

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

Tender Document

For

Annual Maintenance Contract for

Computer Hardware and its Peripherals

at

Various Branches and Offices of

Indian Bank Zonal Office - Jaipur

Cost of the Tender: Rs.500/- (Rupees Five Hundred only+ GST)



1. INDIAN BANK (erstwhile Allahabad Bank) Zonal Office Jaipur intends to make AMC of computer items like PCs, Printers, other Peripherals etc. for the FY 2020-21, which may be extended at the discretion of the purchaser for a further period of 1 Yr. (One Year) or less and accordingly AMC contract & the performance security need to be suitably amended/extended.
2. In this connection, sealed Technical bids and Commercial Bids are invited, from eligible bidders for the Maintenance of the items in the following categories–

Sl. No	Category	Items covered
1.	Computer Hardware and Peripherals	High End Server, Servers, PC without Monitor, High Speed Dot Matrix Printer, Dot Matrix Printer, Pass Book Printer, Monochrome Laser Printer, Multi Functional Device, Flatbed Scanner, All In One PC etc.

3. A complete set of AMC Tender document may be purchased by any interested bidder, on submission of a written application, upon payment of a non-refundable fee of Rs. 500/- plus GST (Rupees Five Hundred + GST only) in the form of Demand Draft or Banker's Cheque drawn in favor of Indian Bank payable at Jaipur. Only those bidders, who purchase the Bid Document in their name, will be eligible for submission of bid.
4. The Bid Document can be obtained from the following address during office hours on all working days between 10.00 A.M. to 4.00 P.M. (Monday-Saturday except 2nd & 4th Saturdays) either in person or by post.

Information Technology Department,

Indian Bank, Zonal Office, Jaipur : SF -50 , 2nd Floor,
Manglam JTM Mall, Near Jagatpura Railway Station ,
Model Town, Jaipur 302017, Rajasthan, Website: www.indianbank.in

5. The complete TENDER document has been published at the Bank's official website www.indianbank.co.in and is available on the web site for purpose of downloading and application made on such a form shall be considered valid for participating in the tender process.
6. The bidders, who have downloaded Tender from Bank's official website www.indianbank.co.in and want to participate in the bidding process, must pay a fee of Rs. 500/- plus GST (Rupees Five Hundred + GST only), towards cost of the bid document, in the form of Demand Draft or Bankers Cheque, payable in favor of INDIAN BANK at Jaipur, on or before the last date and time of submission of technical bid.

इंडियन बैंक**Indian Bank****इलाहाबाद****ALLAHABAD**

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

The Bid opening details are as under:

Sl. No	Item	Details
1	AMC Bid Reference	Ref No: ZOJ/ZITC/Hw AMC/2020-21/11 dated 20/08/2020
2	Price of Tender Document	Rs. 500/-
3	Date of commencement of sale of TENDER	20/08/2020
4	Last date and time for sale of TENDER	10/09/2020 , 12:00 PM
5	Last date and time for submission of Bid	10/09/2020, 01:00 PM
6	Date and time of opening of Technical-Bids	10/09/2020, 03:00 PM
7	Date of opening of commercial bids	To be notified later (for Technical qualified bidders)
8	Place of opening of Bids	Information Technology Department, Indian Bank, Zonal Office, Jaipur : SF -50 , 2nd Floor, Manglam JTM Mall, Near Jagatpura Railway Station , Model Town, Jaipur 302017, Rajasthan,

Dy. General Manager
Indian Bank, Zonal Office,
Jaipur, Rajasthan

**TENDER FOR AMC OF SERVERS, DESKTOPS, PRINTERS AND PERIPHERALS**

1. This invitation to Tender is for Maintenance of SERVERS, DESKTOPS, Printers, and other peripherals of different makes, which are being used by Indian Bank in the Branches/ offices under Jaipur Zonal office.

- The specimen contract mentioning terms and conditions is as per Annexure 'A'.
- The Scope of Work is as per Annexure 'B'.
- The list of location is as per Annexure 'C'.
- Tentative quantity of hardware as per Annexure 'D'
- Performa for Commercial Bid as per Annexure 'E'

