



# STATE BANK OF INDIA

Administrative Office  
GWALIOR

## TENDER DOCUMENT

Ref No.  
SBI/DGM/GWL/ITS/375  
DATED: 09.10.2024

LAST DATE OF SUBMISSION OF TENDER DOCUMENT:  
16<sup>th</sup> October, 2024 up-to  
12.00 PM

FOR

ANNUAL MAINTENANCE CONTRACT  
OF COMPUTERS, PERIPHERALS, CTS  
(except Panini CTS scanners)

AND

THE NETWORKING OF  
BRANCHES AND RBOs  
SPREAD IN VARIOUS  
REGIONS OF

STATE BANK OF INDIA  
(GWALIOR MODULE)

	<b>Administrative Office, City Centre, Gwalior</b> <b>PIN: 474011 (M.P.)</b> <b>Phone: 0751-2447320</b>
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No. SBI/DGM/GWL/ITS/375

Date: 09th Oct, 2024

**AS PER LIST 9 Vendors have been empanelled**

<b>Aforeserve.com Ltd</b>	<b>Synet Global Technologies Pvt Ltd.</b>
<b>Inspirisys Solutions Limited</b>	<b>Bharat IT Services Pvt. Ltd.</b>
<b>Puthur Infotech Pvt. Ltd</b>	<b>Spring World Enterprises</b>
<b>Vserv Infosystem Pvt. Ltd.</b>	<b>Team Computers Pvt. Ltd</b>
<b>Dynacons Systems &amp; Solution Ltd.</b>	

Dear Sir/Madam,

**QUOTATION FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PERIPHERALS, CTS (except Panni CTS scanners) AND THEIR NETWORKING COMPONENTS OF CBS BRANCHES,RBOs AND AO SPREAD IN GWALIOR MODULE OF STATE BANK OF INDIA**

We invite quotation for Annual Maintenance Contract of Computers, peripherals and their networking of branches/offices spread in RBOs of Madhya Pradesh state of State Bank of India (Gwalior module).

**INSTRUCTIONS TO VENDORS**

- Please read the terms and conditions & the conditions governing the quotations (enclosed) carefully.
- Please fill in relevant information in the blanks provided.
- Please sign in full at the following places of all pages of conditions governing the quotations and annexures of this document.

**PROCEDURE FOR QUOTING RATES:**

Quotations shall be containing quoted price as a percentage of the replacement cost i.e. the cost of hardware procured through tendering by ITS Department, Local Head Office, Bhopal. The region wise quotes are to be submitted only on the prescribed format.

**DUE DATE: 16th Oct, 2024**

The quotations must be submitted by/before 12.00 PM on 16<sup>th</sup> Oct, 2024.

**CHIEF MANAGER (HR &  
Admin ) STATE BANK OF  
INDIA, ADMINISTRATIVE  
OFFICE CITY CENTRE,  
GWALIOR (M.P.) PIN -  
474011**

2. The tender result will be declared on 16<sup>th</sup> October 2024 by 05:00 PM. No consideration will be given to a quotation received after the date and time above stipulated and no extension of time will be permitted for submission of any quotation.
3. The vendor will submit his quotation after carefully examining the documents/conditions. The finer details in respect of the individual items at the individual branches of each RBO viz. Type of hardware, purchase price / date may be obtained by the vendor from the respective branches. If the vendor so desires, they may inspect the individual sites. Site inspection will be permitted on request, by prior arrangement with the concerned officer. Quotations not fulfilling any or all of the conditions prescribed or which are incomplete are liable to be rejected outright and no correspondence or representations will be entertained in that behalf. Canvassing in connection with quotations is strictly prohibited and quotations submitted by vendors who resort to canvassing are liable to be rejected.
4. Earnest Money Deposit (EMD) is to be submitted along with the tender document for an amount of **Rs. 1,00,000.00 (Rupees One Lac only) favouring "State Bank Of India" by demand draft on the Centre i.e. GWALIOR.** Further, the EMD will be released giving Bank Guarantee for the period of AMC. No interest will be paid on the deposit.
  - a) Unsuccessful bidder's Earnest Money will be discharged/returned without any interest within bid validity period and the successful bidder's Earnest Money will be discharged/returned on successful completion of contract/expiry of the Rate contract/Submission of Bank Guarantee of same amount as the case may be.
  - b) The Earnest Money will be forfeited:
    - i) If the bidder withdraws his bid during the period of bid validity (contract period)
    - ii) In case of successful bidder, if the bidder dishonours its bidding commitments.
    - iii) In case the Earnest Money is forfeited for any reasons mentioned above, the bidder would be debarred from participating in the next 3 tenders.
5. "As the quality of service support is of utmost importance for smooth functioning of our branches and quality of support is directly linked to the AMC rates, the bank reserves the right to reject all abnormally low quotes vis-à-vis industry norms, at its discretion".
6. The bank reserves its right to accept/reject any quotation without assigning any reasons thereof. If any incident of bid rigging or price fixing is detected by bank authority the bidder would be liable for any legal action taken by bank and will be debarred from participating any tender called by bank in future.

7. AMC will be executed for 1 year i.e. Till 31.10.2025 **provided** satisfactory services during the period as per quarterly review. If found unsatisfactory, the AMC will be transferred to L2 vendor. The AMC contract will be valid for 3 years, renewed annually, as per the discretion of the Bank, on basis of satisfactory service by the vendor.
8. If there is tie among L-1, L-2 & L-3 vendors (all quoting same L-1 rate) the discretion to distribute regions lies with the bank. Bank can distribute the regions among these vendors depending upon their past experience with vendors, their present capabilities and other relevant factors. The Bank reserves the right to add/reduce the number of branches with in the region and thereby to change the composition of the region. Despite any vendor becoming L1 vendors distinctly in a particular region, the bank reserves the right to distribute the regions among L1/L2/L3 vendors subject to price matching by L2/L3 vendor(s) of L1 quotes. The vendor eventually shortlisted based on the rates quoted. The Bank may at its discretion & if it is so required, shortlist, identify or prequalify three bidders among all the bidders & entrust the work to them where the successful bidders have no presence. The successful bidders have no objection for this arrangement. Bank also reserves the right to conduct price negotiations with such shortlisted of identified or prequalified bidders and award contract accordingly in respect of different Regions.
9. The tender offer is for annual maintenance contract of computers, peripherals, CTS (except Panini scanners) and networking of branches and RBO's of State Bank of India in Gwalior Module. The AMC vendor has to provide the following services broadly.
- i. Hardware maintenance including provision of spares.
  - ii. Operating System support including installation of operating system and patch update.
  - iii. Maintenance of location-wise hardware inventory.
  - iv. Application Software Loading.
  - v. Antivirus software loading/updating.
  - vi. Maintenance of LAN at branches /offices (Including tagging of LAN Cables).
- The percentage (up to two decimals) quoted for each RBO in the commercial quote will therefore be for total value of all the installations within the region. The bank reserves the right to add/reduce the no. of branches within the Region and thereby to change the composition of the Regions. All disputes or differences in connection with or relating to this tender shall be subject to the jurisdiction of the courts at Gwalior only.
10. **Maximum 2 (TWO) no of regions will be allotted to L-1 vendor. L2,L3 vendor may take Regions (RBOs) on their choice of providing services at rate quoted by L1 vendor.**
11. The engineers provided by the vendors should be technically sound enough to handle technical issues related to branches/offices. He must not be working in any other government/ private institution during the time he is serving the State Bank of India.

12. Bank preserves all the rights to cancel the tender without giving any reason.
13. Please note that the commercial quotes should be submitted only on the enclosed format, otherwise the bid will be liable for rejection.

**CHIEF MANAGER (HR & Admin)  
STATE BANK OF INDIA  
ADMINISTRATIVE OFFICE  
GWALIOR**

**ACCEPTED THE ABOVE CONDITIONS**

**DATE: 09.10.2024**

**SIGNATURE OF THE VENDOR**

**ENCLOSURES:**

ANNEXURE I	TERMS AND CONDITIONS
ANNEXURE II	BROAD CONFIGURATION OF HARDWARE
ANNEXURE III	DRAFT AMC AGREEMENT
ANNEXURE IV	FORMAT FOR COMMERCIAL QUOTES
ANNEXURE V	DAILY CALL LODGED REPORTING FORMAT
ANNEXURE VI	BRANCH INVENTORY FORMAT
ANNEXURE VII	REGION WISE BRANCHES

**ANNEXURE - I****TERMS AND CONDITIONS**

1. Vendors having Franchisee/sister concern arrangement cannot quote. AMC services must be provided through vendors' own engineers and NOT through franchisees.

2. **Vendors must quote an AMC price for each region, as a percentage of the replacement cost of hardware i.e. the recent cost of hardware procured through tendering by ITS Department, Local Head Office, Bhopal for arriving at the amount of AMC, irrespective of the make, brand, supplier, configuration. Only a broad configuration item-wise is given in Annexure - III.**

3. As per Para 03 of the "instructions to vendors" the details of the equipment at every location under each RBO may be obtained by the vendor from the Branch Managers. There may be cases where the branches may have systems with them which have not been listed. Thus upon shortlisting, the selected vendor(s) will have to take correct inventory of equipment for each location RBO-wise and arrive at the exact AMC amount thereat per RBO. The details of which will have to be submitted to the Chief Manager (Comp & Ops) of the Regions and Chief Manager (HR & Admin) At AO Gwalior within 15 days of finalization of the vendor(s).

4. The inventory will have to be completed for all the branches in the RBO irrespective of the fact that the Branch may or may not come under the new AMC policy from the 1<sup>st</sup> day itself.

5. Defective equipment, if any, will be removed out of the AMC and informed to concerned Branch Manager. The details of the said equipment should be advised to the concerned Regional Manager immediately who in turn will take decision for repair on payment basis or otherwise. In case this information is not received by the Chief Manager (HR & Admin)/Chief Manager (Comp & Ops) of the regions within 15 days from award of the RBO, it will be deemed that all the equipment detailed in the Branch inventory have been verified and found to be correct.

