
5. The offers submitted to Bank should not bear any corrections, alterations, over writings and additions in hand writing.
6. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder’s risk and may result in the rejection of its bid.

7. The Bidder is expected to examine the details given in the technical bids and provide compliances, duly providing correct responses for which the tender is called for. If any inconsistency is observed by the bidder, the same shall be mentioned against each of such item observed and provide the offer made by them.
8. At any time prior to the deadline for submission of bids, the Bank may, for any reason whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments. All such amendments will be notified by our web site and will be binding on all the bidders. Further, in order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion extend the dead line for submission of bids.
9. The company having quality certification & other certifications, for their operations, can submit.
10. Bank will prepare a list of empaneled vendors on the basis of the compliance of pre-qualification criteria as per terms of the tender documents & technical evaluation based on the technical compliance vis-à-vis the Compliance forms given in the technical bid forms. Bank may call for any clarifications/ additional particulars required, if any, on the technical bids submitted by the bidder. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer will be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.
11. The Commercial Bids of the Technically Empaneled vendors will only be considered for commercial evaluation.
12. Bank reserves right to call for Fresh tenders at any point of time in case any change in technical specifications and empanel the bidders.
13. Bank reserves the right to reject this invitation to RFP, in part or full, or cancel the entire procurement process at any stage without assigning any reason. In such a case, bank will not entertain any correspondence in the matter.
14. Written requests/mail requests for clarification (prebid queries) may be submitted to the Bank prior to the date mentioned for the submission of pre-bid queries and clarifications for such queries shall be provided by the Bank through Clarifications /Addendums placed in Banks website www.cggb.in. All pre-bid queries to be forwarded to ditsm@cggb.co.in, gm-ho@cggb.co.in, it@cggb.co.in on or before 26-09-2024.
15. Pre bid meeting shall be virtually conducted on 27.09.2024. Bidders who wants to participate in pre bid meeting are to inform their Email IDs by sending Email to ditsm@cggb.co.in, gm-ho@cggb.co.in, it@cggb.co.in on or before 26-09-2024 for [sharing link to participate in the virtual pre bid meeting.](#)

9. Price Composition:

The empaneled bidder should comply with the following terms & conditions with respect to the Commercial Bids enclosed/ as and when called for and note:

(a) The pricing structure should be furnished strictly as per our format and price quoted should be only in Indian rupees.

(b) The quoted price should be **all-inclusive price** (i.e., including Technical GST and if any, Excise Duty, Sales Tax, VAT, any other applicable duties and taxes, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation and warranty period charges. The total price shall also include cable connectors, Technical/User Manuals, Driver/ Utility Compact Disk) and **shall be applicable uniformly to any part of the country in case Bank prefers to place repeat orders for different locations.** No additional charges/ management fee of any kind will be reimbursed. However, Octroi/ Entry Tax/ Road Permit will be reimbursed as per actual, subject to production of original receipts and other relevant documents. **(The quoted price should clearly indicate the Base Price (A) + GST)**

10. Payment Terms:

Bank's Standard payment terms are only applicable. **No advance will be paid against the Purchase Order. Payment will be made on quarterly basis in arrears. Preventive Maintenance Reports, service reports are to be submitted before /along with invoices for processing payments. Bank will not consider any other payment terms even if it is mentioned in the offer letter.**

11. Technical evaluation procedure.

The maximum score in the technical evaluation is 100 (as given in the table - Scoring Pattern)

At a minimum, the following parameters will be considered for evaluation

Desktop evaluation for following components:

- General Eligibility.
- Service centers existence/ Experience.
- Support Team Strength.

Bidders are required to score a minimum of 75 in the technical evaluation to be considered for commercial evaluation.

The bidder shall provide references (including Referee names and contact details).

The bids will be technically evaluated based on the data provided by the Bidder as a part of the response in addition to all the assertions provided.