2. ELIGIBILITY CRITERIA:**A. The bidders:**

- i. The bidder should be an ISO 9001:2015 certified company or equivalent.
- ii. The bidder should be ESIC or EPF/PF registered.
- iii. The eligible bidder should have service center in Jaipur.
- iv. The Audited Copy of Balance Sheet should be submitted along with 3 years balance sheet of FY 2017- 2018, 2018-19 and 2019-2020. However unaudited balance sheet of 2019-20 will be accepted in case of non completion of Audit. Audited Balance Sheet should be submitted after completion of Audit. The bidder should have an annual turnover of at least Rs. 10 Crore in the each financial year out of which turnover of at least 2 crore must be from Services/AMC/Maintenance, also the company should have been in profit in any of the given FY i.e. 2017- 2018, 2018-19 and 2019-2020.
- v. The Firms / Companies should have at least 3 years of experience of undertaking Annual Maintenance Contract in Banks / Financial Institutions. The firm/ company should have maintained at least 1500 Computers / Peripherals in total under AMC in past Three Years. Certified copy of work orders/letter of award/contract copy.
- vi. Bidders should have a running contract till March 2020 or more (supporting documents should be submitted).
- vii. The firm/ Company should have been registered with Sales Tax Department for Work Contract Tax/ VAT Copies of their PAN / Service Tax Registration Certificate/GSTIN to be enclosed.
- viii. The bidder should have centralized number and email id to lodge the complaint that can generate Complaint number.



- ix. The bidder should have provided computer hardware support to other Banks / Financial institution at-least 500 desktop/Printers in one order or AMC valuing 5 Lacs or more (complete order in India).

B. Service Centers:

- i. Bidder should have registered/ Permanent office in Jaipur for the last Three years.
 - ii. Bidder is required to have at least 4 service locations across the Rajasthan state especially in Jaipur, Bikaner, Alwar and Sriganganagar or nearby center of aforesaid cities but not more than 50 Km.
 - iii. Necessary proof of having office infrastructure located at Jaipur and service centers should be submitted along with tender document.
 - iv. The bidder should have at least 10 technical staff (in Rajasthan) on their pay roll/contract (necessary document must be submitted with tender). Detail of current resources deployed is submitted along with technical qualification, mobile no. If at any point of time it is found that wrong information has been given, the technical bid shall stand cancelled. Technical Staff should be familiar with the Configuration and maintenance of servers, Operating systems, peripherals etc.
3. The Contract cannot be sublet and vendor needs to provide support through its own staff only.
4. Successful bidder have to submit the Performance Securities (in the form of BG from a nationalized Bank), for an amount of 10% of the order value of the Purchase Order, valid up-to 60(Sixty) days beyond the date of contract period at zonal office Jaipur.
5. The tender offer should be submitted, in one sealed envelope super-scribed '**Tender for maintenance of Computer Hardware in Indian Bank**', which in turn should contain two sealed covers super-scribed as **Cover 'A' (Technical bid)** and **cover 'B' (Commercial bid)**.
7. Each page of tender form must be numbered, duly signed and Sealed by bidder as a token of acceptance of all the terms and conditions set out in the tender document. The entire tender document (Except Annexure 'E') must be sealed in the envelope marked as Technical Bid. Only Annexure 'E' must be sealed inside the envelope marked as Commercial Bid.

8. Documents to be submitted in cover 'Technical Bid':

- (a) Documents to prove eligibility as per clause 2-A & B.
- (b) Copy of Audited/Unaudited Balance sheets with CA certificate for the previous three financial years.
- (c) Details of service network including service personnel employed across the



- region/state.
- (d) Sales Tax/ VAT/GST Registration Certificate.
- (e) Tender fee in the form of Demand Draft of **Rs. 500+ GST**
9. The sealed commercial bid should be submitted in cover 'Commercial Bid for maintenance of Hardware at Indian Bank' as per format in Annexure 'E'.
10. Sealed cover 'Technical Bid' and 'Commercial Bid' placed in a single envelope duly sealed, super-scribed '**Tender for Maintenance of Hardware at Indian Bank**' and addressed to '**Zonal Manager, Indian Bank Jaipur Zone** should be submitted at the below mentioned address not later than **1 p.m. on 10/09/2020**. If the last date for submission of tender happens to be a holiday due to any unforeseen circumstances, then the tender can be submitted before 12.00 noon on the next working day:

Information Technology Department,
Indian Bank, Zonal Office, Jaipur : SF -50 , 2nd Floor,
Manglam JTM Mall, Near Jagatpura Railway Station ,
Model Town, Jaipur 302017, Rajasthan, Website: www.indianbank.in

11. The Bank reserves the right to:

- a) Accept/Reject any of the Tender/s.
- b) Revise the quantities at the time of placing the order.
- c) Add, modify, relax or waive any of the conditions stipulated in the Tender specification wherever deemed necessary.
- d) Reject any or all the tenders at any stage without assigning any reason thereof.
- e) Award contracts to one or more bidders for the item/s covered by this tender.
- f) Purchaser can distribute the Hardware/Branches to the other vendor if the service of L1 bidder is not satisfied during the service period.