6. A single contract will be executed region-wise. The payment authority would be the **respective branches/offices**.

7. Locations having equipment under an existing AMC arrangement or warranty will add on to the RBO under the new policy after termination / expiry of the AMC/warranty. Proportionate charges will be payable to the identified vendor(s). It may be that any or some of the above items at the branches may have been recently replaced / purchased and accordingly may be under warranty. These items and their cost will be deducted from the AMC/AMC charges' calculations. However, these items will be included under the AMC on a pro-rata basis once the Warranty period expires. It will, however, be prudent for the concerned branch/vendor to diarize the expiry date(s) of warranties of such hardware and to exchange letters in this regard.

8. While Vendors will support Operating Systems such as MS-Windows 10 Pro and 11 , no additional AMC charges will be payable. The support on Operating Systems would

Include configuration of Desktop for CBS, Configuration of Outlook Express and configuration of Modems, Printers etc. It will be presumed, on a vendor quoting in this reference that their services will be mandatorily available for all the hardware problems, application software and the problems related to Operating System installed on it including reloading of the Operating System, whenever necessary. It will also be presumed that all his service engineers are sufficiently versed in handling of such Operating Systems.

9. In respect of maintenance of Printers, the rates should cover, among all spare parts, the **PRINT HEADS OF ALL TYPES OF PRINTERS AND HAMMER MODULE AND PRINT BANDS OF ALL TYPES OF LINE PRINTERS AT EVERY LOCATION**. However, there will be some plastic components and components which will not be covered under AMC. These Plastic Components and Consumables are listed below:

- a. Myler Strip (Passbook Printer)
- b. Photo Sensor & Front Photo Support (Passbook Printer)
- c. All Types of Plastic Gears (All Printers)
- d. Ribbon Masks (Dot Matrix printer and Line Printers)
- e. Rubber / Plastic Belts (Dot Matrix Printers & Line Printers)
- f. Plastic Knobs (Dot Matrix Printers)
- g. Plastic Cabinet (Passbook Printers, Dot Matrix Printers)
- h. Printers Sprocket (Passbook Printer, Dot Matrix Printers & Line Printers)
- i. Control Panel (All Printers)
- j. Printer Ribbons / cartridges etc.

Apart from the items, which are listed above, all other items would be covered under AMC.

10. The evaluation of quotes will be made Region wise and vendors will be identified on the basis of L1, L2 and L3. The allocation will be made as per the Bank's usual Price Negotiation Committee procedure. However the vendor allocation will be at the sole discretion of the Bank. Moreover, the Bank reserves the right to recast the composition of any or all of the RBO formation of Region that is presently being advised (Annexure v), at any point of time (pre-tender stage, post tender stage, post-Region award stage). Bank also reserves the right to change the vendor after evaluation of quality of service in the Region, which is awarded to them.

11. **Bank may consider re-tendering in case of very low / very high quotations of the vendors finalized as the quotes will be compared to the prevailing tender rates obtained by Bank for computer hardware.**

12. **"One out of required Engineers, will sit in AO/RBO for remote and office support."** However, if the total number of Machines exceeds 300 one additional engineer will be placed, for every 300 machines or part thereof.

Vendors will be required to place dedicated engineers for our branches as per following norms:

S. No.	Name of RBO	Headquarter Location	No. of Branches/ Offices	No. of Engineers required	Remarks
1.	RBO 1 Gwalior	Gwalior	43	5	Including regional office and it's branches
2.	RBO 2 Bhind/Morena	Gwalior	45	5	Including regional office and it's branches.
3.	RBO 3 Chhatarpur	Chhatarpur	53	5	Including regional office and it's branches.
4.	RBO 4 Guna	Guna	53	5	Including regional office and it's branches.
5.	RBO 5 Shivpuri	Shivpuri	44	5	Including regional office and it's branches.
6.	RBO 6 Saugor	Sagour	49	5	Including regional office and it's branches. Includes RASMECC Sagour
7.	Region 9 Gwalior	Gwalior	6*	4	Region 9 includes AO Gwalior, RACPC Gwalior, SMECC Gwalior, Main Branch Gwalior, SME Branch Gwalior and DAC Gwalior
<b>TOTAL</b>			<b>293</b>	<b>34</b>	

\* Out of these 4 engineers, 2 engineers will be solely for Region 9 Gwalior. And these two engineers will also be taking care of conduct of various meetings held via video conferencing & MS Team Meetings .

13. Resident Engineer(s) (REs) will have to be posted for each Region as per the table depicted below. The Resident Engineer(s) should be at least a Bachelor in Engineering (BE) / Diploma in Engineering with 2/3 years of experience with handling Windows 7/10 Pro. The Engineer(s) will be dedicated for SBI. The Engineers should report and operate from RBO head quarter only. They should be controlled by their Gwalior Office or any other office with whom SBI, Administrative Office Gwalior directly deals with. This is mandatory condition of the Tender and no request for waiver of any of the stipulation would be entertained.

The number of the Engineers stipulated by us is final and no negotiations will be held for change in the said stipulation. Also, the engineers posted should possess desired qualification/experience and the proof of qualification/experience will have to be produced whenever Bank desires so. No request for relaxation in the Engineers' qualification would be entertained. The cost of services will have to be loaded proportionately on the branches under the RBO for meeting the above stipulation. Generally, the stipulation for Engineer(s) for a Region may vary based upon the spread of the Region, distances among the branches, distance of branches from RBO and size/criticality of the branches.

The vendors will have to maintain a sort of a muster/Duty Diary for the Resident

Engineers at the station branch/office wherein details of time when reported, calls attended and time left will be mentioned. The concerned branches/office will confirm the same. **The engineers will necessarily have to be provided with cellular telephones and the number provided to the Branches/Controller of the Region/ to enable tracing and call routing.** If cellular services are not available at the RBO, landline telephones at the residences of the engineer(s) are to be provided by the vendor.

14. "The standards for response time and call resolution time for the vendors will be as under":

<b>Branch Type</b>	<b>Maximum Response Time (in hrs.)</b>	<b>Maximum Call Resolution Time (in hrs.)</b>
Urban/Semi Urban	1	4
Rural	2	6

Other than the above the response time and call resolution time for the critical items (**Branch LAN/OS reloading**) could be as under:

<b>Branch Type</b>	<b>Maximum Response Time (in hrs.)</b>	<b>Maximum Call Resolution Time (in hrs.)</b>
Urban/Semi Urban	2 (if Branch is not functioning ) 4 (if Branch is working in critical situation)	4 (if Branch is not functioning) 6 (if Branch is working in critical situation)
Rural	4 (if Branch is not functioning ) 8 (if Branch is working in critical situation)	8 (if Branch is not functioning) 12 (if Branch is working in critical situation)

15. In view of the criticality of the application and the fact that REs has been stipulated, the equipment at all times should be kept in efficient running condition by regular preventive maintenance, immediate replacement of defective parts, etc. The vendor must ensure 99% uptime as per clauses 3.3 to 3.6 of the AMC agreement.

Penalties will be levied at the rate stipulated vide clause 3.6 of the AMC agreement. Such amounts will be deducted from the quarterly AMC/any other monies payable to the vendor. However, the Bank may consider not invoking such penalties for the first quarter. The Bank will also have the discretion to change the vendor if the quality of service offered is not satisfactory anytime during the AMC period, by giving 15 days' notice.

16. The selected vendors will have to maintain sufficient quantum of spares at RBO level. As a general rule, the vendor should stock Hard Disks, Print Heads, SMPS, Motherboards, RAM chips, SCSI cards, NIC cards, DAT Drives, Keyboards, Mouse, Monitors etc., in quantities that are expressed below for every 10 or less branches.

Items	Quantities Per Region
HDDs PC	04
Controller Cards	01
Pass Book Printer Logic card	01
NIC Card	10
RAM	05
LCD/LED Monitor	03
Node motherboards	02
Mouse, Keyboard	10

Moreover, the vendors will have to maintain super stock at Gwalior (the Centre at which the vendor's concentration is maximum) if any RBO of the Centre is not awarded, in proportion to the total branches awarded to the vendors.

Items	Quantities Per Region
Monitor	05
HDDs PC	05
Controller Cards	05
PB Printer logic card	03
Printer Head	02
RAM (Node)	05
NIC	02
Node motherboards	02

17. The vendor will have to maintain proper record of visits to branches. A detailed call report will have to be prepared with exact record of the time when the call was lodged, nature of the problem, solution and the time taken to solve the problem. The report will have to be counter signed by Branch Manager. One copy will have to be submitted quarterly to the respective Controller, along with a copy of pending calls/pending repairs extracted from the call reporting software that is to be maintained by the vendor at centre. As a rule, the Bank will not provide any spares. However, in case of breakdown, though the Bank is under no obligation to do so, if it does provide a Standby Server, downtime will be automatically applicable until the old server is repaired by the vendor and put in place.
18. During the tenure of the AMC, any upgradation required for any of the hardware will be on the basis of competitive quotes and prevailing market rates. The rates will be negotiated and will be uniformly applicable to all the AMC vendors.
19. In the column "other items" of the commercial tender, the items included are generally switches, etc.
20. Branches which are presently under warranty/AMC will be added as and when the warranty/AMC expires and pro-rata quarterly charges as per the quote will be paid.
21. Hardware which is added/replaced at the branches presently under warranty will be added as and when the warranty expires and pro-rata quarterly charges as per the quote will be paid.
22. AMC of hardware would continue to be on a consolidated basis to a single vendor for all branches/installations within a predefined Region. A panel of vendors will be drawn up for the exclusive purpose of post warranty AMC. On completion of the usual warranty period of one year or on expiry of an existing AMC contract. The AMC of hardware at a branch would be awarded to the vendor selected for that particular Region.
23. The entire area of operation of SBI is spread over the States of Madhya Pradesh. The state has been divided into regions on the basis of districts or geographical proximity and ease of travel so as to facilitate timely support for that area. These Regions will remain unchanged for the purpose of current AMC tenders.

24. Although branch wise specific details of the hardware items are not readily available with us at present for the purpose of rationalization. Vendors are to quote for the each broad category item irrespective of its actual configuration or brand for each category of branches for each Region. Vendors should factor in the various upgrades that have taken place to the configuration and work out a median price to be quoted for that item category.

25. AMC fees for each branch will be distributed to the selected vendors from the concerned Region on a quarterly basis, in arrears after getting satisfactory services by the AMC vendors, i.e. after expiry of the quarter to which the payment relates.

26. As the Bank has extended business hours for customers at all branches. The quotation should be made keeping in mind the extended period for which service would need to be provided during working hours at branches.

