

**STATE BANK OF INDIA, LOCAL HEAD OFFICE, BHOPAL**

**REQUEST FOR PROPOSAL/EXPRESSION OF INTEREST FOR EMPANELMENT  
OF VENDORS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS IN THE  
BRANCHES/OFFICES IN BHOPAL CIRCLE**

RFP/EOI REFERENCE NO. : EOI/ ITS/2024-25/01  
DATE OF RFP/EOI DOCUMENT : 01.07.2024  
LAST DATE FOR SUBMISSION : 18.07.2024 : 15:00 HOURS  
DATE OF OPENING OF EOI : 19.07.2024 : 11:00 HOURS

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ISSUED BY	:	ASSTT. GENERAL MANAGER (ITS)
		3 <sup>rd</sup> FLOOR, ITS DEPARTMENT
		STATE BANK OF INDIA,
		LOCAL HEAD OFFICE
		HOSHANGABAD ROAD
		BHOPAL – 462011 (M. P.)

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Contact Numbers : Tel – 0755-2575800, 2575807  
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ASSTT.GENERAL MANAGER (ITS)

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The RFP/Expression of Interest (EOI) document can be downloaded from Banks website [www.bank.sbi](http://www.bank.sbi)

**REQUEST FOR PROPOSAL/ EXPRESSION OF INTEREST FOR EMPANELMENT OF VENDORS FOR AMC OF COMPUTER HARDWARE & PERIPHERALS IN THE BRANCHES/OFFICES IN BHOPAL CIRCLE**

**PART 1: INVITATION TO BID**

State Bank of India, Local Head Office, Bhopal invites application from Computer Hardware Vendors/Service providers for empanelment for Annual Maintenance Contract of Computer Hardware and Peripherals installed at the Branches, Administrative Offices, Learning Centers, Cells and other establishments spread all over geographical area of Bhopal Circle of SBI. The Circle comprises of Branches/Offices falling under Local Head Office Bhopal, the states of Madhya Pradesh and Chhattisgarh. The AMC will include the branches/offices opened during the period of AMC and the hardware whose warranty expires. The vendors will be short listed on the basis of their technical competence, their presence in all areas of operation of Bhopal Circle and fulfilling undernoted minimum eligibility criteria. Please note that your responses should strictly conform to the stipulations finalized by the Bank. The application format and eligibility criteria for this purpose along with annexures, published under the link “SBI in the News” → “Procurement News” in our Bank’s website – <https://bank.sbi>, is provided in the annexure to this document.

**A vendor submitting the proposal in response to this RFP/EOI shall hereinafter be referred to as Bidder.** Only those bidders who fulfil the following credentials should respond to this invitation:

- ❖ Applications must be submitted in the attached format on the letter head of the company and duly signed by authorized representative of the company.
- ❖ Bid is open to all Bidders who fulfil the eligibility criteria (Annexure A). **Technically qualified vendors will form a panel to provide AMC services to branches/Offices under SBI Bhopal Circle. The panel will remain valid initially for two years with a clause to extend further for two years from the date of formation of the Panel subject to yearly review of performance by the Bank.**
- ❖ **Fulfilment of criteria does not necessarily ensure short listing.** Bank may seek any other information required before finalization of Panel.
- ❖ **The empanelment as AMC vendor in Bhopal Circle entitles vendor to participate in AMC tenders floated by the Administrative offices (clusters) & LHO. The empanelment does not guarantee any award of contract.**
- ❖ The vendor(s) are not permitted to authorise their dealers / distributors / stockists / franchises / sister concern etc., to submit tender/related documents on their behalf. The Bank will also reject such tender bids.
- ❖ Please note that all the information required to be submitted in Tender document needs to be provided. Incomplete information may lead non-consideration of the proposal.
- ❖ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated through e-procurement agency / bank.sbi/ via email. SBI reserves the right to amend, rescind or reissue this RFP. All amendments will be advised through eProcurement agency / bank.sbi and such amendments will be binding on them.

- ❖ The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned.