12. REJECTION OF TENDERS

The tender is liable to be rejected *interalia*:

- I. If it is not in conformity with the instructions mentioned herein.
- II. If it is not properly signed and sealed by the bidder.
- III. If it is received by Telex or email.
- IV. If it is received after the expiry of the due date and time.
- V. If it is evasive or incomplete including non-furnishing of the required documents.
- VI. If it is without the Tender Fee (Demand Draft/ Banker's Cheque)

13. VALIDITY OF TENDERS

Tenders should be valid for acceptance for a period of at least 90 (ninety) days from the last date for submission of bids. Offers with lesser validity period would be rejected. Once a rate is

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

accepted/ negotiated the same would be valid till expiry of AMC.

14. PERFORMANCE GUARANTEE

The successful bidder/s will have to furnish a performance guarantee to the tune of 10% of the value of the PO for proper fulfillment of the contract. This performance Guarantee shall be released on the expiry of the period of AMC agreement.

15. AMC AGREEMENT

The successful bidder will have to enter into a contract with the Bank as per Annexure 'A', with an option with the Bank to extend the contract, for a further period of one year or less, on the same terms and conditions. If the Contract is extended, bidders have to submit the Performance security (BG) upto the extended period.

Note:

1. This Tender Document is not transferable.
2. Procedure for processing the tender documents:
 - This procedure is subject to changes and if so, the procedure adopted by the Bank, for opening the tender shall be final and binding on all the parties.
 - Vendor will be selected on the Total Price quoted in Annexure E



Annexure 'A'

HARDWARE MAINTENANCE AGREEMENT

1. SCOPE OF AGREEMENT

This agreement made on this _____ day of _____ between _____ hereinafter called the "**BIDDER**" and **INDIAN BANK**, hereinafter called "**Bank**" sets forth the terms and conditions for the maintenance of **Hardware equipment** as specified in **Annexure 'D'**.

1. TERMS AND CONDITIONS

A. OBLIGATIONS OF THE BIDDER:

- i. The Bidder shall provide the following service to keep the equipment in good working condition.
 - a. The Bidder shall carry out scheduled preventive maintenance, and same will be submitted to zonal office along with the invoice copies.
 - b. The Bidder shall also be responsible for any unscheduled on call corrective and remedial maintenance services to set right the malfunctions of the system. This will include replacement of unserviceable parts.
- ii. The Bidder shall attend on call services **within 8 hours (in case of major cities) and 24 hours (in case of rural centers)** of lodging a complaint and get any error or fault corrected within the stipulated hours, thereafter If the call is not attended so in stipulated time suitable penalty can be imposed by the Bank and the same can be deducted from the ensuing AMC bill/s.
- iii. The Bidder shall not sub-contract or permit any third party other than the Bidder's personnel to perform any work, service or other performance required of the Bidder under this agreement without the prior written consent of Bank.
- iv. If the machines supplied are not attended for repair or problems are not rectified within the time frame mentioned in Annual Maintenance Contract, the Bank would get such defective machines repaired by some third party, and the amount spent for such repairs would be billed to the Bidder.
- v. The Bidder shall submit consolidated report furnishing the details of breakdown calls attended and its status on weekly basis.
- vi. The Bidder shall identify and provide one Engineer as resident engineer who will be a single point contact for coordinating and providing services to the offices and its company. RE will maintain the record of call lodged and status of complaint lodged.



- vii. The Bidder shall make AMC services available on all working days of bank as and when requested by the Bank.

B. OBLIGATIONS OF THE BANK

- i. The Bank is to ensure that as far as possible, power source, air conditioning and dust free environment are provided to sites where systems are installed (only for Server Network).
- ii. The Bank would intimate to the Bidder, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipments.
- iii. The Bank would ensure that rats, insects etc., do not invade the site and damage the systems, especially cables etc.

2. ENHANCEMENT/UPGRADATION OF EQUIPMENT

The Bank shall have the right to make changes or attachments to the equipments provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the Bidder's cost of performing repair and maintenance services. Wherever, any changes or enhancement in the equipment, results in an adjustment of maintenance charges, the same, shall be payable from the date of installation of additional features/enhancement.

Individual items or equipment can be added to or withdrawn from Annexure 'D' by the Bank. In the event that individual items or equipment are added to Annexure 'D', it may involve additional maintenance charges. In the event that individual items of equipment are withdrawn from Annexure 'D', as described herein, then any amount prepaid on such equipment shall be held to the credit of the Bank's account.

3. WORKING HOURS

The maintenance services shall be rendered on all days subject to the Bank's requirement to keep the equipment in good working condition and order. The service consists of corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment.