27. Vendors should make arrangements for a back-up service engineer to provide uninterrupted service during the absence of the regular service engineer of a Region.

28. Vendors will have to provide preventive maintenance services through their own trained & experienced engineers only and not through any franchisee/outsourcing arrangement.

29. Awarding the AMC contract to a vendor would be conditional on the number of engineers that will be provided for the RBO. These Engineers should be dedicated for SBI use only and should ideally report to and operate from District/Block head quarter only. **As a thumb rule, we shall insist on one dedicated engineer as mentioned in Para 12.** One of the dependent factors for awarding of a RBO will be posting of exclusive engineer(s) in the Region.

30. The vendors should stock adequate quantity of spare parts at each location from where they would render service to branches in the Region. The quantum of spares to be maintained by the vendor is as follows:

31. A minimum uptime of 99% is required for key items like CTS, Passbook printers, Draft printers. For other items like Diskless nodes, Low speed DMPs etc. a minimum up-time of 95% is acceptable. The total downtime at a branch will be calculated, as the period an item was not working from the working time over a full quarter.

32. Service quality that drops below such levels could be reason enough to cancel the contract from the end of the relevant month and allocate the same to another vendor.

33. With a view to discourage attempts by some vendors to quote abnormally low AMC rates, which could lead to substandard service benchmark rates will be set. Quotations that offer less than benchmark rates would be disqualified. Efforts should be made by vendors to quote the rates based on the current market value of the hardware items, as far as practicable.

34. The AMC vendors should have proper call login/reporting system like toll free number/unique mail address/or any web based solution and assign unique call identification number to each call. This facility should be provided to all branch staff. The weekly report of all call should be submitted to the CM (HR & Admin)/CM (Comp & Ops) will all details of call pending as well as resolved by the AMC vendors.

35. The updated list of vendors and their engineers including higher official with all details like residence address, mobile number, and email address should be given by the vendor to CM (Hr & Admin)/CM (Comp & Ops) as well as branches for the ready reference.

36. After taking AMC, Hardware inventory should be made with in the 15 days and updated immediately at each change. The Hardware inventory should be made branch wise with full part details (like HDD, RAM, Mother Board, Cabinet, Monitor, Lan Card, SMPS, Processor, etc.) and they should be tagged.

37. If there is tie among L-1, L-2 & L-3 vendors (all quoting same L-1 rate) the discretion to distribute Regions lies with the Administrative Office, Gwalior. They can distribute the Regions among these vendors depending upon their past experience with vendors, their present capabilities and other relevant factors.

38. All networking equipment and LAN cabling (except data craft equipment like Routers, Switches etc.) will be covered under AMC.

39. It is made clear that award of AMC to any vendor will necessarily mean more than just preventive maintenance. This will mean that the AMC holder will have to quote for/undertake jobs relating to additional cabling work, RAM upgrades, supply of networking cards/diskless workstations/networking equipment etc.

40. **Notwithstanding the above mentioned, the clauses of AMC Agreement as per Annexure IV will prevail.** Also, the term "Vendor" being used to address the service provider and the word "Company" used in the AMC agreement are to be taken to mean one and the same thing.

41. Each vendor has to obtain "Satisfaction Certification" quarterly basis from the Branches they are providing services.

42. Each Branch has to be visited once in a fortnight (even when no calls were lodged by branch) by service engineer.

**ANNEXURE-II****BROAD CONFIGURATION OF HARDWARE**

## 1. NODES /WORKSTATION /PCs CONFIGURATION

<b>DESKTOP (ENTRY-LEVEL)</b>	
Description	Desktop PC (Certified for Microsoft Windows)
Processor - INTEL	Intel Core i5-13400 @ 2.50 GHz or higher with minimum 10 cores and 'Max Turbo Frequency ' of 4.60 GHz or higher
	<b>OR</b>
Processor - AMD	AMD Ryzen 5 5600G or Higher with base clock of 3.9 GHz or Higher.
Chipset	Compatible chipset
Hard Disk	256 GB or higher PCIeNVMe SSD with minimum 1TB SATA HDD (7200 RPM).
Memory	1x16GB DDR4/DDR5 - 3200 MHz or higher, expandable to 32 GB or more, with minimum 2 DIMM slots or more
Monitor	Min 21" TFT/LED with 1920x1080 resolution or higher along with Antiglare display screen coating. Static Contrast Ratio of 1000:1 or better. Speaker (Internal/External).  Min 1 VGA/DP or 1 HDMI port, preferably both. Extendable Neck /height adjustment is preferable.
Keyboard	104 keys USB Keyboard**
Mouse	USB OPTICAL SCROLL MOUSE**
Network Card	Single NIC-10/100/1000 Gigabit Ethernet
Ports	Min 6 USB Ports (Min 4 USB 3.0 or higher), Front: Min 1 headphone/microphone combo. Rear: Min 1 RJ-45, Min 1 VGA/DP and 1 HDMI port.
Operating System	Windows 11 or Higher
Power supply	ROHS Compliance or BIS Certificate
Additional Software	Not Applicable
Manageability	Pre-Failure Notification for HDD
Warranty	Minimum 1 year On-site
Security Management	TPM 2.0

<b>DESKTOP (HIGH-END)</b>	
Description	Desktop PC (Certified for Microsoft Windows)
Processor - INTEL	Intel Core i7-13700 @ 2.10 GHz or higher with minimum 16 cores and Max Turbo Frequency of 5.10 GHz or higher
	<b>OR</b>
Processor - AMD	AMD Ryzen 7 5700G or Higher with base clock of 3.6 GHz or higher
Chipset	Latest Chipset
Hard Disk	512 GB or higher PCIeNVMe SSD with minimum 1TB SATA HDD (7200 RPM).
Memory	1x32 GB DDR4/DDR5 - 3200 MT/s or higher RAM, expandable up to 64 GB or more, with minimum 2 DIMM slots or more
Monitor	Min 21" TFT/LED with 1920x1080 resolution or higher along with Antiglare display screen coating. Static Contrast Ratio of 1000:1 or better. Speaker (Internal/External).  Min 1 VGA/DP or 1 HDMI port, preferably both. Extendable Neck /height adjustment is preferable.
Keyboard	104 keys USB Keyboard**
Mouse	USB OPTICAL SCROLL MOUSE**
Network Card	Single NIC-10/100/1000 Gigabit Ethernet
Ports	Min 6 USB Ports (Min 4 USB 3.0 or higher), Front: Min 1 headphone/microphone combo. Rear: Min 1 RJ-45, Min 1 VGA/DP and 1 HDMI port.
Operating System	Windows 11 or Higher
Power supply	ROHS Compliance or BIS Certificate
Additional Software	Not Applicable
Manageability	Pre-Failure Notification for HDD
Warranty	Minimum 1 year On-site
Security Management	TPM 2.0

<b>DESKTOP (ENTRY LEVEL) - Without Monitor, Keyboard, Mouse</b>	
Description	Desktop PC (Certified for Microsoft Windows)
Processor - INTEL	Intel Core i5-13400 @ 2.50 GHz or higher with minimum 10 cores and 'Max Turbo Frequency ' of 4.60 GHz or higher
	<b>OR</b>
Processor - AMD	AMD Ryzen 5 5600G or Higher with base clock of 3.9 GHz or Higher.
Chipset	Compatible chipset
Hard Disk	256 GB or higher PCIeNVMe SSD with minimum 1TB SATA HDD (7200 RPM).
Memory	1x16GB DDR4/DDR5 - 3200 MHz or higher, expandable to 32 GB or more, with minimum 2 DIMM slots or more
Network Card	Single NIC-10/100/1000 Gigabit Ethernet
Ports	Min 6 USB Ports (Min 4 USB 3.0 or higher), Front: Min 1 headphone/microphone combo, Rear: Min 1 RJ-45, Min 1 VGA/DP and 1 HDMI port.
Operating System	Windows 11 or Higher
Power supply	ROHS Compliance or BIS Certificate
Additional Software	Not Applicable
Manageability	Pre-Failure Notification for HDD
Warranty	Minimum 1 year On-site
Security Management	TPM 2.0

<b>DESKTOP (HIGH-END) – Without Monitor, Keyboard, Mouse</b>	
Description	Desktop PC (Certified for Microsoft windows)
Processor - INTEL	Intel Core i7-13700 @ 2.10 GHz or higher with minimum 16 cores and 'Max Turbo Frequency' of 5.10 GHz or higher
	<b>OR</b>
Processor - AMD	AMD Ryzen 7 5700G or Higher with base clock of 3.6 GHz or higher
Chipset	Latest Chipset
Hard Disk	512 GB or higher PCIeNVMe SSD with minimum 1TB SATA HDD (7200 RPM).
Memory	1x32 GB DDR4/DDR5 - 3200 MT/s or higher RAM, expandable up to 64GB or more, with minimum 2 DIMM slots or more
Network Card	Single NIC-10/100/1000 Gigabit Ethernet
Ports	Min 6 USB Ports (Min 4 USB 3.0 or higher), Front: Min 1 headphone/microphone combo, Rear: Min 1 RJ-45, Min 1 VGA/DP and 1 HDMI port.
Operating System	Windows 11 or Higher
Power supply	ROHS Compliance or BIS Certificate
Additional Software	Not Applicable
Manageability	Pre-Failure Notification for HDD
Warranty	Minimum 1 year On-site
Security Management	TPM 2.0

<b>LAPTOP</b>	
<b>Specifications</b>	
<b>Processor – INTEL</b>	Intel Core i5-1345U or higher with minimum 10 cores
<b>OR</b>	
<b>Processor – AMD</b>	AMD Ryzen 5 7530U or higher
<b>RAM</b>	1x16GB DDR4/DDR5 3200 MHz or higher, expandable up-to 32GB with 2 DIMM slots or higher
<b>HDD</b>	512 GB PCIeNVMe SSD or higher
<b>Display</b>	Min 14" or higher. Model should be without optical drive bay
<b>Network</b>	Wi-Fi, Gigabit Ethernet
<b>Ports</b>	Min 1 HDMI Port, Min 1 Microphone/headphone combo, Min 1 RJ45(10/100/1000), Min 3 USB Ports (1 USB Type-C, 1 USB 3.0 Port) or higher, Min 1 VGA/VDI/Display Port
<b>Keyboard</b>	Full sized, spill resistant with backlit feature (optional) and precision touchpad
<b>Battery</b>	3 cell Lithium or Higher- Ion battery 40whr or above with minimum 4 - 6 hours battery backup.
<b>OS</b>	Windows 11 or Higher
<b>Security Management</b>	TPM 2.0 (Discrete) Hardware
<b>Weight</b>	Less than 2.2 kg
<b>Fingerprint reader</b>	Integrated Fingerprint Reader.
<b>Certification</b>	Windows Certified. BIS, CE Certified.
<b>Camera</b>	Yes
<b>Warranty</b>	Onsite 3 years including Battery & Back to back with OEM
<b>Laptop Bag</b>	Yes - Same OEM Make

