

**REQUEST FOR PROPOSAL [RFP] FOR**

**FOR**

**PROVIDING AMC SERVICES FOR COMPUTER HARDWARE ITEMS & PERIPHERALS  
AT BRANCHES/OFFICES UNDER VARIOUS REGIONS IN KERALA UNDER  
THIRUVANANTHAPURAM CIRCLE OFFICE**

**Issued By: Canara Bank  
T M Section  
CIRCLE OFFICE  
THIRUVANANTHAPARAM**

**Address:  
Canara Bank, Circle Office,  
TM Section, 5<sup>th</sup> Floor Spencer Building,  
MG Road, Thiruvananthapuram - 695001**

**Phone Nos: 0471-2471222; 8281991598  
Email: tmscotvm@canarabank.com**



**Bid Details in Brief Description**

No.	Description	Details
1.	RFP No. and Date	RFP 02/2022-23 dated 18-03-2023
2	Brief Description of the RFP	AMC services for computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.
3.	Location Address for submission of Tender [Address for Communication]	The Senior Manager Canara Bank, Circle Office, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001  Tel:0471-2471222 Email:tmscotvm@canarabank.com
4.	Date of Issue	18-03-2023, Saturday
5.	Last Date of Submission of Queries for Pre-Bid Meeting	22-03-2023, Wednesday, 3.00 PM
5.	Date of Pre-Bid Meeting	22-03-2023, Wednesday, 3.00 PM
6.	Last Date of Submission of Bids	27-03-2023, Monday upto 3:00PM
7.	Date and Time of Opening Bid	27-03-2023, Monday, 4.00 PM

This document can be downloaded from Bank's website <https://canarabank.com/tenders.aspx>.



**A. Instructions to Bidders (ISB)****AMC services for computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office.****1. About Canara Bank**

CANARA BANK, a body Corporate and a premier Public Sector Bank established in the Year 1906 and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970, having its Head office at 112, J C Road Bengaluru-560002. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state of art technological products to its customers. Among other offices and branches across the country, the Bank has Technology Management Section at Circle Office, Thiruvananthapuram.

Canara Bank, TM Section, Circle Office, Thiruvananthapuram invites sealed quotations from the empanelled vendors for AMC Services for Computer Hardware Items & Peripherals at our Branches/Offices under the regional offices Trivandrum – I, Trivandrum –II, Kollam, Alappuzha, Ernakulam – I, Ernakulam – II, Kannur North, Kannur South, Kasargod, Kottayam, Kozhikode, Malappuram, Palakkad, Thrissur of our Canara bank Circle Office Trivandrum for the period from 01.04.2023 to 31.03.2024.

**2. Definitions:**

- 2.1. Annual Maintenance Contract of Computer Hardware Items & Peripherals at Branches/ Offices under Trivandrum – I, Trivandrum –II, Kollam, Alappuzha, Ernakulam – I, Ernakulam – II, Kannur North, Kannur South, Kasargod, Kottayam, Kozhikode, Malappuram, Palakkad, Thrissur Regional Offices of Canara bank Circle Office Trivandrum for the period from 01.04.2023 to 31.03.2024.
- 2.2. The service provider should complete the asset verification of all the hardware items and confirm the working condition within **15 days** from the date of acceptance of the contract. The Bank will not be liable for any pending pre existing problems reported subsequently and the same should be rectified/ resolved without any additional cost.
- 2.3. In case of termination of the contract, it is the responsibility of the service provider to hand over all the items to the Bank in good working condition. Bank, if required, may seek the help of third parties to assess the working condition of the asset. In case any item is not in good working condition, the actual cost for rectifying the issue/replacing the asset should be borne by the AMC vendor.
- 2.4. Vendor should log all service request/complaint calls from users at Branches/Offices and provide them a reference number of the same for subsequent tracking/follow-up if required.
- 2.5. Vendor should attend all Service calls within 4 working hours and resolve within a maximum period of 2 working days. If the fault cannot be rectified within the stipulated time, standby device of equivalent/higher capacity to be provided before start of the second working day after reporting the complaint.
- 2.6. Vendor should provide call monitoring system to controlling offices of Canara Bank, i.e. Regional Office & Circle Office.
- 2.7. In addition to the repair and maintenance of hardware, the installation and