## **PART 2 : DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to the Bidder(s) or applicants whether verbally or in documentary form by or on behalf of State Bank of India (Bank), is provided to the Bidders(s) on the terms and conditions set out in this RFP documents and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer, but is only an invitation by the Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice from the Bank of the specified dates. Bank make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

## **PART 3 : INSTRUCTIONS FOR BIDDERS**

### **A. INTRODUCTION**

#### **3.1 Broad scope of Work:**

Repair and maintenance services (Annual Maintenance Contract - AMC) of computers and Hardware (**including all Computer hardware , scanners and machines under warranty**) and **networking Equipment/LAN cabling /Electric wiring** , First level Maintenance Services (Facility Management Services) including (Swayam machine, POS, “Q” Management System, UPS, Earthing issues etc.) and related system software installed at various branches / offices (approximately 1750) across **State of Madhya Pradesh and Chhattisgarh under ‘Bhopal Circle’**. **The vendor will take the call for warranty items also and resolve. In case part replacement is required, back to back support from OEM/hardware vendor is to be taken.**

**ATMs installed onsite/offsite branches /offices under SBI, Bhopal Circle are not part of above hardware.**

The core AMC activities will include:

1. The bidder will ensure to physically engage and station at our office premises, at least one/more qualified Hardware-software Service Engineers depending upon the volume of work at the

premises. The Service Engineer should be available in office timings (09.00 AM to 07:00 PM) on all working days of the Bank in Madhya Pradesh and Chhattisgarh.

The Service Engineers deployed should be skilled personnel with expertise in the following fields:

- (i) Good knowledge in Microsoft Windows and Linux/Unix Operating systems. The Engineer should have minimum qualification of Diploma in Electronics / Computer Science with 3 years' experience or Graduate in Electronics/Computer Science with 2 years' experience.
- (ii) Engineer should be able to handle issues relating to LAN connectivity of Servers/Nodes/Thin Clients and to identify whether the fault is due to the Hardware failure or Network related issue.
- (iii) Engineer should be able to handle issues relating to Operating Software and Active Directory Services and installation / updation of Antivirus for Windows/ Linux/Unix Operating Systems and OS Patch updation and installation of drivers for printers/scanners.
- (iv) Engineer should be able to handle issues relating to all types of computer hardware and peripherals such as Printer/Scanner/Webcams/Projectors etc. and configuring all types of printer functionality e.g Passbook printer/IOI printers/Laser Printer/Multi-Function Printer/Swayam machines as well as all types of scanners, Browser and proxy configuration in Workstation/PCs.
- (v) Engineer should be able to handle different types of Office 365 and other e-mail client related issues.
- (vi) Engineer should also co-ordinate with third party vendors in case of issues relating to Thin Clients / Desktop Computers/ UPS, Servers, Scanners and Printers which are already under Warranty / AMC with different Vendors.
- (vii) Engineer to ensure that the hardware configuration details like RAM /Hard Disk etc. are intact.

2. The bidder shall provide support with respect to installation of Operating Systems with patches (Windows and Linux), Word processing Software, MS Office, Email Clients, antivirus, etc and should attend in case of any problem reported by the user. The AMC service engineer shall also provide assistance to users in installing the various OS/AV patches and in taking proper backup copies of the same wherever recommended / required.

3. Maintenance services will be required to be provided by the AMC vendor normally during regular working hours on all days. However wherever it is necessary, to maintain the uptime or enable the bank to provide uninterrupted service to the customers, the maintenance service should be provided beyond the normal working hours and also on holidays whenever required.

4. In case of hard disc failure / Formatting & re-installation of system, it would be the responsibility of vendor/AMC service provider to retrieve the data to whatever extent possible and to ensure the functionality of the hardware.

5. The vendor shall maintain sufficient spares and replacement of spares shall be done within the stipulated time limit.

6. The vendor shall arrange standby system / peripherals to ensure uptime/availability.

**The Scope of Facility Management Services will include:**

1. Coordination with the actual supplier of the hardware, until proper functioning of the hardware/ Servers / PCs /Printers / Scanners /Storage Devices, etc., for systems under Warranty.
2. Coordination with Data Cabling Vendors for LAN & SIFY for WAN for smooth functioning of the branch.

3. Video Conferencing service and other auxiliary works (coordination with the supplier) on demand.
4. Loading of specific OS / Antivirus patches for meeting exigencies on per node basis.
5. Installation/Configuration of any Bank supplied software as per the requirement of branches/CPCs / Admin offices.
6. The bidder shall provide all assistance at the time of shifting, relocation`, installation of the computer systems and its peripherals.