<b>Printer Particulars</b>	<b>Printer Type</b>	<b>Specifications</b>
<b>Line Matrix Printer</b>	<b>Line Matrix Printer</b>	500 LPM or higher with Integrated Print Server / LAN Card, Pedestal Model
<b>High Speed Dot Matrix Printer</b>	<b>Dot Matrix Printer</b>	24 Pin, 475cps or higher @ 10dpi Draft, Serial / Parallel / USB Interface (any two), 64KB Buffer or higher, 1+5 Copies, Ribbon life 5 million characters or higher, Print head life 300 million character or higher.
<b>Passbook Printer</b>	<b>Dot Matrix Printer</b>	24 Pin, 390 cps or higher Draft, Ports : Parallel / Serial / USB (any two), Ribbon Life : 10 million characters or higher, Print Head Life : 400 million dots, Horizontal & Vertical Type. Print handling : Automatic front feed for handling average size passbook with Automatic document alignment.
<b>Cash Receipt Printer</b>	<b>Dot Matrix Printer</b>	40 Column, 4.5 Lines/Sec. or more, USB or Parallel Interface, Mono Printing, Paper Width: 75.5 mm (3 inch) or more. Ribbon life 15 million characters or higher, Ink Bank/Cartridge 5 million Characters, Print head life 400 million character or higher.
<b>Network Laserjet Printer</b>	<b>Mid-Level Mono Printer</b>	25 ppm (A4) or Higher, Processor 400 MHz, Resolution 600 x 600 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, Duty Cycle Monthly 80,000 pages or higher.
<b>Network Laserjet Printer</b>	<b>Heavy Duty Mono Printer</b>	40 ppm or higher (A4) or Higher, Processor 500 MHz or higher, Resolution 1200 x 1200 dpi, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing, 128 MB RAM or more, One High Speed USB 2.0 or Parallel Port . Duty Cycle Monthly 100,000 pages
<b>Multifunction Laserjet Printer</b>	<b>Mid Level MFD (Mono)</b>	38 ppm or more, Processor 500 MHz or higher, Print/Copy/Scan, 256 MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher) , Duplex Printing with Automatic Feeder (ADF).
<b>Multifunction Laserjet Printer</b>	<b>Mid Level MFD (Color)</b>	18 ppm or higher, Processor 400 MHz or higher, Print/Copy/Scan, 256MB RAM or more, Hi-Speed USB 2.0, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder (ADF)
<b>Dot Matrix Printer</b>		24Pin, 250cps or higher @ 10dpi Draft, 80 Column, LQ 66 or above, Print head life: 150 million strokes or higher, Ribbon Life : 3 million characters or higher, 1+2 copies, 64KB, USB / Parallel I/f., 64dBA or less
<b>Ink Tank Printer (mono)</b>		30 ppm or higher, Noise 60 dBA or less, Print/Copy/Scan, One High Speed USB 2.0 or Parallel Port, Built-in Network Interface (Ethernet with 100Mbps or higher), Duplex Printing with Automatic Document Feeder(ADF)
<b>Ink Tank Printer (color)</b>		30 ppm or higher, Noise 60 dBA or less, Print/Copy/Scan, One High Speed USB 2.0 or Parallel Port, Built-in Network Interface (Ethernet with 100Mbps or higher),Duplex Printing with Automatic Document Feeder(ADF)
<b>Warranty</b>		3 years On-site

<b>Scanner-1</b>	
<b>Scanner Speed</b>	30 ppm and above
<b>Duplex scanning</b>	Yes
<b>Scan Technology</b>	CIS / CCD
<b>Daily Volume</b>	3500 pages per day or higher
<b>Scan Resolution</b>	Upto 600 DPI or higher
<b>ADF Capacity</b>	Upto 50 Sheets; handles small documents such as ID cards, Aadhaar Card, PAN cards, etc
<b>Standard</b>	USB 2.0 / USB 3.0 compatible
<b>Connectivity Warranty</b>	3 year Onsite
<b>Output Format</b>	Single and multiples page .tif, '.tiff','.pdf', ' .jpeg', '.jpg','.bmp'
<b>Operating System Compatibility</b>	Windows 11(64 bit); Windows 10(32bit & 64 bit); Windows 8.1 (32bit & 64 bit);
<b>Page Type</b>	A4, Legal
<b>Scanning Mode</b>	Full Color / Gray Scale / Black & White
<b>Other Features</b>	Barcode reading

<b>Scanner-2</b>	
<b>Scanner Speed</b>	50 ppm and above
<b>Duplex scanning</b>	Yes
<b>Scan Technology</b>	CIS / CCD
<b>Daily Volume</b>	5000 pages or more per day
<b>Scan Resolution</b>	Upto 600 DPI or higher
<b>ADF Capacity</b>	60 Sheets or more ; handles small documents such as ID cards, Aadhaar Card, PAN cards, etc
<b>Standard</b>	USB 2.0 / USB 3.0 compatible
<b>Connectivity Warranty</b>	3 year Onsite
<b>Output Format</b>	Single and multiples page .tif, '.tiff','.pdf', ' .jpeg', '.jpg','.bmp'
<b>Operating System Compatibility</b>	Windows 11(64 bit); Windows 10(32bit & 64 bit); Windows 8.1 (32bit & 64 bit);
<b>Page Type</b>	A4, Legal
<b>Scanning Mode</b>	Full Color / Gray Scale / Black & White
<b>Other Features</b>	Barcode reading

**NOTE:**

It may be that any or some of the above items at the branches may have been recently replaced/purchased and accordingly may be under warranty. These Items and their cost will be deducted from the AMC/ AMC charges' calculations. However, these items will be included under the AMC on a pro-rata basis once the warranty period expires. It will, however, be prudent for the concerned branch/ vendor to diaries the expiry date(s) of warranties of such hardware and to exchange letters in this regard.

In respect of support on Operating Systems such as MS-Windows, Windows 2003/2008 server, Linux, Unix etc. No AMC charges will be payable. The support on Operating Systems would include configuration of Internet, configuration of Outlook Express etc. It will be presumed on a vendor quoting in this reference that their services will be mandatory available for all the hardware problems, application software and the problems related to Operating Systems installed on it including reloading of the Operating System, whenever necessary. It will also be presumed that all his services engineers are sufficiently versed in handling of such Operating Systems.

**The configurations are only illustrative and AMC covers the actual hardware configuration at the branches.** Rates of hardware to be taken as per actual invoice available with branches.

**FOR REFERENCE TENTATIVE PRICE OF HARDWARE TO BE TAKEN AS BASE PRICE:**

<b>Sr. No.</b>	<b>Item Description</b>	<b>Price</b>
1	Desktop (INTEL)	41,600.00
2	Desktop (AMD)	40,900.00
3	Laptop (INTEL)	46,000.00
4	Laptop (AMD)	43,600.00
5	Dot Matrix Printer 24 PIN 475 CPS or Higher	9,100.00
6	Passbook Printer	15,300.00
7	Cash Receipt Printer	7,700.00
8	Network LaserJet Printer-Mid Level Mono 25ppm	9,000.00
9	Network LaserJet Printer-Heavy Duty Mono (1200*1200)	9,000.00
10	Multi-Function Printer-Mid Level MFD Mono 25ppm	18,200.00
11	Multi-Function Printer-Mid Level MFD Mono38ppm	29,000.00
12	Scanner – 1 HP Scanjet PRO 3000 S3	14,500.00
13	Scanner – 2 HP Scanjet Enterprise flow 5000	21,100.00
14	CTS (Cheque Truncation Scanner)	33,000.00

**ANNEXURE - III**

**STATE BANK OF INDIA  
AGREEMENT FOR MAINTENANCE OF COMPUTERS, PERIPHERALS,  
PRINTERS & OTHER ELECTRONIC EQUIPMENT**

This agreement made this \_\_\_\_\_ day of \_\_\_\_ 20\_\_\_\_ between State Bank of India, incorporated under the State Bank of India Act 1955 and having its Local Head Office at Bhopal (hereinafter called SBI) which expression shall include its successors and assigns and M/s \_\_\_\_\_ (**vendor**) having its registered office at (address) (hereinafter called "The Company) through \_\_\_\_\_ authorized vide resolution dtd \_\_\_\_\_ passed by board of directors in the meeting held on \_\_\_\_ which expression shall include its successors and assigns.

Whereas the Company has agreed to provide and SBI has agreed to accept from the Company repair and maintenance service for the Computer / electronic equipment (Hereinafter called Equipment) at the \_\_\_\_\_ Branches /Offices (hereinafter referred to as the SITE which may mean any one or more or all of them) of \_\_\_\_\_ RBOs (Branch wise details of hardware cost and AMC amount listed in Annexure A-1 to A\_\_ hereto) as amended from time to time, subject to SBI 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. COMMENCEMENT AND TERMS**

1.1 This agreement is effective from the date of execution hereof and shall be valid upto **31.10.2025**. After expiration of the said period the parties shall have the option to renew this agreement for a further period of 1 year on the same terms and conditions (excepting the quantum of charges which shall be mutually agreed upon) within a calendar quarter remaining for expiry of this agreement. However, renewal will not take place if notice in writing or intention not to renew this Agreement is given by

- a) The Vendor to SBI at least 3 calendar months in advance  
at the address of the latter mentioned above by  
Registered Post.
- "OR"
- b) SBI to The Vendor at least 1 calendar month in advance  
at the address of the latter mentioned above by  
Registered Post.

1.2 Upon termination or after expiration of this Agreement each party shall forth with return to the other all papers, material and other properties of the other held by each other for purpose of this Agreement. In addition, each party will assist the other party in the orderly termination of this Agreement on the transfer of all aspects hereof, tangible and intangible, as may be necessary for the orderly, non-disrupted business continuation of each party.