Scoring Pattern:

Scoring Parameter	Marks
Desktop evaluation I - based on compliance to general eligibility	25

criteria.	
Desktop evaluation Component II - based on the previous experience of the bidder.	25
Desktop evaluation Component III - based on the document submitted by the bidder duly considering the scope of work	25
Telephonic/ web based interview for References	25
Total	100

Total Technical Bid Score:

- The total technical bid score would be sum of the scores obtained by the Bidder in each of the above categories.

Only the bidders who qualify the technical evaluation criteria will be considered for commercial evaluation

12. Penalties:

- Penalty of 5% of Quarterly bill amount (base amount i.e., excluding taxes) will be levied if monthly/quarterly/half yearly preventive maintenance schedule is not done.
- If any of the IT asset is not repaired or the problem is not rectified within two working days of registration of complaint, a penalty of Rs.150/- per day for PCs & peripherals & Printers and the same shall be deducted from the dues of AMC & FMS subject to a cap per complaint of Rs.1500/- for PCs and peripherals & Printers. Further, the Bank reserves the right to get such defective IT asset repaired from third party Company and the amount spent for such repair would be deducted from AMC & FMS charges.
- A penalty of Rs.750/- per day shall be levied for the absence of Resident Engineer. The penalty is applicable when both the Resident Engineers i.e. RE-1 & RE-2 are absent/not available.

13. Commercial Evaluation:

The Technically Qualified bidder with the lowest Commercial Bid for would be declared as L1 separately for Part1 and Part 2.

The bidder whose price bid is accepted will be referred to as “Selected Bidder” and the bank will notify the name of the Selected Bidder.

The envelope containing Commercial Offer should include only the commercial quote for the product offered as per the format enclosed. Please note that no other information other than the price & other information called for should be furnished.

14. Disqualification of the bidder:

No columns of the tender should be left blank. Offers with insufficient information and Offers, which do not strictly comply with the stipulations given above, are liable to be rejected.

Bank may accept or reject, in full or in part, any or all the offers, without assigning any reason thereof whatsoever in writing.

The Bank will not be obliged to meet and have discussions with any bidder and / or to entertain any representations in this regard.

15. Integrity Pact:

Bank believes in total transparency, integrity and accountability in its functioning. As per the directions of CVC, Bank proposes to execute Integrity Pact with the bidder focused on enhancing transparency in its business transactions, contracts and procurement processes.

The bidder shall submit the bid/tender along with the “Integrity Pact”, as per *Annexure /* on a non-judicial stamp paper of Rs.100/- along with the bid/tender document, duly signed on all pages and the details filled in properly. All pages of the Integrity Pact shall be signed by the same signatory who signs the bid document and has the authority on behalf of the C.E.O of the company he represents.

The non-judicial stamp papers are to be purchased in the name of the Bidder or Bank and the date of purchase should not be earlier than six months of date of execution.

The acceptance of Integrity Pact shall be unconditional and the bidder must not change any contents of the Integrity Pact. If the contents of the Integrity Pact are changed by the bidder, the bid will be rejected.

The bidder shall submit the Integrity Pact duly signed by the person(s) signing the bid. Bidders are required to clearly indicate the name and designation of the signatory (ies) as well as the name and address of the witnesses.

If the Bidder is a partnership or a consortium, the Integrity Pact shall be signed by all the partners or consortium members.

The signed Integrity Pact should be enclosed with the technical offer of the bid only. Bids received without the signed Integrity Pact and/or without details filled in shall be rejected.

16. Dispute Resolution, Governing Law and Jurisdiction:

All disputes and differences of any kind, whatsoever, shall be referred by either party (the Bank or the Bidder), after issuance of 30 days’ notice on writing to the other, clearly mentioning the nature of the dispute/differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the disputes and differences strictly under the terms and conditions of this contract, executed between the Bank and the Bidder. The arbitration shall be governed by the provisions of the applicable Indian Laws. The award shall be final and binding on both the parties. The venue for arbitration shall be at Guntur, AP.