4. RELOCATION OF SYSTEMS

During the maintenance agreement in force, the Bank may relocate the system and keep the Bidder informed. In case of relocation of equipment, transport and other incidental charges will be borne by Bank. The list of branches provided at annexure 'C' is therefore an indicative list of present branches. The Bank may, in future, decide to open more branches and in turn decide to relocate the Hardware elsewhere; the hardware so shifted would be covered by this contract.



5. EXTENSION OF MAINTENANCE PERIOD

If the Bidder does not attend to each breakdown and malfunction of equipments (including operating systems and compilers) supplied within the time specified in clause A (ii) of the agreement and make all efforts to rectify the same and get the system in proper working condition within seven days thereafter, the maintenance period shall be extended by a period equal to number of days taken to set right the system.

6. EXCLUSIONS

The maintenance agreement does not include:

- i. Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- ii. Damage resulting from accidents, fire, lightning, transportation, cost of repair or replacement due to these factors. These will be charged for labour as well as parts.
- iii. Furnishing platens, accessories, paintings or refinishing the machines or furnishing the materials thereof, making specific changes.
- iv. Work done for alteration in the equipment by persons other than the Bidder's personnel (except for minor rectification by Bank's in house systems engineer after intimating the Bidder)
- v. Any work external to the equipment such as maintenance of non-Bidder attachments, accessories etc.

7. VALIDITY OF AGREEMENT

This agreement is valid for the period upto March 31, 2021 from the date of signing of contract and submission of Performance security (BG) with an option with the Bank to extend the contract for a further period of One Year or less on the same terms and conditions.

8. CANCELLATION

Either party by giving one months notice in advance, may terminate the agreement prior to expiry of contract period. The AMC charges will be paid on proportionate basis.

9. JURISDICTION/ARBITRATION

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

with and subject to the provision of the Indian Arbitration Act 1940 and only Courts of the **Jaipur** shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.

10. FORCE MAJEURE:

The Bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay results from any of the following Act of God,

refusal of permissions or other Government Act, fire, explosion, accident, industrial dispute and the like which renders it impossible or impracticable for the Bidder to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond Bidder's control.

11. LIABILITIES & INDEMNITIES

The Bidder represents and warrants that the repair and maintenance of services/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 Bidder agrees that it will and hereby does, indemnify the Bank from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

12. CONFIDENTIALITY

The Bidder acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement of the performance, hereof, consists, of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to Bank. The Bidder 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 parties. The Bidder shall 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 are fully satisfied.

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

Signed, Sealed and Delivered by the

Said _____ (For the Bank)

In presence of

Signed, Sealed and Delivered by the

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

Said _____ (For the Company)

In presence of

Annexure 'B'

SCOPE OF SERVICE

Indian Bank, Zonal Office Jaipur intends to enter into a comprehensive AMC for Servers, Desktops, Printers, and other peripherals of different makes, installed in offices under branches of Jaipur Zonal office.

The scope of the work is defined as under:

SCOPE of WORK

Bidder have to provide one dedicated service engineer at Banks Zonal Office on all working days for normal office working Hours who shall coordinate with the branches regarding the Maintenance/ service related issues and also responsible to lodge/follow-up the complaints on it companies portal/Toll free number on behalf of the branches till the complete resolution. In case of the above engineer's non-availability, Bidder will provide back-up engineer arrangement. No separate charges will be paid by the Bank.

2. The complaints related to

- a. Hardware, operating system & office productivity software (Including Formatting of hard disks as and when required) along with OS service Packs and all critical patches.
- b. Anti Virus software installation and configuration. Virus scanning and updation of Anti Virus definitions
- c. Printer (passbook/DD/IOI etc.) Configuration for proper printing/setting.
- d. Bringing PC into the Bank's Domain after reinstallation of PC



- c. Cleaning of Hardware.
- e. Configuration of IP address and establishment of connectivity with LAN/WAN
- f. Installation/loading of drivers of peripherals attached to the PC.
- g. Browser configuration for application/s.
- h. Configuration of Email and restoring backup of old emails.
- i. Creating shortcuts etc as per the requirements of the user.
- k. Restoration of the data backup.
- l. Installation of other software related to banking operation

3. The Bidder will have to take AMC on comprehensive basis i.e. the Bidder has to take care of all the machines mentioned in **Annexure 'D'**. If any parts/components become faulty/unserviceable, the Bidder shall replace the same with brand new original parts (with appropriate warranty). All such activity is to be recorded and submitted at ZO on monthly basis.