1.3 The Bank, in order to ensure quality of service support to the branches, will evaluate the Region-wise performance of the vendors for one month beginning from

the date of the award of AMC of Branches/RBOs of the RBO(s). The Bank, if it deem fit in light of the quality of service support, may swap the RBOs(s) between the vendors or to withdraw any RBO from the shortlisted vendor and give them to any other vendor who has matched L1 quotes.

1.4 Individual items of equipment, and repair and maintenance service charge for such equipment, may be added to or withdrawn from the inventory of the branch of this agreement by mutual written consent of both parties; provided always that such consent is not unreasonably withheld. In the event that individual items of equipment are added to Annexure "A" it may involve addition maintenance charges. In the event that individual items of e are withdrawn from the hardware inventory as per Annexure "A" as described herein, then any money prepaid on such equipment shall be immediately refunded by the company.

## 2. CHARGES

2.1 The charges payable by SBI to the company for the repair and maintenance services described herein, are indicated in Para 2.2 of this agreement, and unless provided for elsewhere herein, no additional charges shall be claimed by the company.

2.2 The company shall submit to SBI their invoices for payments due in accordance with this Agreement along with a certificate from the head of the site of installation that the services are satisfactory (with details of downtime and penalty, if any) The terms of such invoices is that they shall be payable quarterly in arrears and the amount of such quarterly invoice(s), being a quarter of the Annual charges for maintenance payable by SBI, is fixed branch-wise as per hardware cost as detailed in Annexure A-I to A-III exclusive of GST. GST is to be paid separately as applicable from time to time and decided by Government of India. **The payment of AMC charges would be subject to penalty clause as per clauses 3.4, 3.5 and 3.6 of this agreement, during the currency of this agreement.**

2.3 All the prices, terms, warranties and benefits granted by the company herein are comparable to or better than the equivalent terms being offered by the company to any of its present customers. If the company shall, during the term of this agreement enter into Arrangements with any of its customers providing greater benefits or more favourable terms, this agreement shall thereupon be deemed amended to provide the same to SBI.

2.4 The company may, not less than six months prior to the next date of automatic annual renewal of this agreement [ referred to in clause 1.1 above ], convey its intention to increase the charges contained in annexure "A", hereto, with effect from the commencement of the next annual period, by means of a notice in writing to SBI. SBI may agree to such increase in the maintenance charge by conveying in writing, its acceptance of such increase at least three months prior to the end of the current annual period of this agreement [referred to in clause 1.1 above]. SBI may, however, notwithstanding what is mentioned in clause 1.1 above cancel this Agreement beyond the end of the current annual period referred to above by not conveying its acceptance in writing at least one month prior to the end of the current annual period referred to above.

### **3. CONDITIONS GOVERNING REPAIR AND MAINTENANCE SERVICES**

During the term of this Agreement, the company shall agree to maintain the equipment in good working order and for this purpose shall provide the following repair and maintenance services:

3.1 Preventive Maintenance: The company shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, replacement of unserviceable parts, cleaning and removal of dust and dirt from the interior of the equipment, and necessary repairing of the equipment) once within the first fifteen days of the commencement of this agreement and once every fifteen days of every subsequent month. Notwithstanding the foregoing, The Company recognizes SBI's operational needs and agrees that SBI 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.

**For the purposes of Preventive maintenance and other maintenance services the company shall arrange for services of 1 number of qualified engineer(s) RBO centres/HQ as detailed in Annexure A-1 to A-III for ensuring satisfactory functioning of the equipment as stipulated in Para 3.3 and 3.5 of the Agreement .**

**The company shall provide repair and maintenance service, in responses to oral, including telephonic notice by SBI within half hour after such intimation during the hours set forth in clauses 3.3.**

The Resident Engineer(s) for the RBO will be available at the Region head quarter before half an hour from the opening hours of the branch and shall be available till half an hour after closing hours of the branch on all working days. The Resident Engineer(s) will have to maintain a muster at the station branch/office detailing the times reported / signed off and calls attended. It will be the responsibility of the resident engineer(s) at the site to note the calls received, the disposal and the number of the Field Call Report. A gist of the daily calls received/attended has to be sent each day to the branch office of the company at Indore, alternatively to the company's representative/resident engineer(s) at Bhopal, for follow up. This latter mentioned office/representatives of the Company at Bhopal will ensure entry of the data in a call monitoring software and will submit such data to the respective Regional Office every week.

Although the Resident Engineer(s) has been stipulated for the region, the company will be responsible for all the calls lodged and will ensure that the stipulated uptime/downtime are strictly adhered to. Any default will result in invoking the penalty clause stipulated at Para 3.6 below.

3.2 The company shall correct any faults and failures in the equipment and shall repair and replace worn or defective parts of the equipment immediately. In cases where unserviceable parts of the equipment need replacement, the company shall replace all such parts, at no extra cost to SBI with brand new parts or those equivalent to new parts in performance. Provided that if the company is required to replace following consumable, these will incur additional charges.

- a. Myler Strip (Passbook Printer)
- b. Photo Sensor & Front Photo Support (Passbook Printer)
- c. All Types of Plastic Gears (All Printers)
- d. Ribbon Masks (Dot Matrix printer and Line Printers)
- e. Rubber / Plastic Belts (Dot Matrix Printers & Line Printers)
- f. Plastic Knobs (Dot Matrix Printers)
- g. Plastic Cabinet (Passbook Printers, Dot Matrix Printers)
- h. Printers Sprocket (Passbook Printer, Dot Matrix Printers & Line Printers)
- i. Control Panel (All Printers)
- j. Printer Ribbons / cartridges.

**PRINT HEADS OF ALL TYPES OF PRINTERS AND HAMMER MODULES, PRINT BRANDS OF ALL TYPES OF LINE PRINTERS ARE COVERED BY THIS CONTRACT; DEFECTIVE HEADS/BANDS ARE TO BE REPLACED WITHOUT ANY ADDITIONAL CHARGE TO SBI.** The company in effecting any such replacement shall not remove the equipment or any part or parts thereof until the company is ready to move in substitute equipment or part or parts to replace it. If the replaced part or parts are not identical in all respects to the part replaced, the company shall inform SBI in writing at the time of such replacement. SBI in such case have the right to request the company to replace the parts with the original compatible parts only and the company shall comply with such request forthwith.

3.3 The company shall ensure that faults and failures intimated by SBI as above are diagnosed and repaired within 1 1/2 hours. If the repair work is expected to be prolonged beyond 1 1/2 hours of down time, the company shall replace the defective equipment with stand-by equipment immediately, and restore operations.

3.4 System uptime for the purposes of this document is defined as productive and error-free time of the equipment reckoned on a quarterly basis and the system uptime efficiency shall be computed as under:

TOTAL TIME is the time (no. of hours) for which the Computer System (equipment) is required to be satisfactorily operational at the site during the quarter. (900 hours)

DOWN TIME is the aggregate time lost due to equipment malfunction and remedial maintenance during the quarter.

HOURLY CHARGES is the usual maintenance charges for a quarterly period divided by the total time for the quarter in question i.e. divided by 900.

3.5 **PERFORMANCE:** The Company shall guarantee and ensure post installation system uptime efficiency of 99% for the full configuration of the equipment, in every quarter.

For this purpose, the core configuration of the equipment shall mean:

- |    |   |      |
|----|---|------|
| 1. | CBS Nodes                               | Full |
| 2. | Standalone PCs (if any)                 | Full |
| 3. | Scanners                                | Full |
| 4. | CTS System                              | Full |
| 5. | Passbook Printers                       | Full |
| 6. | Draft/IOI Printers/LaserJet<br>Printers | Full |
| 7. | Branch LAN                              | Full |

### 3.6 Penalty Provision

The vendor shall correct any fault and failures in the equipment and shall repair and replace worn or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by SBI are diagnosed and repaired within 3 hours plus journey time (Max 2 hours).

#### i) Service Levels expected

Sl. No.	Particulars	Resolution Time(Excluding Journey Time of Max 2hrs) (excluding time from 17.00hrs to
1	Servers/PC/ Printers / Scanners / Networking equipments	3 Hrs

The vendor shall arrange for standby machine / equipment if they are not able to resolve the problem within the stipulated resolution period. In any case, if the system repair is likely to take more than 24 hours, alternative spare must be arranged to make the system operational.

If the system is not up within the time indicated in resolution time column in clause 3.6 para (i) above and standby provision is not provided, the following penalty rates would be applied.

#### 1. Downtime of all types of Printer

Sr.No.	Period for delay	Amount in rupees
1	Up to 3 Hour	500
2	Up to 6 Hours	800
3	Up to 8 Hours	1000
4	Thereafter penalty upto 3 days (per day)	1500
5	Penalty beyond 3 days (per day)	2000

#### 2. Downtime of Hardware/Peripherals/up gradation of software etc.

Sr.No.	Period for delay	Amount in rupees
1	Up to 3 Hour	Nil

2	Up to 6 Hours	500
3	Up to 8 Hours	1000
4	Thereafter penalty up to 3 days (per day)	1500
5	Penalty beyond 3 days (per day)	2000

For any other deviations of terms & conditions not included in (a), (b) & (c) above :

- a) Rs.1000/- per instance
- b) Rs.2,000/- if the same instance is repeated

- The downtime starts from the time of fault reporting by any means (Telephonic/Fax/Email/SMS etc.) and ends at repair / standby provision.
- The total penalty leviable will be to the extent of 25% of the total AMC payments.

3.7 The company shall keep spares of essential kits or parts of the equipment, at the site, such as mother boards, key boards, both for the File Server and other PCs, workstations, Controller cards, Monitors, power cords, printer interface and other cables, and other essential parts as may be required to keep the downtime minimal. The quantum of stocking of spares will be as detailed below:

<u>Item</u>	<u>Quantity/10 installations or part thereof</u>
HDDs	03
Mother Boards	01
DAT Drive	01
Controller Cards	01
RAM	05
NIC	02

The stocks will be kept at a branch/office of the site mutually agreed upon by company and SBI. The Company shall submit details of stock held at every Region to the Bank on monthly intervals. The stocks shall be subject to inspection by Bank's officials. In case of need, the stocks will be replenished, from time to time, from the super stock held by the company at Gwalior/it's office in Madhya Pradesh/any centre mutually decided upon between the vendor and the Bank. The company, if they choose, may install their own standby system of identical specification. If such systems are acceptable to SBI, the period of use of such systems shall be deducted from downtime for all purposes.