- upgradation of Software & Applications include, but not limited to the following Installation and configuration of software required for the bank.
- 2.7.1. Upgradation of Window OS / Installation of Microsoft Patches / Updates/ Installation of new Bank Software or Application in branch/offices.
  - 2.7.2. Custom setting of Scanner, Passbook, Laser Printer, DD Printer.
  - 2.7.3. Configuring & maintaining Custom Browser settings for web applications used by Bank.
  - 2.7.4. Custom Java Settings.
  - 2.7.5. Installation, reinstallation & support associated applications like Oracle, Open Office, MS Office, Adobe Reader, RD Services, Unicodes, e-Kyc, C-Kyc, CTS application and other utilities as required by the bank time to time.
  - 2.7.6. Monitoring of up-to-date upgradation of Antivirus definitions.
  - 2.7.7. Joining with bank's DMS/ Active Directory and PC naming / Domain Joining.
  - 2.7.8. Attending to any driver related issues with Servers, Desktops, Printers, Scanners, and Laptops etc.
  - 2.7.9. Installation of peripherals like different printers scanners, passbook printers etc attached to PC.
  - 2.7.10. Installation / sharing of printers / scanners paired also, necessary printer setting/configurations to be done as per bank's requirement.
  - 2.8. In respect of items under warranty, the AMC vendor has to lodge complaint with the respective hardware vendors and follow up for resolution. Branches will lodge complaint with AMC vendor only.
  - 2.9. Quarterly preventive maintenance to be carried out and branch / office wise report to be submitted for releasing payment of the subsequent quarter.
  - 2.10. All assets should be serviced using appropriate method for failure free operation. Sufficient spares such as power/VGA cables, optical mouse, keyboard, SMPS, etc. shall be carried by service personnel to provide immediate replacement for faulty items.
  - 2.11. Complaints should be lodged for making good all hardware items under your AMC which are found to be not in working condition during Preventive' Maintenance visit without need for any call to be raised from the bank's end.
  - 2.12. **Onsite engineer to be posted in below Regional Office and Circle Office for taking care the software issues remotely.**

Office / Location	No. of Engineers	Regions / Offices Covered
Circle Office	2	Circle Office, Trivandrum – I, Trivandrum II, Kollam, Alappuzha, Kottayam
Ernakulam RO	1	Ernakulam I, Ernakulam II, Thrissur, Palakkad.
Kozhikode RO	1	Kozhikode, Kannur South, Malappuram
Kasargod RO	1	Kannur North, Kasargod

### 3. Eligibility Criteria

Bidders meeting the following Eligibility Criteria may respond to this RFP:



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SL NO	Eligibility Criteria	Documents to be submitted along with the EOI
1	The bidder should be Empanelled for providing Comprehensive Onsite AMC Services for Computer Hardware Items & Peripherals at Branches/Offices under various Regions of Trivandrum Circle Office.	Letter of Empanelment issued by CO Trivandrum to be submitted along with this RFP.
2	Onsite engineer to be posted in locations mentioned in Point 2.12 for taking care of the software issues remotely.	Details of the engineer proposed for posting have to be shared once contract is made.

**4. Terms & Conditions:**

- 4.1. The bid is non-transferable.
- 4.2. Incomplete and unsigned price quotations are liable to be rejected.
- 4.3. The vendors shall bear all the cost associated with the preparation and submission of the bid, and Canara Bank in no case will be responsible or liable for this cost, regardless of conduct or outcome of bidding process.
- 4.4. The Bank reserves the right to accept or reject any price quotation or cancel the tender process and reject all quotations at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action. The vendors may on their own interest contact the Bank on the status of the tender after opening of the bids.
- 4.5. Any bid received by the Bank after the cut off time for submission of bid prescribed by the Bank will be rejected and/ or returned unopened to the bidder, which the bidder has to collect from the Bank.
- 4.6. **AMC period: 01.04.2023 to 31.03.2024.** The Canara Bank reserves the right to renew contract for further periods based on satisfactory performance review.
- 4.7. Unit wise annual rate should be quoted for each item (All in One PC, Desktop, Laser Printer, Scanner, Laptop, Passbook Printer, DD Printer etc.) in commercial bid (Annexure -2).
- 4.8. If any of the parts are not covered under AMC, list of those parts should be mentioned while submitting the bid as per Annexure – 3.
- 4.9. Under Banks discretion the vendor may need to provide support to items which are not included in AMC under Trade basis and the cost included for the same should be mentioned in Annexure - 4
- 4.10. No penalty will be charged if the complaint is settled either by repair or by providing standby equipment within the stipulated time. **If the complaint remains unsettled after this allowed downtime, Rs.200/- will be charged for each day for the hardware items, from the date of reporting of the call up to the rectification of the call or up to 30 days whichever comes earlier.** If standby equipment is provided, then the original equipment in working condition has to be brought back within a maximum period of one month.
- 4.11. **Stamped Standard AMC agreement to be executed between the vendor and Canara Bank within 21 days from the date of acceptance of the Order.**