Comprehensive AMC will exclude the Burn cases, Physical Damages, All Printer Heads and Toner Cartridges only. All other parts will be covered under Comprehensive AMC. All such activity is to be recorded and submitted at ZO on monthly basis.

4. Half yearly preventive maintenance of hardware devices. Preventive maintenance (including inspection, testing, and satisfactory execution of all diagnostics will be done every half yearly in addition to the normal maintenance required as per this agreement and submit the PM report to Zonal office.

6. Payment Terms:

The AMC payment shall be made on completion of **every quarter** by the concern branches, vendor have to submit individual invoices to the branches/offices. Payment will be released after satisfactory service. One copy of invoices should be submitted to Zonal offices for record along with preventive maintenance report. Billing will be based on actual Hardware available in the branch.

5. PENALTY:

In case any requirement is not made usable/repared within stipulated time specified in Annexure A, terms & Condition clause (ii) the company will be required to arrange for an immediate replacement of the same failing which the company will be liable to pay a penalty of Rs 100/- for each item per day which will be realized from the AMC charges payable or from the company directly. The penalty not exceeding 10 % of AMC cost for the affected unit.

6. The Bidder shall ensure the originality of the parts/components in the machines. In case of replacement, the Bidder shall replace the items with original/genuine parts/components of the same brand and quality. In case, the same brand and quality is not available, the Bidder shall have to submit documentary proof procured from the representative of manufacturer in this

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

regard and only in such cases the equivalent part/component replacement would be allowed. The Bidder shall maintain an inventory of frequently required spares/components at a mutually agreed site.

7. Hardware maintenance which includes repair / replacement of all the parts/items of Desktop Computers, Printers, Multifunctional Devices, Scanners, Laptops etc., in totality. Replacement of Consumables is not included under this contract.
8. If at any point of time, the services of Bidder are not found to be satisfactory the contract will be terminated, giving one month notice in advance.
- 10. The bidder have to provide complete Hardware Inventory (both branch wise and consolidated) within the 15 days from the starting of AMC contract and 15 days prior to the ending of AMC period from all the branches in the Banks agreed format.**
11. No charges will be payable for the movement of engineer from one location to another for attending to service calls.
12. No charges will be payable for carrying the spares/equipments from site to Bidder's work and back.
13. If selected, the Bidder shall have to submit and sign an Annual Maintenance Contract as per **Annexure 'A'** on a Stamp Paper of appropriate amount.

SIGNATURE AND SEAL OF BIDDER



Annexure 'C'