#### **4 SPARE PARTS AND TEST EQUIPMENT:**

4.1 The company shall undertake to maintain necessary tools, test Equipment, sub-assemblies, kits of parts, components and spare parts defined in clause 3.7 above at the Region Headquarters as described in Annexure A-I to A-III from date of this Agreement to enable it to fulfil its obligations.

4.2 All engineering changes generally adopted for technology upgradation/ improved products hereafter by the company for equipment similar to that covered by this Agreement shall be made to the equipment at no cost to SBI.

4.3 A log/register shall be maintained at the site to record each incident of

equipment malfunction, errors, faults, failures, defects, etc., indicating the date and time at which the Vendor was informed of/noticed the malfunction, errors, faults, failures, defects, etc., and the date and time of commencement and successful completion of repair work and nature of repair work performed on the equipment together with a description of the cause for work, either by description of the malfunction, errors, faults, failures, defects, etc., or as discovered, and repaired during the regularly scheduled Preventive Maintenance. SBI shall use the same log for recording the nature of malfunction, errors, faults, failures, defects, etc., observed in the equipment, the date and time of their occurrence and the date and time of their communication to the company. The entries in the register under the initials of a SBI representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects, etc.

4.4 Any worn or defective parts withdrawn from the equipment and replaced by the company shall become the property of the company; the parts replacing the withdrawn parts shall become the property of SBI.

4.5 The company's maintenance personnel shall, subject to clause herein, be given access to the equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.

4.6 The company shall provide mobile telephones to the maintenance personnel/engineer(s) to facilitate prompt communication. In case cellular services are not available at the Region, the resident engineer(s) will have to be provided telephones at their residences by the company.

4.7 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 SBI desires to shift the equipment to a new site and install it thereat urgently, the company shall be informed of the same immediately. SBI shall bear the charges for such shifting and reinstallation and the company shall provide necessary assistance to SBI in doing so. This agreement, after such shifting and reinstallation, would continue to be binding on the company and SBI, provided that the two parties may agree to amended charges for the maintenance services after such an event.

4.8 SBI shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust, to within the acceptable limits required for equipment similar to that covered by this Agreement.

4.9 No term or provision here of shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.

4.10 If the engineer posted at the RBO leaves the Headquarters he should inform the Manager (ZOCC)/RBO HQ office/branch and leave his contact telephone number. If the engineer goes on leave or leaves the headquarters for more than two days relief arrangement will be provided by the company. Otherwise, his absence will be treated as downtime for all the installations of the Region.

## 5. **FORCE MAJEURE**

5.1 Neither party shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following 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 endeavours 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 of the its obligations hereunder, for a period of more than 3 (Three) months from the date of occurrence of such act, it shall be open to SBI to rescind this contract by giving 1 (one) months' notice.

## 6. **SUBCONTRACTING:**

6.1 the company will not subcontract or permit anyone other than the company personnel to perform any of the work, services or other performance required of the company this Agreement without the prior written consent of SBI.

## 7. **EQUIPMENT ATTACHMENTS:**

7.1 SBI shall have the right to make changes and attachments to the , provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the company cost of performing repair and maintenance service.

## 8. **SECURITY**

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

## 9. **CONFIDENTIALITY:**

9.1 The company acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data whose disclosure to or use by third parties will be damaging or cause loss to SBI. The company agrees

to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement, 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 employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement can be fully satisfied.

#### **10. LIABILITY AND INDEMNITIES:**

10.1 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 SBI from any claim directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

#### **11 BUSINESS TERMINATION**

11.1 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 a receiver for its business or assets or shall avail itself of, or becomes subject to, any proceeding under any act or statute of any country or state relating to insolvency or the protection of rights of creditors, then (at the option of SBI notwithstanding clause 1.1 of the agreement) this Agreement shall terminate and be of no further force and effect and any property or rights of such other party, tangible or intangible, shall forthwith be returned to it.

#### **12. TERMINATION OF THIS AGREEMENT:**

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

- a) Under the provision of clause 1.1 of this Agreement.
- b) If SBI do not make payments due to the company under this Agreement in terms of clauses 2.1 and 2.2 above.
- c) Under the provision of clauses 2.4 of this Agreement.
- d) If SBI do not maintain appropriate environmental conditions as indicated in clause 4.8 of this Agreement.
- e) Under the provision of clause 5.1 and or 11 of this Agreement.
- d) If the Company's services are not satisfactory and SBI suffer any hindrance in the normal functioning of its business due to non-performance of the Company. A certificate in this regard from the head of the installation site will be deemed sufficient.

#### **13. ARBITRATION:**

13.1 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 each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration to be governed by the provisions of the Indian Arbitration Act.

**14. GENERAL:**

- 14.1 Marginal notes and headings are for guidance only and are not intended to be read or construed as part of this Agreement.
- 14.2 No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.
- 14.3 Each party warrants and guarantees that it has fully 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.
- 14.4 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 SBI by its representative

For State Bank of India

(Name of the Signing Authority)

In Presence of (Witness)

For (Name of the Company)

1.

2.

**ANNEXURE-IV**

**State Bank of India  
Administrative Office  
Gwalior**

**Commercial Quote in respect of AMC for Regions - Branches:**

<b>S. No.</b>	<b>Name of RBO</b>	<b>Headquarter Location</b>	<b>No. of Branches/ Offices</b>	<b>% Quote (up to two decimal)</b>	<b>Percentage Quote in words</b>
1.	RBO 1 Gwalior and Region 8 Gwalior	Gwalior	43		
2.	RBO 2 Morena	Gwalior	45		
3.	RBO 3 Chhatarpur	Chhatarpur	53		
4.	RBO 4 Guna	Guna	53		
5.	RBO 5 Shivpuri	Shivpuri	44		
6.	RBO 6 Saugor	Saugor	49		
7	RBO 9 Gwalior	Gwalior	6		

Vendor's Seal & Signature

1. Single Quote should be submitted for the Region as a whole.
2. Quotes, as a %age of Hardware Cost should be both in figures and words and upto 2 decimals.

State Bank of India  
Administrative Office  
Gwalior

**ANNEXURE-V**

**State Bank of India  
Administrative Office  
Gwalior**

**FORMAT FOR DAILY CALL LODGED REPORTING TO ADMINISTRATIVE OFFICE, GWALIOR**

S. No.	RBO	Branch code	Branch Name	Day of the month				
				Call logged by (Branch user's name)	Call logged for (description)	Call logged at (time)	Attended and resolved at (time)	Remark
1								
.								
.								
n								

SEAL & SIGN  
BRANCH USER



**ANNEXURE-VII****RBO WISE BRANCHES/OFFICES**

S.NO	RBO_BRANCH_CD	RBO Name	Branch Code	Branch Name
1	13497	RBO-1 GWALIOR	14960	SPECIALISED CURRENCY ADMINISTRATION BR
2	13497	RBO-1 GWALIOR	17727	OLD GWALIOR ROAD GWALIOR
3	13497	RBO-1 GWALIOR	30097	SUBHASH GANJ DABRA
4	13497	RBO-1 GWALIOR	30250	RATWAI [PARSEN]
5	13497	RBO-1 GWALIOR	1464	TANSEN NAGAR
6	13497	RBO-1 GWALIOR	2875	MELA ROAD SHAKTINAGAR
7	13497	RBO-1 GWALIOR	2884	PICHHORE
8	13497	RBO-1 GWALIOR	3180	A.G. OFFICE (GWALIOR)
9	13497	RBO-1 GWALIOR	3213	JAYENDRA GANJ (GWALIOR)
10	13497	RBO-1 GWALIOR	4088	PBB GWALIOR
11	13497	RBO-1 GWALIOR	4222	DABRA
12	13497	RBO-1 GWALIOR	4352	CITY CENTRE GWALIOR(04352)
13	13497	RBO-1 GWALIOR	4620	MOTI MAHAL (GWALIOR)
14	13497	RBO-1 GWALIOR	4661	MORAR (GWALIOR)
15	13497	RBO-1 GWALIOR	5332	G.R.MEDICAL COLLEGE (GWALIOR)
16	13497	RBO-1 GWALIOR	6247	BILLUA
17	13497	RBO-1 GWALIOR	6889	KARAHYA
18	13497	RBO-1 GWALIOR	7243	HASTINAPUR
19	13497	RBO-1 GWALIOR	7728	KULAITH
20	13497	RBO-1 GWALIOR	7933	MAYUR MARKET (GWALIOR)
21	13497	RBO-1 GWALIOR	8284	B S F ACADEMY TEKANPUR
22	13497	RBO-1 GWALIOR	10216	DRDE GWALIOR
23	13497	RBO-1 GWALIOR	10536	AIRPORT ROAD BRANCH
24	13497	RBO-1 GWALIOR	13497	RBO-1 GWALIOR
25	13497	RBO-1 GWALIOR	16593	TRANSPORT NAGAR GWALIOR
26	13497	RBO-1 GWALIOR	16843	NEW COLLECTORATE GWALIOR
27	13497	RBO-1 GWALIOR	18765	MORAR CANTT GWALIOR
28	13497	RBO-1 GWALIOR	30096	BARADARI CHOURAHA MORAR
29	13497	RBO-1 GWALIOR	30119	PATANKAR BAZAR
30	13497	RBO-1 GWALIOR	30137	KAMPOO GWALIOR
31	13497	RBO-1 GWALIOR	30151	MAIN ROAD BHITARWAR
32	13497	RBO-1 GWALIOR	30169	ANTRI
33	13497	RBO-1 GWALIOR	30258	ALAPUR GWALIOR
34	13497	RBO-1 GWALIOR	30373	AFS MAHARAJPUR GWALIOR
35	13497	RBO-1 GWALIOR	30413	CHETAKPURI GWALIOR
36	13497	RBO-1 GWALIOR	30417	LAXMIGANJ MANDI GWALIOR
37	13497	RBO-1 GWALIOR	30502	PATEL NAGAR GWALIOR