17. Force Majeure:

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

18. Confidentiality:

The RFP document contains confidential information proprietary to the Bank. The Bank is bound by an agreement of confidentiality and secrecy with regard to the dealings of all customers, particularly the borrowers. The selected Bidder shall take all precautions necessary to keep the information totally confidential and under no circumstances it will be disclosed to any third party or competitors. The Bidder shall render himself liable for disqualification/premature termination of contract apart from other legal action as may be warranted for any laxity on his part. The Bank is entitled to be indemnified by the Bidder for any loss/damage to reputation and / or for any breach of confidentiality. The information referred to shall include but not restricted to any and every information concerning the Bank and its customers which the Bidder comes to know only on account of his being associated with the Bank through the contract which the Bidder otherwise would not have had access to. The Bidder shall also not make any news release, public announcements or any other reference on RFP or contract without obtaining prior written consent from the Bank. Any reproduction of this RFP by Photostat/Electronic or any other means is strictly prohibited without prior consent of the Bank.

19. Indemnity Clause:

i) The vendor agrees to indemnify and to keep CGGB and its officers, employees, directors and representatives indemnified against all claims (including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the RBI may suffer or incur on account of default on the part of vendor due to:

- i Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or
- ii Breach or non-performance of the terms and conditions of the contract; or
- iii Breach of the representations and warranties made by the vendor; or
- iv Negligent or fraudulent act or omission by the vendor; or any third party for reasons attributable to the vendor.

v The Vendor shall also keep the Bank indemnified against any claim from the staff of the vendor and it shall be the duty of the vendor to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Bank and they

shall not raise any industrial dispute, either directly and/or indirectly, with or against the Bank in respect of any of their service conditions or otherwise. Further, the vendor shall at all times indemnify the Bank against all claims which may be made under the Workmen's Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The vendor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.

20 IS Policy Clause:

The vendor has to abide by the clauses under IS policy of the Bank. The policy will be shared with the vendor when the contract is awarded to the vendor.

21 Important Points:

The Bid shall be submitted with following documents in the same sequence without which the tender will be summarily rejected. **All the pages in the respective bids should be serially numbered and signed by the authorized person.**

22 Termination & Exit from service:

The Bank reserves the right to terminate the services of selected vendor in case of unsatisfactory service/delay in attending the issues at any time with 10 days prior intimation to the vendor. The payment shall be made to vendor only up to the last date of service on pro-rata basis.

23 Escalation Matrix:

The bidders should also include the Annexure - XI (Escalation matrix) while submitting Technical Bid forms for both Part-1 & Part-2. If the Escalation matrix is different for Computer Hardware/Software/ Peripherals and Printers, the bidder should submit separate Annexure for each category.

Note: Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

I) TECHNICAL BID COVER:

- 1) Technical Bid Annexures I to IV along with Auditor statements, Copies of Reference Letters, Quality Certification Letters, Product Literatures etc.
- 2) Compliance Technical Bid Form - V
- 3) Bidders undertaking Letter as per the Form - VI enclosed.
- 4) RFP FEE DD & Bid security Form-VII.
- 5) Any Other documents, forms, letters etc. supporting above information.
- 6) Pre contract integrity pact.
- 7) Undertaking for not being blacklisted.

8) Escalation Matrix.

II) COMMERCIAL BID COVER:

- 1) Commercial Bid Part1 and Part2.

P Maruthi Ram
General Manager

Encl: Technical Bid Form-I to X, Pre contract integrity pact form
Commercial Bid Form-A & B

Company Profile

1. Name of the Company:
2. Address of Registered Office / Head Office:
3. Phone Number (with STD Code)
4. Fax Number
5. E-mail id
6. Constitution (Public Ltd Co., / Pvt Ltd Co./ Partnership/ Proprietary Concern etc)
7. Date of Establishment:
8. Name of Chief Executive:
9. Name of Local Contact Person and Phone No at Guntur/Vijayawada:
10. Line of Activity:
11. Technical Personnel available in the organization:
12. Products Serviced (Attach product literature):
13. Details of Quality Certifications Obtained for the Company or, such as ISO-9001:2000 etc. (attach Xerox copies).
14. Total Number of Employees:

Date:

Signature of Authorized Official with Seal

TECHNICAL BID FORM**Annexure -II****Particulars of Company's own Offices / Service Centers.**

Number of Offices: Within Andhra Pradesh.:

Rest of India:

Total Number of Offices:

Number of Service Centers: Within Andhra Pradesh:

Rest of India:

Total Number of Offices:

Please furnish information about Regional/ Branch Offices/ Service centers in the following format separately for Offices & Service Centers.

