

**TENDER NOTICE**  
**INDIAN BANK**  
**ZONAL OFFICE: ASANSOL**

INDIAN Bank , Zonal Office Asansol invites Tender for AMC of hardware for its 91 branches and 02 offices and following amendment is incorporated in the said tender along with period of AMC from **15.07.2021 to 15.07.2022**.

**Scope of work:**

1. We have total 91 numbers of branches and 2 offices throughout **Purba Bardhaman, Paschim Bradhman, Bankura, Purulia and Birbhum**.
2. The Number of Hardware for which Service support should be given are – 14 Server, 680 PCs, 120 passbook printers, 120 laser printers and 15 flatbed scanners and 75 ADF scanner.

**Terms and conditions:**

1. AMC will be for one year with payment on quarterly basis after submission of Invoice.
2. Rate should be quoted as under:-
  - a. Per Server per annum
  - b. Per PC per annum
  - c. Per Passbook Printer per annum
  - d. Per Laser Printer per annum
  - e. Per Flatbed Scanner per annum
  - f. Per ADF Scanner per annum
3. AMC should cover all spares including printer head (Excluding consumables and rubber parts of scanners).
4. The vendor must have experience of providing AMC of hardware for at least 5 years in Banking Sector(Preferably).
5. The vendor must have ISO certification and PF, ESIC certified.
6. Vendor must have office located in Purba Bardhmaan/ Paschim Bardhmaan.
7. The vendor have to depute one representative at ZO for local calls and call management
8. All calls must be attended within 24 hours irrespective of location of the Branches and in case problem is not resolved, standby system must be provided.
9. One dedicated helpline and email must be provided for lodging of complaint.
10. Selected Vendor has to submit standard AMC agreement form as given by our office.
11. Selected Vendor has to submit Bank Guarantee of 10% of AMC amount as performance security.
12. Bank shall have the right to discontinue AMC at any moment with notice of 15 days.
13. All legal proceeding, if any, must be taken within Asansol jurisdiction only.

The sealed Quotation should reach the Zonal Office at the following address along with requisite papers /documents.

**The Dy. General Manager**  
**Indian Bank, Zonal Office, Asansol,**  
**Udrej Bhawan, 2<sup>nd</sup> floor, 8 G.T.Road (West),**  
**Asansol – 713304**

Last date of submission to this office is **07.07.2021**

Date of opening of Tender **09.07.2021**

The Bank reserves the right to cancel any or part of tenders and stop the process at any point of time without assigning any reason or notice whatsoever.

Date: 28.06.2021

  
(Rupesh Kumar)  
Chief Manager