38	13497	RBO-1 GWALIOR	31478	HUZRAT ROAD GWALIOR
39	13497	RBO-1 GWALIOR	61125	MOHANA
40	13497	RBO-1 GWALIOR	61544	SINDHI COLONY SIKANDAR KAMPOO
41	13497	RBO-1 GWALIOR	62580	AMCC DABRA
42	13497	RBO-1 GWALIOR	63714	SME BRANCH DABRA
43	13497	RBO-1 GWALIOR	64382	DD NAGAR GWALIOR
44	13498	RBO-2 BHIND/MORENA	430	MORENA MAIN BRANCH
45	13498	RBO-2BHIND/MORENA	1471	SABALGARH
46	13498	RBO-2 BHIND/MORENA	3512	BHIND
47	13498	RBO-2 BHIND/MORENA	30090	MORENA TIRAHA AMBAH
48	13498	RBO-2 BHIND/MORENA	30094	MAU ROAD GOHAD
49	13498	RBO-2 BHIND/MORENA	30124	BHIND-BHANDER ROAD LAHAR
50	13498	RBO-2 BHIND/MORENA	30206	RAMPUR KALAN
51	13498	RBO-2 BHIND/MORENA	30307	GATA
52	13498	RBO-2 BHIND/MORENA	30327	RAYATPURA
53	13498	RBO-2 BHIND/MORENA	61546	NEW HOUSING BOARD MORENA
54	13498	RBO-2 BHIND/MORENA	61877	CAC BHIND
55	13498	RBO-2 BHIND/MORENA	61878	CAC MORENA
56	13498	RBO-2 BHIND/MORENA	3761	JAURA
57	13498	RBO-2 BHIND/MORENA	4830	SABALGARH
58	13498	RBO-2 BHIND/MORENA	5402	BANMORE
59	13498	RBO-2 BHIND/MORENA	5415	ALAMPUR
60	13498	RBO-2 BHIND/MORENA	5782	SME MORENA
61	13498	RBO-2 BHIND/MORENA	7238	JHUNDPURA
62	13498	RBO-2 BHIND/MORENA	7240	THARA
63	13498	RBO-2 BHIND/MORENA	7365	SARAI CHHOLA SAB
64	13498	RBO-2 BHIND/MORENA	7367	BASAIYA SAB
65	13498	RBO-2	9175	MANGROL

		BHIND/MORENA		
66	13498	RBO-2 BHIND/MORENA	9177	BADAGAON NAOLI
67	13498	RBO-2 BHIND/MORENA	9764	INDUSTRIAL AREA MALANPUR
68	13498	RBO-2 BHIND/MORENA	10839	COLLECTORATE BHIND
69	13498	RBO-2 BHIND/MORENA	10840	GOHAD DISTT BHIND
70	13498	RBO-2 BHIND/MORENA	10842	LAHAR
71	13498	RBO-2 BHIND/MORENA	10844	AMBAH BRANCH
72	13498	RBO-2 BHIND/MORENA	10845	KAILARAS DISTT MORENA
73	13498	RBO-2 BHIND/MORENA	10846	PORSA
74	13498	RBO-2BHIND/MORENA	13498	RBO-2 MORENA
75	13498	RBO-2 BHIND/MORENA	13661	MAU
76	13498	RBO-2 BHIND/MORENA	15079	MIHONA
77	13498	RBO-2 BHIND/MORENA	30092	JOURA
78	13498	RBO-2 BHIND/MORENA	30093	PARADE CHOURAHA BHIND
79	13498	RBO-2 BHIND/MORENA	30095	MOH ROAD MEHGAON
80	13498	RBO-2 BHIND/MORENA	30138	M.S.ROAD MORENA
81	13498	RBO-2 BHIND/MORENA	30237	SUMAOLI
82	13498	RBO-2 BHIND/MORENA	30290	RAMPAHARI
83	13498	RBO-2 BHIND/MORENA	30319	GORMI(KACHNAV KALAN)
84	13498	RBO-2 BHIND/MORENA	30395	LAHAR ROAD BHIND
85	13498	RBO-2 BHIND/MORENA	30433	IMLI CHOWK PORSA
86	13498	RBO-2 BHIND/MORENA	30439	GANDHI MARG KELARAS
87	13498	RBO-2 BHIND/MORENA	62608	AMCC MORENA
88	13498	RBO-2 BHIND/MORENA	64270	MEHDA
89	5224	RBO-3 CHHATARPUR	280	NOWGONG
90	5224	RBO-3 CHHATARPUR	347	CHHATARPUR (M.P.)

91	5224	RBO-3 CHHATARPUR	490	TIKAMGARH
92	5224	RBO-3 CHHATARPUR	1330	BIJAWAR
93	5224	RBO-3 CHHATARPUR	1350	NIWARI
94	5224	RBO-3 CHHATARPUR	2873	LAVKUSH NAGAR
95	5224	RBO-3 CHHATARPUR	61547	JATARA ROAD TIKAMGARH
96	5224	RBO-3 CHHATARPUR	61879	CAC CHHATARPUR
97	5224	RBO-3 CHHATARPUR	61880	CAC TIKAMGARH
98	5224	RBO-3 CHHATARPUR	61881	CAC NIWARI
99	5224	RBO-3 CHHATARPUR	1628	CHHATARPUR ( M.P. )
100	5224	RBO-3 CHHATARPUR	1942	ORCHHA PRATAPPURA
101	5224	RBO-3 CHHATARPUR	2169	RAJNAGAR (DIST. CHHATARPUR)
102	5224	RBO-3 CHHATARPUR	2823	BADAMALEHRA
103	5224	RBO-3 CHHATARPUR	2825	BALDEOGARH
104	5224	RBO-3 CHHATARPUR	2837	BUXWAHA
105	5224	RBO-3 CHHATARPUR	2839	CHANDLA
106	5224	RBO-3 CHHATARPUR	2848	GARHI MALEHRA
107	5224	RBO-3 CHHATARPUR	2854	HARPALPUR
108	5224	RBO-3 CHHATARPUR	2856	JATARA
109	5224	RBO-3 CHHATARPUR	2863	KHAJURAHU
110	5224	RBO-3 CHHATARPUR	2886	PROTHVIPUR
111	5224	RBO-3 CHHATARPUR	2890	SATAI
112	5224	RBO-3 CHHATARPUR	3178	DIGODA
113	5224	RBO-3 CHHATARPUR	3339	PALERA
114	5224	RBO-3 CHHATARPUR	3505	GULGANJ
115	5224	RBO-3 CHHATARPUR	3578	SME CHHATARPUR
116	5224	RBO-3 CHHATARPUR	3711	BADAGAON (DHASAN)
117	5224	RBO-3 CHHATARPUR	3712	LIDHORA
118	5224	RBO-3 CHHATARPUR	5224	RBO-3 CHHATARPUR
119	5224	RBO-3 CHHATARPUR	9183	PARSANIYA
120	5224	RBO-3 CHHATARPUR	9274	RAGAULI
121	5224	RBO-3 CHHATARPUR	9275	TILANIWARI (PUCHHIKARGUWAN)
122	5224	RBO-3 CHHATARPUR	9763	JEWAR
123	5224	RBO-3 CHHATARPUR	10858	COLLECTORATE TIKAMGARH
124	5224	RBO-3 CHHATARPUR	10859	CHOWK BAZAR CHHATARPUR
125	5224	RBO-3 CHHATARPUR	12153	GHUWARA
126	5224	RBO-3 CHHATARPUR	12191	KHARGAPUR DISTT-TIKAMGARH
127	5224	RBO-3 CHHATARPUR	13662	MAHARAJPUR
128	5224	RBO-3 CHHATARPUR	13663	JERON KHALSA
129	5224	RBO-3 CHHATARPUR	17651	BARIGARH BRANCH
130	5224	RBO-3 CHHATARPUR	17652	GAURIHAR
131	5224	RBO-3 CHHATARPUR	18592	NOWGONG CITY
132	5224	RBO-3 CHHATARPUR	30245	SME HATWARA ROAD CHHATARPUR
133	5224	RBO-3 CHHATARPUR	30379	PILI KOTHI ROAD TIKAMGARH

134	5224	RBO-3 CHHATARPUR	61126	PANNA ROAD CHHATARPUR
135	5224	RBO-3 CHHATARPUR	61733	BAGOTACHHATARPUR
136	5224	RBO-3 CHHATARPUR	62229	CIVIL LINES NIWARI
137	5224	RBO-3 CHHATARPUR	62610	AMCC CHHATARPUR
138	5224	RBO-3 CHHATARPUR	64285	DAURIYA
139	5224	RBO-3 CHHATARPUR	64286	KAKAWANI KHAS
140	5224	RBO-3 CHHATARPUR	64287	KANTI
141	5224	RBO-3 CHHATARPUR	64587	BAMITHA
142	30349	RBO-4 GUNA	3849	GUNA
143	30349	RBO-4 GUNA	30071	ACB UDAWATGANJ NARSINGHGARH
144	30349	RBO-4 GUNA	30072	SARANGPUR
145	30349	RBO-4 GUNA	30073	KHILCHIPUR
146	30349	RBO-4 GUNA	30074	RAJMAHAL RAJGARH
147	30349	RBO-4 GUNA	30081	GOVT.BUSINESS BRANCH GUNA
148	30349	RBO-4 GUNA	30083	CHACHODA
149	30349	RBO-4 GUNA	30085	RAGHOGARH
150	30349	RBO-4 GUNA	30247	IKLERA(TALEN)
151	30349	RBO-4 GUNA	30459	KURAWAR (DISTT. RAJGARH)
152	30349	RBO-4 GUNA	30465	SUBHASH CHOWK PACHORE
153	30349	RBO-4 GUNA	30519	HAT ROAD GUNA
154	30349	RBO-4 GUNA	61127	SME GUNA
155	30349	RBO-4 GUNA	61128	BODA
156	30349	RBO-4 GUNA	61882	CAC GUNA
157	30349	RBO-4 GUNA	61883	CAC SARANGPUR
158	30349	RBO-4 GUNA	5861	ACB SARANGPUR
159	30349	RBO-4 GUNA	6044	ACB KHILCHIPUR
160	30349	RBO-4 GUNA	6635	GAIL COMPLEX VIJAYPUR
161	30349	RBO-4 GUNA	9269	BAROD
162	30349	RBO-4 GUNA	9522	BARSAT
163	30349	RBO-4 GUNA	10807	ACB JEERAPUR
164	30349	RBO-4 GUNA	10808	BIAORA BRANCH
165	30349	RBO-4 GUNA	10809	NARSINGHGARH
166	30349	RBO-4 GUNA	10847	BINAGANJ
167	30349	RBO-4 GUNA	15286	JAMNER
168	30349	RBO-4 GUNA	15772	TALEN
169	30349	RBO-4 GUNA	17103	SUTHALIYA
170	30349	RBO-4 GUNA	17812	MACHALPUR
171	30349	RBO-4 GUNA	17813	KHUJNER
172	30349	RBO-4 GUNA	30101	KUMMBHRAJ
173	30349	RBO-4 GUNA	30106	ACB ARON
174	30349	RBO-4 GUNA	30111	MAKSUDANGARH
175	30349	RBO-4 GUNA	30113	RUTHAI
176	30349	RBO-4 GUNA	30145	ACB BAMORI