Bank Regional Offices Locations	Location of Bidders Office/Service Centre nearest to the corresponding Bank's Regional Office	Address	Name of Person In-charge and Phone No	No. Of Qualified Support Engineers & their qualifications	Whether adequate trained Manpower, knowledge base & stock of spares available for support
Rajahmundry					
Guntur					
Narasaraopeta					
Eluru					

Details of Resident Engineer proposed to be posted at CGGB Head Office

Sl No	Name	Technical Qualification	No of years of experience in systems maintenance	Date of Joining in the firm
1				
2				

Date:

Signature of Authorized Official with Seal

A. List of Major Banks and related references: (to whom the above Services are extended during the last three years - provide copies of major contracts executed)

Name of the Bank & contact details	Details of Service

B. Reference details of major contracts executed for the service (Please furnish details for year April 2021 to March 2024. Attach reference letters/credential letters for the orders/contracts executed.)

Sl No	Name of the Buyer	Contact Person	Phone No	Equipment Supplied

Date:

Signature of Authorized Official with Seal

CLIENT's CERTIFICATE REGARDING PERFORMANCE OF VENDOR

TECHNICAL BID FORM

Annexure -IV

Name and Address of the client:

(Phone No and email ID)

Details of works executed:

1	Details of AMC & FMS support provided by M/s	
2	Name of work with brief particulars	
3	Date of commencement of AMC	
4	Details of penalty levied for not maintaining stipulated uptime, if any	
5	Name and address of the authority under whom AMC executed i) Whether the service provider employed qualified Engineer/Coordinator during AMC period?	
6	Quality of work (indicate grading)	Outstanding/Very Good /Good / Satisfactory /poor
7	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) General behavior	Outstanding/Very Good /Good / Satisfactory /poor
	e) Mobilization of manpower	Outstanding/Very Good /Good / Satisfactory /poor

Signature of the Reporting Office with Office seal

COMPLIANCE STATEMENT

S No	Pre-qualification Criteria	COMPLIANCE
1	The bidder should be a Public or Private Limited Company/Partnership firm/ Sole proprietary concern in existence for a minimum period of three years .	
2	Vendor should be in the business of maintenance of Computer Hardware, Software and other associated Peripherals at least for the last 3 years up to March'2024.	
3	The company should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate .	
4	The vendor should have provided AMC of PCs/Laptops/Printers etc. to at least one Financial Institution/Banks/Government sector/ PSUs during each of the last 3 years.	
5	The Annual Sales Turnover shall not be less than Rs.50 Lakhs for the last 3 years.	
6	The vendor should have a full-fledged Service Center at Guntur/Vijayawada with adequate technical staff and equipment for repair work. The Bank reserves the right to inspect the Repair Center and satisfy itself about the quality and reliability of service that can be rendered by the tenderer before opening the concerned tenderer's part-II bid.	
7	The vendor should have adequate technical staff in Guntur/Vijayawada/Rajahmundry/Elur with expertise, certifications for dealing with the said maintenance of IT assets.	
8	The vendor is required to provide Level 1 support for the systems which are under warranty. The scope of level 1 support includes receiving and attending the user calls and identifying the problem and raising the call with supplier, co-ordination with the supplier till issue closure.	
9	The company shall be having offices at Guntur/Vijayawada and major locations in the three districts East Godavari, West Godavari and Guntur districts or the company shall be able to provide the warranty/ AMC services at the locations, where the equipment are supplied, either directly or through their OEM representatives.	
10	The bidder must not have been black listed by any Government organization or Govt. agency or Banks in India. (A self-declaration signed by the authorized Signatory to be enclosed).	
11	Bidders, who have not satisfactorily completed any of the earlier contracts with Bank, will not be eligible for participation in this tender.	