- 4.12. The vendor should submit Performance Guarantee at Canara Bank equal to amount of 3% of the AMC charges at the time of execution of AMC agreement. The guarantee shall remain in full force and effect up to the Annual Maintenance Contract period with a claim period of three months.
- 4.13. Payment will be made on quarterly basis in arrears with applicable taxes prevailing from time to time. Any statutory deductions applicable will be deducted while making payment.
- 4.14. Bank will provide updated list of hardware assets periodically on account of movement of hardware items from Warranty to AMC, procurement of new hardware items, disposal of old hardware items etc. in such cases, prorata based variations will be effected in the AMC charges payable.
- 4.15. Bank reserves the right to remove any item or type of items at any point of time without assigning any reason from the scope of the AMC contract. No AMC charges will be paid for these equipments from the date of such removal.
- 4.16. There should be a centralized call management system and a Single Point of Contact for each RO for co-coordinating calls from Canara Bank branches/ offices.
- 4.17. The vendor should provide one resident engineer at the location mentioned in point 2.12 to attend the breakdown calls expeditiously. The resident engineer should be available from 9.30 AM to 5.30 PM on all bank working days.
- 4.18. The AMC is subject to quarterly review and if the services are found to be unsatisfactory, Bank shall have the right to terminate the AMC at any point of time by giving one month notice.

**5. Submission of Bids:**

- 5.1. The sealed envelope containing the response to RFP along with the required documents shall be super scribed on the top of the envelope **“AMC services for computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office in response to RFP 02/2022-23 dated 18/03/2022”**. The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope.

Last Date of Submission of Bid	Day	Time	Venue
27/03/2023	Monday	Up To 3.00 PM	Canara Bank, Circle Office, TM Section, 5 <sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram – 695001

- 5.2. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFPI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- 5.3. If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid’s misplacement or premature opening.
- 5.4. The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.



Official-Contact Details	Alternate Official-Contact Details
<p>Mr. Jithin S S Senior Manager, Canara Bank, Circle Office Trivandrum, TM Section, 5<sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001 Tel: 8281991598</p>	<p>Mr. Anzio John J Manager-(IT), Canara Bank, Circle Office Trivandrum, TM Section, 5<sup>th</sup> Floor Spencer Building, MG Road, Thiruvananthapuram- 695001 Tel: 8136816071</p>

5.5. The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

**6. Bid System Offer:**

6.1. The response to the tender will be submitted by way of two stage bidding process comprising of Technical & Commercial Bid as detailed below:

**Technical Bid:** Indicating their compliance to eligibility criteria and submission of valid documents.

**Commercial Bid:** Furnishing all relevant information as required as per Annexure-II.

The two bids as stated above should be placed in two separate envelopes super scribed with 'Technical Bid' and 'Commercial Bid' respectively and properly closed and sealed. Thereafter, both envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be super scribed as **“AMC services for computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office”, in response to RFP 02/2022-23 dated 18/03/2022”**.

6.2. The Bid shall be typed or written in English language.

6.3. The bid should be properly indexed. All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. The Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bid should be paginated with Name, Seal and Signature of the Authorized Signatory. Bids with erasing / overwriting without authentication will be liable for rejection.

6.4. Wherever bid documents are signed by any person other than the Authorized signatory, an authorization letter to that effect, duly signed by Company's Authorized signatory should be submitted.

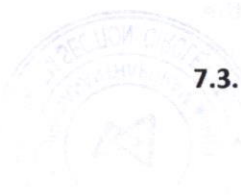
6.5. The envelopes should bear the name and complete postal address of the Bidder.

**7. Amendment to Bidding Document:**

7.1. At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by amendment.

7.2. Notification of amendments will be made available on the Bank's website (<https://www.canarabank.com>) and will be binding on all bidders and no separate communication will be issued in this regard.

7.3. In order to allow reasonable time to prospective bidders to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the due date for



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submission of bid for a reasonable period as decided by the Bank for the submission of Bids.

**8. Bid Validity Period:**

- 8.1. The offer submitted and the prices quoted therein should be valid for minimum 30 days from the date of opening of Commercial Bid. Bid valid for any shorter period may be rejected by the Bank.

**9. Price Composition:**

- 9.1. The price quoted should be only in Indian Rupees.  
9.2. Unit wise annual rate should be quoted for each item. The AMC amount payable for the contract period shall be arrived on prorata based on the commencement of contract.  
9.3. The bidder has to quote applicable tax separately.