177	30349	RBO-4 GUNA	30155	OLD A.B.ROAD BIAORA
178	30349	RBO-4 GUNA	30168	MAYANA
179	30349	RBO-4 GUNA	30181	PADHANA
180	30349	RBO-4 GUNA	30195	UDANKHEDI
181	30349	RBO-4 GUNA	30196	PAGARA
182	30349	RBO-4 GUNA	30204	BARKHEDA HAT
183	30349	RBO-4 GUNA	30282	NFL VIJAYPUR
184	30349	RBO-4 GUNA	30294	ACB PARWAHA
185	30349	RBO-4 GUNA	30331	PHOOLKHEDI
186	30349	RBO-4 GUNA	30339	SADIKUWA
187	30349	RBO-4 GUNA	30349	RBO-4 GUNA
188	30349	RBO-4 GUNA	30391	COLLECTORATE GUNA
189	30349	RBO-4 GUNA	62274	SADA COLONY
190	30349	RBO-4 GUNA	62614	AMCC GUNA
191	30349	RBO-4 GUNA	64126	HOME LOAN CENTRE GUNA
192	30349	RBO-4 GUNA	64283	MAHUR
193	30349	RBO-4 GUNA	64353	TRANSPORT NAGAR GUNA
194	30349	RBO-4 GUNA	64355	CHHAPIHEDA
195	62550	RBO-5 SHIVPURI	358	DATIA
196	62550	RBO-5 SHIVPURI	3215	MADHAV CHOWK SHIVPURI
197	62550	RBO-5 SHIVPURI	4351	SHEOPUR KALAN
198	62550	RBO-5 SHIVPURI	30086	GURUDWARA CHOWK SHIVPURI
199	62550	RBO-5 SHIVPURI	30089	STATION ROAD SHEOPURKALAN
200	62550	RBO-5 SHIVPURI	30098	PATEL ROAD BHANDER
201	62550	RBO-5 SHIVPURI	30125	GANDHI ROAD KARERA
202	62550	RBO-5 SHIVPURI	30170	DINARA
203	62550	RBO-5 SHIVPURI	30309	GASWANI
204	62550	RBO-5 SHIVPURI	61884	CAC SHIVPURI
205	62550	RBO-5 SHIVPURI	61886	CAC SHEOPURKALAN
206	62550	RBO-5 SHIVPURI	61887	CAC DATIA
207	62550	RBO-5 SHIVPURI	3216	KOLARAS (DIST.SHIVPURI)
208	62550	RBO-5 SHIVPURI	4542	DATIA
209	62550	RBO-5 SHIVPURI	4807	SEONDHA
210	62550	RBO-5 SHIVPURI	7366	SALON-BHITARI
211	62550	RBO-5 SHIVPURI	7727	UCHAD
212	62550	RBO-5 SHIVPURI	9525	DEHARWARA
213	62550	RBO-5 SHIVPURI	10169	KARERA
214	62550	RBO-5 SHIVPURI	10860	INDERGARH
215	62550	RBO-5 SHIVPURI	12297	PERSONAL BANKING BR. SHIVPURI
216	62550	RBO-5 SHIVPURI	18768	MAGRONI
217	62550	RBO-5 SHIVPURI	18773	MEDICAL COLLEGE DATIA
218	62550	RBO-5 SHIVPURI	30087	A.B.ROAD KOLARUS
219	62550	RBO-5 SHIVPURI	30088	CHANDERI ROAD PICHORE

220	62550	RBO-5 SHIVPURI	30091	MANDI BIJEYPUR
221	62550	RBO-5 SHIVPURI	30118	POHRI
222	62550	RBO-5 SHIVPURI	30120	BADARWAS
223	62550	RBO-5 SHIVPURI	30132	MAIN BAZAR NARWAR
224	62550	RBO-5 SHIVPURI	30152	GANDHI CHOWK KHANIADHANA
225	62550	RBO-5 SHIVPURI	30157	KARHAL
226	62550	RBO-5 SHIVPURI	30166	BARODA(SHEOPUR)
227	62550	RBO-5 SHIVPURI	30167	LUKWASA
228	62550	RBO-5 SHIVPURI	30171	RANNOD
229	62550	RBO-5 SHIVPURI	30234	BICHHODANA
230	62550	RBO-5 SHIVPURI	30248	GANDHI ROAD DATIA
231	62550	RBO-5 SHIVPURI	30269	BHALKA
232	62550	RBO-5 SHIVPURI	30303	PANDOLA(Shifted to Jaida)
233	62550	RBO-5 SHIVPURI	30333	SEMARI(MALHAWANI)
234	62550	RBO-5 SHIVPURI	30517	SME SHIVPURI
235	62550	RBO-5 SHIVPURI	61129	BAIRAD
236	62550	RBO-5 SHIVPURI	62550	RBO-5 SHIVPURI
237	62550	RBO-5 SHIVPURI	62613	AMCC SHIVPURI
238	62550	RBO-5 SHIVPURI	64284	CHANDAWANI
239	5124	RBO-6 SAUGOR	16112	SCAB SAUGOR
240	5124	RBO-6 SAUGOR	30080	DELHI DARWAJA CHANDERI
241	5124	RBO-6 SAUGOR	30082	STATION ROAD ASHOKNAGAR
242	5124	RBO-6 SAUGOR	30084	ACB MUNGAOLI
243	5124	RBO-6 SAUGOR	61885	CAC ASHOKNAGAR
244	5124	RBO-6 SAUGOR	412	ACB KHURAI
245	5124	RBO-6 SAUGOR	475	SAGAR MAIN BRANCH
246	5124	RBO-6 SAUGOR	1143	SAUGOR UNIVERSITY
247	5124	RBO-6 SAUGOR	1427	ACB BINA
248	5124	RBO-6 SAUGOR	4543	CIVIL LINES SAUGOR
249	5124	RBO-6 SAUGOR	4910	DEORI (SAGAR)
250	5124	RBO-6 SAUGOR	5089	ASHOKNAGAR
251	5124	RBO-6 SAUGOR	5124	RBO-6 SAUGOR
252	5124	RBO-6 SAUGOR	5373	REHLI
253	5124	RBO-6 SAUGOR	5501	JAISINAGAR
254	5124	RBO-6 SAUGOR	5510	SHAHGARH(DIST.SAUGOR)
255	5124	RBO-6 SAUGOR	6138	GARHAKOTA
256	5124	RBO-6 SAUGOR	6253	BANDRI
257	5124	RBO-6 SAUGOR	7214	GOPALGANJ (SAGAR)
258	5124	RBO-6 SAUGOR	9524	SEMADHANA
259	5124	RBO-6 SAUGOR	9816	BADA BAZAR SAGAR
260	5124	RBO-6 SAUGOR	9879	MAHAR REG CENTRE CANTT SAGAR
261	5124	RBO-6 SAUGOR	10167	AGASOD
262	5124	RBO-6 SAUGOR	10168	BANDA

263	5124	RBO-6 SAUGOR	10855	MAKRONIA SAGAR
264	5124	RBO-6 SAUGOR	10856	RAHATGARH DIST SAGAR M.P.
265	5124	RBO-6 SAUGOR	12181	MEDICAL COLLEGE BRANCH SAGAR
266	5124	RBO-6 SAUGOR	12182	SHAHPUR(GANESHGANJ)
267	5124	RBO-6 SAUGOR	12183	DHANA SAGAR
268	5124	RBO-6 SAUGOR	12184	MANDI BAMORA
269	5124	RBO-6 SAUGOR	12284	SME SAUGOR
270	5124	RBO-6 SAUGOR	13653	SIRCHOPI(BPSCL)
271	5124	RBO-6 SAUGOR	13654	KHIMLASA
272	5124	RBO-6 SAUGOR	16189	KESLI
273	5124	RBO-6 SAUGOR	17098	GOURJHAMAR
274	5124	RBO-6 SAUGOR	17099	JARUWAKHEDA
275	5124	RBO-6 SAUGOR	30112	ESSAGARH
276	5124	RBO-6 SAUGOR	30179	GUJRATI BAZAR SAGAR
277	5124	RBO-6 SAUGOR	30304	KADWAYA
278	5124	RBO-6 SAUGOR	30323	SARASKHEDI
279	5124	RBO-6 SAUGOR	30325	REHATWAS
280	5124	RBO-6 SAUGOR	30330	ONDER
281	5124	RBO-6 SAUGOR	30375	STATION ROAD BINA
282	5124	RBO-6 SAUGOR	61548	PBB ASHOKNAGAR
283	5124	RBO-6 SAUGOR	62275	NAISARAI
284	5124	RBO-6 SAUGOR	62584	AMCC SAUGOR
285	5124	RBO-6 SAUGOR	63710	SME BRANCH ASHOK NAGAR
286	5124	RBO-6 SAUGOR	64532	MALTHONE
287	8013	RBO-9 GWALIOR	377	GWALIOR
288	8013	RBO-9 GWALIOR	5269	HOME LOAN CENTRE GWALIOR
289	8013	RBO-9 GWALIOR	8013	AO GWALIOR
290	8013	RBO-9 GWALIOR	8534	SME BRNACH GWALIOR
291	8013	RBO-9 GWALIOR	14698	SMECCC GWALIOR
292	8013	RBO-9 GWALIOR	16451	DAC GWALIOR
293	8013	RBO-9 GWALIOR	61055	RASMEC SAGAR* to be covered in RBO-SAUGOR

CHIEF MANAGER  
(HR & Admin) SBI, AO,  
GWALIOR

----- END OF TENDER DOCUMENT -----