Location of Branches

SN	BRANCH_NAME	ADDRESS
1	ALWAR	32, VIJAY MANDIR ROAD, SHEME, NO.2, LAJPAT NAGAR , ALWAR DIST.- ALWAR RAJASTHAN 301001
2	AMARPURA	VILL. & P.O AMARPURA DIST.- BIKANER RAJASTHAN 334001
3	AMBABARI	13-14, SHOPPING CENTRE, AMBABARIL COLONY, JAIPUR Dist.- JAIPUR RAJASTHAN 302032
4	JAIPUR BAMBLOO	VILL BAMBLOOGRAM PANCHAYAT BAMBLOO TEHSIL BIKANER 334022
5	JAIPUR BARKHERA	DEVIJI KI KOTHIPOSTBARKHERATEHSIL MALAKHERA 301406
6	JAIPUR BASSI	NH-11. Opp. Balram Ashram, Bassi Chak Stand, Bassi, Jaipur, Rajasthan DIST. - JAIPUR RAJASTHAN 303301
7	BHARATPUR CIMMCO	OUTSIDE KUMHER GATE, CIRCULAR ROAD, BHARATPUR DIST.- BHARATPUR RAJASTHAN 321001
8	BHIWADI	1/5, HOUSING BOARD COLONY, BHIWADI DIST.- ALWAR RAJASTHAN 301019
9	BIKANER	KEM ROAD BIKANER 334 001
10	DHAUSA	F-559, OPP. PWD OFFICE, AGRA ROAD, DAUSA DIST.- DAUSA RAJASTHAN 303303
11	JAIPUR HIA	HIA SCHOOL, JAGDISHPURI, NR.200 FT SIKAR BYEPASS ROAD, JAIPUR DIST.- JAIPUR RAJASTHAN 302024
12	HANUMANGARH	724-25, TIBBI ROAD, HANUMANGARH TOWN, HANUMANGARH DIST.- HANUMANGARH RAJASTHAN 33551
13	JAIPUR JAGATPURA	Plot No 7 Rohini Nagar 200 ft Road Mahal Road Jagatpura Jaipur 302025
14	KISHANPOLE	274, KISHANPOLE BAZAR, JAIPUR DIST.- JAIPUR RAJASTHAN 302001
15	M.I. ROAD	MAHAVIR BHAVAN SMS HIGHWAY CHOURA RASTA JAIPUR302003
16	JAIPUR PRATAP NAGA	ALLAHABAD BANK PLOT NO. 34- B1 &B2 HALDIGHATI MARG PRATAPNAGAR, TONK ROAD JAIPUR RAJASTH.
17	RAJA PARK	373A, LANE NO.-1, RAJA PARK, JAIPUR DIST.- JAIPUR RAJASTHAN 302004
18	RNT SCHOOL	A-13, Near Deen Dayal Upadhyay Circle, JANTA COLONY, JAIPUR DIST.- JAIPUR RAJASTHAN 302004
19	SUBHASHNAGAR	SHOPPING CENTRE, SUBHASH NAGAR, JAIPUR DIST.- JAIPUR RAJASTHAN 302016
20	TONK ROAD	361, HIMMAT NAGAR, GOPALPARA CIRCLE, TONK ROAD, JAIPUR DIST.- JAIPUR RAJASTHAN 302018
21	JHUNJHANU	LOTASARA PARADISE, 5/11 MAAN NAGAR, ROAD NO. 02, JHUNJHUNU DIST. - JHUNJHUNU RAJASTHAN 333
22	VAISALI NAGAR	F -26, GAUTAM MARG, VAISHALI NAGAR, JAIPUR DIST.- JAIPUR RAJASTHAN 302012
23	LAXMANGRAH	NEAR BAJAJ BHAWAN, WARD NO.16, LAXMAMGARH DIST.- SIKAR RAJASTHAN 332311
24	JAIPUR LOONKARARS	NEAR RAILWAY STATIONMAIN MARKETLUNKARANSAR 334603
25	MANSAROVAR	90/09, MADHYAM MARG, MANSAROVAR, JAIPUR DIST.- JAIPUR RAJASTHAN 302020
26	JAIPUR MERTA CITY	Krishni Upaj Mandi road, Merta City, Dist. Nagaur, Rajasthan DIST. - NAGAUER RAJASTHAN 341510
27	JAIPUR MUNDIYA RAM	Main Road Vill and Post Mundiya Ramsar, Sirasi Begas Road Jaipur DIST.- JAIPUR RAJASTHAN 302012
28	NAGAUER	KACHHAWA BHAWAN, OPP. TVS SHOWROOM, NEAR VIJAY VALLABH CIRCLE, NAGAUER DIST. - NAGAUER RAJ
29	NAGLA RAISIS	OPP. HP PETROL PUMP, ALWAR BHIWADI ROAD, VILLAGE- NAGLA RAISIS (KATORIWALA TIBARA) DIST.- ALV
30	NEEMRANA	PLOT NO. 175-178, RIICO COMPLEX, NEAR POLICE STATION, NATIONAL HIGHWAY NO. 8, NEEMRANA, TEHS
31	JAIPUR PACHAR	Allahabad Bank Ramkui Stand,Vill &post Pachar via kalwar district DIST.- JAIPUR RAJASTHAN 303706
32	RTDC	52 A, OPP. GOVT. PRESS, SARDAR PATEL MARG, C-SCHEME, JAIPUR DIST.- JAIPUR RAJASTHAN 302001
33	RAJASTHAN UNIVERSI	VILL-MADAU, P.O. JAISINGHAPUR, TEHSIL-SANGANER DIST.- JAIPUR RAJASTHAN 302026
34	JAIPUR RASISAR	Gram Panchayat Rasisar, Office of Gram Panchayat, Rasisar, Panchayat Samiti- Panchu, Tehsil- Nokha, Dist
35	JAIPUR ROJDA	Allahabad Bank,Rojda Branch Main Road, Near Patwar Bhawan, Vill & PO Rojda, Tehsil Amer, Distt-Jaipur
36	SAMREDKALAN	VILL P O SAMREDKALAN BLOCK RAMGARH BANDH DIST JAIPUR 303 109
37	SARDAR KHANDAKA H	NEAR HANUMAN MANDIR, KALWAR ROAD, VILL. HATHOJ DIST.- JAIPUR RAJASTHAN 302012
38	SARDAR SAHAR	DAGA BHAWAN, DAK GALI, SARDARSHAHAR DIST.- CHURU RAJASTHAN 331403
39	SIKAR	TRIHAN BHAWAN, STATION ROAD, SIKAR DIST.- SIKAR RAJASTHAN 332001
40	SRIGANGANAGAR CH	UDARAM CHOWK SRIGANGANAGAR 335001
41	SRIGANGANAGAR	SHAH COMPLEX, OPP.S.D.COLLEGE, SURATGARH ROAD, SRIGANGANAGAR
42	SRIGANGANAGER BAS	DISTSRIGANGANAGAR 335001