**10. Opening of Bids:**

- 10.1. Technical and Commercial bids will be opened in our office as per date/ time mentioned in the Bid details in Brief.  
10.2. The representative of the bidder can be present for the opening of the Bid. No separate intimation will be given in this regard to the bidders.  
10.3. If any of the bidders or all bidders who submitted the tender are not located during the specified date, time, and venue of opening it will be deemed that such bidder is not interested to participate in the opening of the Bid/s  
10.4. Bidder/s not submitting any document/s or not complying with terms and conditions will be liable for rejection.

**11. Evaluation Criteria:**

- 11.1. The Bids which are qualified in Eligibility/Technical Criteria would be considered for Commercial Evaluation.  
11.2. For Commercial evaluation, Total Bid Price i.e. Total Cost of all the units for the AMC period will be the basis of comparison amongst the eligible bidders to rank them.  
11.3. The Bid will be evaluated by a Committee of officers of the Bank. If warranted, the Bank may engage the services of external consultants for evaluation of the bid. It is Bank's discretion to decide at the relevant point of time.

**12. Acceptance of Offer:**

- 12.1. The Bank reserves its right to reject any or all the offers without assigning any reason thereof whatsoever.  
12.2. The Bank will not be obliged to meet and have discussions with any bidder and/or to entertain any representations in this regard.  
12.3. The bids received and accepted will be evaluated by the Bank to ascertain the best and lowest bid in the interest of the Bank. However, the Bank does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time prior to the order without assigning any reasons whatsoever. The bank reserves the right to re-tender the RFQ with or without modifications. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.



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12.4. The bidder including those, whose tender is not accepted shall not be entitled to claim any costs, charges, damages and expenses of and incidental to or incurred by him through or in connection with his submission of tenders, even though the Bank may elect to modify/withdraw the tender.

**13. Award of Contract:**

13.1. The Bidder who is L1 will be referred to as the selected bidder and Bank will notify the name of the selected bidder by display in the Notice Board of the Bank.

13.2. The contract shall, be awarded and the order shall be placed on selected L1 Bidder. Bank may release the order either in Full or in part or place more than one order towards the contract based on project plan.

13.3. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.

13.4. Bank reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

13.5. The Shortlisted bidder/s will be required to provide the service to Office of the Bank at the rates not higher than the agreed rate finalized under this RFP.

**14. Payment Terms:**

14.1. The AMC Charges will be paid on Quarterly basis in arrears.

14.2. Bank will release the payment on completion of each quarter and on production of relevant documents/invoices. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of undertaking AMC activities, satisfactory Service Report, Confirmation of preventive maintenance/visit certificate duly signed by Bank officials should be submitted while claiming payment in respect of AMC Services undertaken. Penalty if any and applicable.TDS will be deducted and net amount will be released to the bidder.

14.3. Bank will not pay any amount in advance.

14.4. Payment shall be released within 30 days of submission of relevant documents as per RFQ terms.

14.5. The payments will be released through NEFT / RTGS after deducting the application LD/Penalty, TDS if any, by centrally by Head Office at Bengaluru and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc.

**15. Subcontracting:**

15.1. The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Bank.

**16. Order Cancellation/Termination of Contract:**



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- 16.1. The Bank reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Bank on the following circumstances:
- 16.1.1. Non submission of acceptance of order within 7 days of order.
  - 16.1.2. Delay in execution of order placed by the Bank.
  - 16.1.3. The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
  - 16.1.4. The bidder goes into liquidation voluntarily or otherwise.
  - 16.1.5. The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
  - 16.1.6. If deductions on account of Liquidated Damages exceeds more than 10% of the total contract price.
  - 16.1.7. If found blacklisted by any Govt. Department / PSU / other Banks / CERT-In, during the course of contracted period.
  - 16.1.8. An attachment is levied or continues to be levied for a period of 7 days upon effects of the bid.
- 16.2. Bank shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during contract period.
- 16.3. In case the selected bidder fails to Complete the services as stipulated, the Bank reserves the right to avail the similar Services from alternate sources at the risk, cost and responsibility of the selected bidder by giving 7 days' prior notice to the bidder.
- 16.4. After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Bank may have to incur for the execution of the balance of the order/contract. Such additional expenditure shall be incurred by the bank within reasonable limits & at comparable price prevailing in the market. This clause is also applicable, if for any reason, the contract is cancelled.
- 16.5. The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and security deposit, if any, under this contract.
- 16.6. In addition to the cancellation of purchase order, the Bank reserves its right to invoke the Bank Guarantee or foreclose the Security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