### **The Scope of Work for FLM Services (QMS/Swayam/CTS CDK/GCC machine)**

1. LAN connectivity
  - Ensure that LAN port is not damaged
  - Ensure that LAN port is active
2. ADS (excluding GCC machines)
  - Put the system to ADS
3. Application Installation (excluding GCC machines)
  - Admin installation
  - Client installation
4. Troubleshooting
  - Carrying out basic troubleshooting as per the FAQs, SOPs and manuals published by the bank from time to time
  - Resolving Auto-login issue
5. Security Updates
  - Installation of security/OS patches released from time to time (excluding GCC machines)
  - Necessary configurations to be done as asked by the bank
  - Updation/scanning of Anti-virus
6. Call logging
  - Lodging call with the OEM vendor
7. Swayam specific issues
  - Calibration of Printer
  - Cartridge ribbon installation/replacement as per the manual
  - Basic troubleshooting like Passbook Jam
  - Co-ordination with the OEM vendor to resolve the error occurring at the Swayam machine
8. GCC specific issues
  - Configuring the IP address & other settings
  - Co-ordinating with the Service desk for resolving issues and doing the necessary settings as directed by them
9. Miscellaneous
  - Ensure that all the above mentioned machines are in working condition

### **3.2 ELIGIBILITY CRITERIA**

#### **a) Technical Bid:**

**3.2.1 The tender is open to all vendors subject to following pre-requisites to enter in the bidding process:**

- a. Bidder having minimum 3 years' experience as on 31.03.2024 in Computer Hardware/ Software maintenance.
- b. Minimum Average Annual Turnover should be ₹ 2 Crore, for the last two Financial Year i.e, 2022-23 and 2023-24, towards direct sales in hardware maintenance and support business.(Startups /Micro & Small Enterprises are exempted from this pre-requisite subject to submission of valid Registration Certificate from National Small Scale Industries Corporation (NSIC) / Ministry of Micro, Small & Medium Enterprises (MSME).
- c. Bidder should have Geographical presence in the area applied for and should have enough resource to resolve service call within 2-4 hours.
- d. Bidder must have minimum 10 technicians/ engineers on his Pay-Roll as on 31.03.2024 having experience in installation and trouble shooting of Networking, Oracle, Linux, Unix, Windows OS (all versions) (supporting documents should be submitted with bid).
- e. Bidder must have taken up at least 2 maintenance contracts for computer hardware / software during the last 3 years from MNC / PSU / Corporate / Government institutions / Banks for at least 250 computers systems (copy of agreement to be submitted with bid).
- f. Bidder should not have been blacklisted by any company/institution /organisation
- g. The bidder should be profit-making entity as on 31/03/2024 on its own,i.e, from IT services head.

Bidder must submit all supporting documents for a) to g) above with Technical Bid. Failure to furnish such documents may result in the rejection of the Bid.

Technical bids will be opened first and evaluated based on the evaluation criteria prescribed in **Annexure -A**. For qualifying in Technical bid the vendors have to obtain a total score of at least **70**, apart from qualifying under ' **Minimum Score**' criteria set out under each 'item' of **Annexure-A**.

3.2.2 Vendor should submit all the documents duly completed in all respects and authenticated by it as listed in item no. 3.6

## **B. THE BIDDING DOCUMENTS**

### **3.3 Documents constituting the Bid**

3.3.1 The Bidding Documents include:

- a) PART 1 – Invitation to Bid (ITB)
- b) PART 2 – Disclaimer
- c) PART 3 – Instructions for Bidders (IFB)
- d) PART 4 – Bid Forms and other forms (BF)

3.3.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid.

### **3.4 Clarification /Amendment of Bidding Document.**

3.4.1 Bidder requiring any clarification of the Bidding Document should notify the Bank in writing or by e-mail indicated in Schedule of Dates as mentioned in "cover page" and may also attend the meeting on specified date.

3.4.2 Text of queries raised (without identifying source of query) and response of the Bank together with amendment to the bidding document, if any will be posted on Bank's Website. No individual

clarification will be sent to the bidders. It is the responsibility of the bidder to check the website before final submission of bids.

3.4.3 Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted, the same will be put up on Bank's Website / advise all the eligible bidders through email or similar electronic media.

3.4.4 All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid. The Bank will not take responsibility for any omissions by bidder.

3.4.5 At any time prior to the deadline for submission of Bids, the Bank, for any reason, Whether , at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

3.4.6 In order to enable bidders reasonable time in which to take amendments into account in preparing the bids, the Bank, at its discretion, may extend the timeline for submission of bids.

### **C . PREPARATION OF BIDS**

#### **3.5 Language of Bid**

3.5.1 The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents like copies of Balance Sheets / Certifications/ Contracts etc. and printed literature shall be submitted in English / Hindi. However, if submitted in any other language, the English version will be relied upon.

#### **3.6 Documents Comprising the Bid**

3.6.1 Interested applicant(s) conforming to the above requirements may respond by furnishing the following:

3.6.2 Covering Letter as per **Annexure I**

3.6.3 Applicant's Profile - **Annexure II.**

3.6.4 Write up on the Company's experience / expertise in AMC of Computer hardware peripherals work undertaken (max 5 pages).