12	The vendor shall not sub-contract the AMC to any organization, person, firm or its franchisee without the prior approval of the Bank.	
13	The vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity.	

Date:

Signature of Authorised Official with Seal

To
The General Manager
Chaitanya Godavari Grameena bank
Head office, 4th Floor, Raghu Mansion
4/1, Brodipet
Guntur - 522 002

We, the undersigned, declare that:

1. We accept all the terms and conditions for submitting quotation as mentioned in the said tender.
2. We also agree that our tender will remain valid for acceptance by the Bank for 3 Months 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.
3. Should this tender be accepted, I/we hereby agree to abide by and fulfil 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. Part I (Technical Bid) contains all terms and conditions and technical particulars, but commercial price has not been indicated anywhere in any manner, and Part II (Commercial Bid) contains only the price bid in the Bank's proforma.
6. We shall adhere to IS Policy guidelines of the Bank.

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

duly authorised for and on behalf of

Bid Security Declaration Form

To
The General Manager,
Chaitanya Godavari Grameena bank
Head office, 4th Floor, Raghu Mansion
4/1, Brodipet
Guntur - 522 002

We, the undersigned, declare that:

We understand that bids must be supported by a Bid Securing Declaration.

We accept that We may be disqualified from bidding for any contract with the bank for a period of five years from the date of notification if We are in a breach of any obligation under the bid conditions,

- The bidder withdraws his bid before opening of the bids.
- The bidder withdraws his bid after opening of the bids but before acceptance of “Letter of Intent” or “Purchase Order”.
- The selected bidder withdraws his bid / proposal before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of the RFP in the process of evaluation and up to submission of Performance Bank Guarantee.

We understand this Bid Securing Declaration shall cease to be valid if we are not the successful Bidder or after the expiration of the validity of our Bid.

With kind regards

Yours sincerely

Authorised Signatory:

Name:

Title/position:

Date:

Company Seal:

duly authorised for and on behalf of

Annexure VIII

PRE CONTRACT INTEGRITY PACT

Chaitanya Godavari Grameena Bank hereinafter referred to as "The Principal", and
.....hereinafter referred to as "The Bidder/
Contractor"

Preamble

The Principal intends to award, under laid down organizational procedures, contract/s forThe Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(a) and / or Contractor(s).

In order to achieve these goals, the Principal will appoint Independent External Monitors(IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

(1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

- a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c. The Principal will exclude from the process all known prejudiced persons.

(2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Office and in addition can initiate disciplinary actions.

Section 2 - Commitments of the Bidder(s)/ Contractor(s)

i) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution.

- a. The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to

obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

- b. The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder(s)/ Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.
- e. The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f. Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

(2) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process. The firm will be banned from all future business dealings also.

Section 4 - Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process.

Section 6 - Equal treatment of all Bidders/ Contractors

1. The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
2. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/Contractor(s)

If the Principal obtains knowledge of conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him/her to treat the information and documents of the Bidders/Contractors as confidential. He/she reports to the Chairman, Chaitanya Godavari Grameena Bank
3. The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all project documentation of the Principal including that provided by the Contractor. The contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s)/Sub-contractor(s) with confidentiality. The monitor has also signed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any

conflict of interest arising at a later date, the IEM shall inform chairman, Chaitanya Godavari Grameena Bank and recuse himself/herself from that case.

5. The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Chairman, Chaitanya Godavari Grameena Bank within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Chairman Chaitanya Godavari Grameena Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Chairman Chaitanya Godavari Grameena Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The work '**Monitor**' would include both singular and plural.

Section 9 - Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by Chairman of Chaitanya Godavari Grameena Bank.

Section 10 - Other Provisions

This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Guntur.

1. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
2. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
3. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

4. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

(For & On behalf of the Principal)

(Office Seal)

Place :

(For & On behalf of Bidder/Contractor)

(Office Seal)

Date :

Witness 1:

(Name & Address) _____

Witness 2 :

(Name & Address) _____

ESCALATION MATRIX**Purpose: AMC/FMS for Computers (Hardware, Software & Peripherals) & Printers**

<u>ESCALATION LEVEL - I</u>	
Name	
Designation	
Contacts	
Mobile Nos:	
Land Line Nos:	
E-Mail IDs:	

<u>ESCALATION LEVEL - II</u>	
Name	
Designation	
Contacts	
Mobile Nos:	
Land Line Nos:	
E-Mail IDs:	

Timelines:**At Resident Engineer level:** Up to 2 days from the date of raising complaint.**At Escalation Level - I:** After lapse of 2 days and within 4 days from the date of raising complaint.**At Escalation Level - II:** After lapse of 4 days and within 6 days from the date of raising complaint.**Note: Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.****Date:****Signature of Authorized Official with Seal**

**Undertaking for not being Black Listed
(To be submitted on bidder's letter head)**

To
The General Manager
Chaitanya Godavari Grameena Bank
Head Office, 4th Floor, Raghu Mansion
4/1 Brodipet, Guntur

Date:

We _____ (bidder name), hereby undertake that

- We have not been blacklisted at any time by the Central/ any of the State Governments in India or any Financial Institution in India.
- We also undertake that we were never involved in any legal case that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

COMMERCIAL BID-PART 1(a)

Place:

Date:

To
The General Manager
Chaitanya Godavari Grameena bank
Head office, 4th Floor, Raghu Mansion
4/1, Brodipet
Guntur - 522 002

Dear Sir,

Reg: RFP for Empanelment of Vendors and award of work for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of computer Hardware, Software & peripherals (Part 1).

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the ----- (equipment name), in conformity with the said Bidding documents for the sum of(Rs.) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, 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 Bid you may receive.

Dated this..... Day of.....2024.

(Signature)

(Name) (in the capacity of)

Duly authorized to sign Bid for and on behalf of

COMMERCIAL BID-PART 1(b)

S.No	Item	Rate (in Rs.)
1	Comprehensive AMC Charges (excluding GST) as per tender for one Year and must be quoted in Rupees. The CAMC charges includes expenses towards Administrative Services, RE etc.	
2	GST	
3	Grand Total(1+2)	

OTHER TERMS & CONDITIONS:		
1	AMC period: from 01-11-2024 to 31-10-2025 and RE shall be available from day one.	(Yes/No)
2	The quoted price should be <u>all-inclusive price</u> .	

Further, we declare that all the terms & conditions as per the RFP are agreeable to us.

Date:

Signature with Official seal

COMMERCIAL BID-PART 2(a)

Place:

Date:

TO

The General Manager
Chaitanya Godavari Grameena bank
Head office, 4th Floor, Raghu Mansion
4/1, Brodipet
Guntur - 522 002

Dear Sir,

Reg: RFP for Empanelment of Vendors and award of work for Annual Maintenance Contract (AMC) and Facility Management Service (FMS) of Printers (Part 2)

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver the ----- (equipment name), in conformity with the said Bidding documents for the sum of(Rs.) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid which shall remain binding upon us.

Until a formal contract is prepared and executed, this Bid, 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 Bid you may receive.

Dated this..... Day of.....2024.

(Signature)

(Name) (in the capacity of)
Duly authorized to sign Bid for and on behalf of

COMMERCIAL BID-PART 2(b)

S.No	Item	Rate (in Rs.)
1	Comprehensive AMC Charges (excluding GST) as per tender for one Year and must be quoted in Rupees. The CAMC charges includes expenses towards Administrative Services, RE etc.	
2	GST	
3	Grand Total(1+2)	

OTHER TERMS & CONDITIONS:		
1	AMC period: from 01-11-2024 to 31-10-2025 and RE shall be available from day one.	(Yes/No)
2	The quoted price should be <u>all-inclusive price</u> .	

Further, we declare that all the terms & conditions as per the RFP are agreeable to us.

Date:

Signature with Official seal