SN	BRANCH_NAME	ADDRESS
43	SURATGARH	BIKANER ROAD SURATGARH (DIST SRIGANGANAGAR) 335804
44	JAIPUR TEJRSAR	Belasar Road, Near Dharm Kanta, Village & Post- Tejrsar, Tehsil & District- Bikaner, Rajasthan, PIN- 33420
45	VIDYADARNAGAR	G-7, SHRI NATH TOWER, CENTRAL SPINE SECTOR 6, VIDHYADHAR NAGAR, JAIPUR DIST.- JAIPUR RAJASTHA
46	Alwar	STATION ROAD,ALWAR,RAJASTHAN,301001
47	Bharatpur	KUMHER GATE,NEAR PRAKASH HONDA,CIRCULAR ROAD,BHARATPUR,RAJASTHAN 321001
48	Bhiwadi	SHOP NO. 10 SECTOR 02,UIT COLONY BHIWADI RAJASTHAN 301019
49	Bikaner	Alakh Sagar KEM Road NEAR PREM JI POINT.BIKANER 334001 BIKANER
50	Bilwa	SHOP NO-41 & 42 CHOUDHARY COLONY-2 NEAR CHOKHI DHANI BILWA, TONK ROAD 302025
51	Churu	NAI SADAK RAJASTHAN OPP. VISHWAKARMA MANDIR CHURU 331001
52	Dausa	138 AGRA ROAD GANESH NAGAR DAUSA 303303
53	Hanuman Nagar	11,MARUDHAR VIHAR HANUMAN NAGAR NEAR VAISHALI NAGAR 302012
54	Hanumangarh	SHOP NO.243 GENERAL MARKET STATION ROAD HANUMANGARH TOWN 335513
55	Hindaun	KHASRA NO. 20866AURAV PATH NEAR AGRASEN COLLEGEHINDAUN CITYHINDAUN CITY 322230
56	Jaipur	Dharma Heights 10, Motilal Atal Marg Opp Ganpati Plaza, JAIPUR 302001
57	Jhunjhunu	B-111, SUBHASH MARG NEAR MANDAWA MOD, INDIRA NAGAR JHUNJHUNU 333001
58	Kacholiya	VILLAGE- KACHOLIYA POST- KACHOLIYA TEHSIL-BASSI BASSI 303301
59	Malviya Nagar	11-01-2020 GIRDHAR MARG MALVIYA NAGAR 302017
60	Mansarovar	84 /56 MADHYAM MARG MANSAROVAR 302020
61	Moti Dungari	PRECIOUS MALL LOWER GROUND FLOOR HSJ-7 MOTI DOONGRI ROAD JAIPUR 302004
62	Muhana Mandi	PLOT NO. 138 VILLAGE - SUKHIYA, TEHSIL - SANGANER. 302020
63	Nagaur	SHOP NO 1 GAJANAND TOWER MANASAR CIRCLE NAGAU 341001
64	Narayan Vihar	S-BLOCK, OPP BHAKAR MARRIAGE GARDEN NARAYAN VIHAR MANSAROVAR,JAIPUR 302020
65	Niwaru Road	SHOP NO 1 70 B ,PRIME TOWER NIWARU ROAD JHOTWARA INDUSTRIAL AREA 302012
66	Sikar	Ist FLOOR RAJASTHAN BATTERY HOUSE BUILDING ,DEVIPURA JAIPUR ROAD SIKAR 332001
67	Subhash Nagar	255 NEB SUBHASH NAGAR ALWAR 301001
68	Tonk Road	A - 40 ANITA COLONY,BAJAJ NAGAR,OPP - GANDHI NAGAR, RLY STATION,, 302015
69	Vidhyadhar Nagar	DOON ENCLAVE 16 JAMANA COLONY VISTAR BIYANI COLLEGE ROAD VIDHYADHAR NAGAR 302039
70	Sri Ganga Nagar	3 SHAH TOWER SURATGARH ROAD SUKHARIA CIRCLE SRI GANGANAGAR 335001
71	Currency Chest Jaipur	274, KISHANPOLE BAZAR, JAIPUR DIST.- JAIPUR RAJASTHAN 302001
72	RMPC Jaipur	361, HIMMAT NAGAR, GOPALPARA CIRCLE, TONK ROAD, JAIPUR DIST.- JAIPUR RAJASTHAN 302018
73	Zonal Office Jaipur	Indian Bank, Zonal Office, Jaipur : SF -50 , 2nd Floor,Manglam JTM Mall, Near Jagatpura Railway Station ,Model Town, Jaipur 302017, Rajasthan