3.6.5 Certificate from the Company's Chartered Accountant/ Audited Balance Sheets, as applicable, for the last three Financial

3.6.6 Proof of Orders issued and completion by Banks/, large Corporate & Public Sector units / Nationalized Banks during last three years to be submitted. – **Annexure III.**

3.6.7 The registration no. of the firm /company along with GST/CIN number/proof of Office address/ POs received at the given address required to establish the address.

3.6.8 Testimonials and details of similar empanelment relationships with major corporates, especially those in the financial sector shall to be produced.

3.6.9 An affidavit that the company/firm has not been blacklisted in the past to be provided.

3.6.10 Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the EOI document should be furnished along with the EOI document.

3.6.11 The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI. **The applications/EOI without any of the documentary proof for each of the eligibility criteria is liable to be rejected.**

3.6.12 Supporting documents required for "Vendor Evaluation Criteria" as per **Annexure-A.**

Documents completed in accordance with the clauses in the BID and amendments, if any, as above and duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder (Board resolution authorizing representative to bid and make commitments on behalf of the Bidder to be attached).

### **D. EMPANELMENT PROCEDURE**

**3.7.** The vendor will be empaneled as per the following process:

3.7.1 Vendors satisfying the eligibility criteria will be short listed and will be empanelled with the Bank after due scrutiny of documents submitted by the bidder.

3.7.2 The panel shall be reviewed periodically, (at least once in a year) and Bank reserves rights to de-panel any vendor depending on performance. The eligibility criteria may also be revised if so needed. The criteria/format for empanelment will be placed on Bank's website: [www.bank.sbi](http://www.bank.sbi)  
Interested and eligible parties can apply at any time or shared through email.

## **E. INSTRUCTIONS TO THE APPLICANTS**

1. The response should be submitted in a structured format as per the checklist appended with number on every page. Each page of the application should be signed by person(s) on behalf of the organization having necessary Authorization / Power of Attorney to do so, duly affixing the company seal.
2. Applications containing false or inadequate information are liable for rejection. (Copy of Power of Attorney or Authorization Letter from the company should be furnished along with the application).
3. Any un-authenticated, alterations, erasures, overwriting, blanking out or discrepancies may render the EOI submission invalid.
4. The Sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "Empanelment for AMC of Computer Hardware & Peripherals vide **EOI/ ITS/2024-25/01 Dated 01.07.2024**".
5. The EOI response should be submitted to ITS Department, State Bank of India, Local Head Office, Hoshangabad Road, Bhopal.
6. The EOI responses should be addressed to:

**THE ASSTT. GENERAL MANAGER (ITS)  
STATE BANK OF INDIA  
LOCAL HEAD OFFICE,  
HOSHANGABAD ROAD,  
BHOPAL – 462011 (M. P.)**

e-MAIL ID : [agmits.lhobho@sbi.co.in](mailto:agmits.lhobho@sbi.co.in)  
Landline No. 0755-2575800, 2575807

7. The EOI will be processed by the Committee members at State Bank of India, ITS Department, 3<sup>rd</sup> Floor, Local Head Office, Bhopal. The applicant's representative may be present during the bid opening at our office address mentioned above. **The response not received in conformity with the above will not be evaluated.**
8. The short-listed applicants will be notified in due course. Only shortlisted/empanelled applicants will be invited to participate in the tender. No interim enquiries will be entertained.
9. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
10. State Bank of India reserves the right to accept/reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.
11. While responding bidders are requested to furnish the proof in support of having undertaken the work of AMC of Computer hardware & Peripherals, they have to provide the following details:



- Manpower strength
- Technical expertise
- Experience of executing large projects in the states of Madhya Pradesh and Chhattisgarh in recent past with project and client details.
- Support and other services rendered

**ANNEXURE – I**

(COVERING LETTER FORMAT)

Offer Reference No:

Date:

Assistant General Manager,  
ITS DEPT, 3<sup>rd</sup> Floor  
State Bank of India  
Local Head Office,  
Hoshangabad Road, Bhopal  
- 462011

**EOI Ref: EOI/ ITS/2024-25/01 DT: 01.07.2024**

Having examined the EOI document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to empanel our company/firm for AMC of Computer hardware & Peripherals, in conformity with the said EOI.

2. We agree to abide by and fulfill all the terms and conditions of the EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

3. We enclose a list of client details of similar empanelment relationships with major corporates in India (giving their full addresses) where AMC of Computer hardware & Peripherals was undertaken by us.