DIVISIONAL MANAGER  
TECHNOLOGY OVERSEEING EXECUTIVE



**ANNEXURE-1**

**Eligibility Criteria Declaration**

**(Eligibility Criteria Declaration has to be submitted in Company's letter head)**

**Sub: AMC services for computer hardware items & peripherals at branches/offices under various regions in Kerala under Thiruvananthapuram Circle Office", in response to RFP 02/2022-23 dated 18/03/2023**

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We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

<b>SL NO</b>	<b>Eligibility Criteria</b>	<b>Documents to be submitted along with the EOI</b>	<b>Bidders responses and Documents to be submitted</b>
1	The bidder should be Empanelled for providing Comprehensive Onsite AMC Services for Computer Hardware Items & Peripherals at Branches/Offices under various Regions of Trivandrum Circle Office.	Letter of Empanelment issued by CO Trivandrum to be submitted along with this RFP.	
2	Onsite engineer to be posted in locations mentioned in Point 2.12 for taking care the software issues remotely.	Details of the engineer proposed for posting have to be shared once contract is made.	

**ANNEXURE 2- COMMERCIAL BID FORMAT**

**DETAILS OF QUOTES SUBMITTED FOR ANNUAL MAINTENANCE CONTRACT (AMC) SERVICES FOR COMPUTER HARDWARE ITEMS & PERIPHERAL AT BRANCHES / OFFICES UNDER VARIOUS REGIONS OF CIRCLE OFFICE TRIVANDRUM**

From,	To,
	THE TECHNOLOGY OVERSEEING EXECUTIVE,
	TECHNOLOGY MANAGEMENT SECTION,
	CANARA BANK, CIRCLE OFFICE, TRIVANDRUM

SI No	ASSET TYPE	QUANTITY (Approximately)		ANNUAL RATE@ EACH ASSET TYPE		TOTAL VALUE	
		AMC	Warranty	AMC	Warranty	AMC	Warranty
1	AIO PC (4 GB / 8GB)	910	5087				
3	LASER PRINTER	717	249				
4	INK TANK PRINTERS (COLOUR / MONO)	8	54				
4	PASSBOOK PRINTER	600	250				
6	HIGH SPEED	23	630				
8	FLAT BED SCANNER	193					
9	SERVER	2					
10	LAPTOP	50					
	GRAND TOTAL	2503	6270				

- For AIO PC, the AMC rate should include the replacement of display panel for 100 quantity under AMC and post will be under chargeable basis.
- The Quantity of the ITEMS mentioned above is approximate. The actual count will be finalized based on the asset count verified by AMC vendors once contracted as per Definition 2.2 mentioned in the RFP document.
- The AMC quantity is inclusive of warranty items which are expiring in the proposed financial year. The payment will be made proportionately according to the items which are expiring quarter wise.
- The bidder has to quote for each line item.
- The Unit Cost should be given in full INR (i.e. without decimal places).

We understand that the Bank is not bound to accept the tender either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Place:

Date: \_\_

Seal & Signature of Authorized signatory of the Bidder

**ANNEXURE – 3 – CHARGES FOR THE SPARE PARTS ITEMS NOT COVERED UNDER AMC**

SI No	AIO PC (4 GB / 8GB)		LASER PRINTER		INK TANK PRINTERS (COLOUR / MONO)		PASSBOOK PRINTER		HIGH SPEED SCANNER		FLAT BED SCANNER		SERVER		LAPTOP	
	Part Details	Price	Part Details	Price	Part Details	Price	Part Details	Price	Part Details	Price	Part Details	Price	Part Details	Price	Part Details	Price
1																
2																
3																
4																

- The Part details mentioned in this annexure only will be exempted under AMC and will be replaced under chargeable basis. Under no circumstances the parts not mentioned will be approved under chargeable basis.
- The parts replaced under chargeable basis should be new product.

**ANNEXURE – 4 – TRADE CALL DETAILS ( EXIGENCY CASES)**

<b>SI No</b>	<b>ASSET TYPE</b>	<b>Charges under Trade basis for Exigency Cases</b>
1	AIO PC (4 GB / 8GB)	
3	LASER PRINTER	
4	INK TANK PRINTERS (COLOUR / MONO)	
4	PASSBOOK PRINTER	
6	HIGH SPEED SCANNER	
8	FLAT BED SCANNER	
9	SERVER	
10	LAPTOP	

- The charges should include the visit charge and service charge.
- Any part replaced shall be charged separately.