Annexure 'D'

Details of equipments available for AMC in CBS Branches / Offices under Jaipur Zone:

1. Server / Desktop PCs:

Sl. No.	MAKE/ MODEL	CONFIGURATION & OPERATING SYSTEM	Quantity (Approx)
1	Server- DELL/ Wipro/IBM/ACCER/ HCL (server made on Normal configuration PC)	INTEL PENTIUM IV/ SIMILAR (Windows Server 2003)	45
2	Acer Server AT 310	Quad Core intel Xenon E 31225 3.3 GHZ 8 GB	25



3	Dell Server Edge T330	Quad Core intel Xenon E 31225 3.3 GHz 8 GB	2
4	Desktop- WIPRO /ACER / LENOVO/ HCL/HP	O/S (WIN-7/10 or Similar)	475
5	All in One PC	Dell Optiplex 3050 AIO	20

2. Printers

Sl. No.	PRINTER TYPE	MAKE / MODEL	Quantity (Approx)
3	Dot-Matrix 136 col.(High Speed Printer)	EPSON DLQ 3500 TVS PLATINA and other similar make.	5
4	Dot-Matrix 80 col.	EPSON LQ2090, Epson LX310 TVS MSP SERIES and other similar make.	30
5	Laser Printer	SAMSUNG/ CANON/ HP/RICOH	100
6	Pass Book Printer	Olivetti PR2 / PR2e, LIPI, EPSON PLQ 20 or 30 and other similar make.	95
7	Multi Function Printer	HP/ Samsung or similar	8

3. Flat Bed ColorScanners:

Sl. No.	SCANNER TYPE	MAKE / MODEL	Quantity (Approx)
8	SCANNER	CANON/ HP/ EPSON	35



Annexure 'E'

Commercial Bid Format

Tender for the AMC of Computer Hardware on Comprehensive Basis at Indian Bank , Zonal Office Jaipur				
Sl No	Description	AMC Amt (Rs) per unit (A)	Qty (B)	Total Price (Rs) Excluding taxes A*B=C
1	Server- DELL/ Wipro/IBM/ACCER/ HCL (server made on Normal configuration PC)		45	
2	Acer Server AT 310		25	
3	Dell Server Edge T330		2	
4	Desktop- WIPRO /ACER / LENOVO/ HCL/HP		475	
5	All in One PC		20	
	Dot-Matrix 136 col.(High Speed Printer)		5	
	Dot-Matrix 80 col.		30	
	Laser Printer		100	
	Pass Book Printer		95	
	Multi Function Printer		8	
	Flatbed SCANNER		35	
			Total Price	

Note: Selected bidder has to provide the services Support/Resident engineer service at ZO office but o separate charges will be paid by the Bank for this support.

*Total Bid Price: _____ (Rupees_____)

- The payment shall be made as per actual hardware under maintenance (based on inventory of the branch on banks format). There may be a slight variation in the quantities listed above and the actual. *However, for arriving at the L1 bidder, the Total Price above shall be considered.

Date: _____

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOJ/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

Name of the Bidder: _____

Contact Number: _____

Name of the Authorized person: _____

Email Id: _____

Signature & Seal of the Authorized person: _____

ANNEXURE 'I'

PERFORMANCE SECURITY FORM

(BANK GUARANTEE FORMAT)

(ON NON-JUDICIAL STAMP PAPER OF RS 100.00)

Bank Guarantee No.

Date :

To:

Indian Bank

WHEREAS _____ (name of the Vendor) hereinafter called "the Vendor" has undertaken, in pursuance of Purchase Order No. _____ dated _____ 20__ to maintain _____ (Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Vendor shall furnish you with a Bank Guarantee by a Scheduled Indian Bank for the sum specified therein as security for compliance with the Vendor's performance obligations under the contract.

AND WHEREAS we have agreed to give the Vendor a Guarantee.

THEREFORE WE hereby affirm that we are Guarantors and responsible to you on behalf of the Vendor , up to a total of Rs. _____ (Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. _____ (Amount of guarantee.) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____ 20__.

Signature and seal of Guarantors.

Date:

इंडियन बैंक



Indian Bank

इलाहाबाद

ALLAHABAD

Ref No: ZOI/ZITC/Hw AMC/2020-21/11

Date: 20/08/2020

Address:

- Note: 1) Vendor should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
2) Stamp paper is required for the bank guarantees issued by the banks located in India.