4. We also confirm that we have not been Blacklisted by any Company/PSU in AMC of Computer hardware related work.

GST Registration Number is -----

5. We accept all the Instructions and Terms and Conditions of the subject EOI Dated \_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_

**Signature**

**Signature of the Authorized Signatory with date & seal**

**Annexure II****APPLICANT'S PROFILE**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Details (at Page no.)</b>
<b>A</b>	<b>Profile</b>	
1	Name of the Applicant	
2	Status of Applicant (Company, Partnership, Prop., etc.)	
3	Year of Establishment & Details of Registration (attach Documentary Proof)	
4	Number of years' experience in AMC of Computer Hardware & Peripherals Business	
5	Address	
6	Telephone number	
7	Fax number	
8	Email Address	
9	Website address of the Company, if any	
10	Key person (s) with contact details a) Head Office / registered Office	
11	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for the EOI	
12	GST Number	
13	3 Years Turnover certificate from Chartered Account. For last three Financial years <b>Or</b> Audited Balance Sheet, as applicable, for last three years.	
14	Annual turnover for the last 3 financial years. last three years (certificate from Auditor/Audited Balance Sheet of three years).	

Wherever applicable submit documentary evidence to facilitate verification.

2. **We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.**

**Signature of the Authorized Signatory with date & seal**

### ANNEXURE – III

#### LIST OF APPLICANT'S MAJOR CUSTOMERS IN LAST 3 YEARS AND REFERENCES

Sl. No.	Name and complete Postal Address of the Customer (Purchaser)	Name, Designation, Telephone, Fax, Telex Nos., email	Nature and Description, Quantity of Goods ordered by the customer during last 3 years	Value of Goods ordered in last 3 years	Whether reference Letter Enclosed

**(Enclose necessary documentary proof)**

**Signature of the Authorized Signatory with date & seal**

Vendor Evaluation Criteria		Annexure-A		
SI.	Item	Score	Minimum Score	Maximum Score
<b>Minimum criteria to be fulfilled for submission of BID</b>				
1	Minimum 3 years' experience in Computer Hardware/ Software maintenance as on 31.03.2024. (supporting document-Copy of AMC letter or Agreement or another document to justify) > 3 and up to 5 years > 5 years	5 10	5	10
2	<b>Net Profit as per audited balance sheet and Profit &amp; Loss</b> (copy of Balance Sheet & P&L Account) Net profit at least in two of the last Three Financial Years i.e. 2021-22, 2022-23, & 2023-24 Net profit in all the last three financial years.	5 10	-	10
3	<b>Average Annual Turnover for previous two FY i.e. 2022-23 &amp; 2023-24 towards direct sales in the hardware maintenance and support business</b> (copy of P&L account) 2 Crores to 3 Crores 3 to 5 Crores More than 5 Crores (In case of Start-ups / Micro & Small Enterprises minimum score will be allotted subject to submission of valid registration Certificate crores NSIC/MSME)	5 10 15	5	15
4	<b>ISO accreditation</b> (copy of Certificate/s) Accreditation in the last FY i.e, 2023-24 <b>(ISO 9000)</b> Accreditation in the last FY i.e, 2023-24 <b>(ISO 20000)</b> 1 or more accreditations with at least one in the F.Y. 2023-24 <b>(ISO 20000 plus any other )</b>	2 3 5	-	5
5	<b>Existing Manpower support (10 Technicians / Engineers with experience in installation &amp; trouble shooting of networking, Oracle, Linux, Windows OS (all versions) (supported by disclosures made to statutory authorities or document justifying Manpower)</b> 11 to 20 Engineers 21 to 40 Engineers Above 40 Engineers	5 10 15	5	15
6	<b>AMCs taken up during the last 3 years</b> with MNC / PSU / Corporate / Govt. Institutions / Bank/Educational Institutions etc. (supporting document-copy of AMC letter or Agreement or another documents to justify numbers of nodes) 250 to 400 Nodes 401 to 600 PC/Nodes Above 600 PC/Nodes	5 10 15	5	15
7	<b>Existing relationship with SBI</b> Vendors who are currently on-board providing AMC services to SBI (supporting document-copy of AMC letter or Agreement to justify relationship) Existing relationship with SBI other than Bhopal Circle only. Existing relationship with SBI, Bhopal Circle Existing relationship with SBI Bhopal Circle as well in other Circles also	2 3 5	2	5

8	<p><b>Visit of Local Head Office.</b>                  Visit of Local Head office of vendor by our Officials and depending on their findings of bench strength, Stock in Hand, Registered/Representative offices at Bhopal/Indore/Gwalior/Jabalpur/Bilaspur/Raipur or any other city in the state of MP &amp; CG etc</p>	25	-	25
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