

INDIAN BANK

Zonal Office Patna
Buddha Marg, Patna: 800025 (Bihar)

Corrigendum-I TO

REQUEST FOR PROPOSAL

For Annual Maintenance Contract of Computer Hardware items
at Branches/Offices under Patna Zone for a period of One Year

Ref No: ZOP/IT/Proc/21-22/01

Dated: 15-07-2021

Corrigendum

Item	As per Original RFP	Modified
Cost of RFP (Non-refundable)	Not Mentioned	Rs 1000/-
EMD/BID Security	Not Mentioned	Rs 25000/- (to be enclosed with Technical Bid)
Last date and time for Submission of BID	22-07-2021, 15:00 Hours IST	23-07-2021, 15:00 Hours IST
Performance Bank Guarantee	Not Mentioned	10% of the Total AMC Contract Value to be submitted

1. Scope of Work

The scope of work over and above that mentioned in the RFP:

- a. The scope of work includes but not limited to comprehensive on-site maintenance of Desktops (include All in One PCs), Printers (DOT Matrix (DMP), High speed DMP, Passbook, Line printers and Laserjet printers) and Scanners etc. mentioned in annexure-I of RFP including all plastic parts without any extra payment. All computer hardware and peripherals are of different Make/Model of various brands.
- b. The replacement of all the spares including printer heads, logic card and power adapters (excluding consumable items like printer ribbons and toner cartridges only) is included under the AMC. The replacement of defective spares with genuine spares of same configuration will be done without any extra cost.
- c. In case vendor reports the damage of hardware due to electric parameters, then they have to establish this with supporting evidence to the satisfaction of the bank or else replacement of spare to be done at no cost to the bank.
- d. The scope of work also includes installation of any new application/patch/software introduced by the bank at all locations at no additional cost to the bank.
- e. The scope of work covers provision of one Resident Engineer with an experience of not less than 3 years in computer hardware as well as software maintenance in the Indian Bank Zonal Office Patna from 10:00 to 19:00 hrs on all working days and if required, on holidays and also after 19:00 hrs on working days.
- f. In the case of any one of our branch office shifting to a new location, bank will lodge a "Shifting Call" for decommissioning of all hardware items at the branch and then subsequent installation of the same items at a new location at no additional cost to the bank. Vendor shall arrange field team to visit the

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branch location when required and perform the mentioned activities. Bank will arrange for transportation of computer hardware items from one location to other.

2. RFP DOCUMENT FEE

The RFP document can be downloaded from the Bank's website and will be available at the Indian Bank Zonal Office, Buddha Marg, Patna. **Non refundable RFP document fee Rs. 1000.00 (Rs. One Thousand only)** will be submitted in the form of separated demand draft in favour of "Indian Bank ZO PATNA", payable at Patna. The application will be rejected without fee of Rs. 1000.00. Bidders with NSIC certification will be exempted from RFP fees. Bidder has to submit necessary proof of document.

3. EARNEST MONEY DEPOSIT

- a. The vendor shall deposit EMD of Rs 25000/- (Rupees Twenty Five Thousand Only) in the form of a valid Demand Draft/Pay Order in favor of "INDIAN BANK, ZO PATNA" payable at Patna. No interest will be payable on the Bid Security Amount.
- b. The EMD will be forfeited if the vendor:
 - Withdraw its Bid during Bid Validity Period
 - Refuses to honor commercial bid. Bank reserves the right to place order onto vendor based on prices quoted by them
 - Refuses to accept AMC order or having accepted the AMC order, fails to carry out his obligations mentioned therein with the stipulated time
- c. EMD of unsuccessful vendors will be returned after completion of bid process.
- d. EMD Security of successful vendor(s) will be released, without interest after completion of agreement.

4. Determination of L1 Bidder and Awarding of Contract:

On completion of evaluation process of technical bids, Bank will open commercial offers of successful bidders and contract will be awarded to the lowest bidder. The lowest bidder will be considered on the basis of consolidated AMC price of all the items. Failure or refusal to offer the services/goods by the successful bidder at the price committed shall result in forfeit of security amount, which may be noted. However Bank is not bound to place the order to L1 bidder. Bank at its discretion may split the order among any bidders at predetermined mutually agreed rates.

5. PERFORMANCE GURANTEE

The selected vendor has to verify the available computer hardware and peripherals within 10 days of issue of purchase order and submit the duly signed and stamped inventory of all branches to Zonal Office. Within 15 days of the issue of purchase order the selected vendor must submit a performance guarantee equivalent to 10% of the Total Contract Value as per the format given by the bank. The bank guarantee shall be kept valid till completion of contract period plus 30 days. The guarantee shall contain a claim period of three months from the last date of validity.

The bank shall invoke the guarantee before expiry of validity, if the services rendered by the vendor are not satisfactory and not as per the terms of the contract/AMC and SLAs. The bank shall notify the vendor in writing before invoking the guarantee.

6. Termination Clause

- a. Termination for Insolvency: The Bank may, at any time, terminate the Contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.
- b. Termination for the convenience of bank: The bank may, at any point during the currency of this contract may terminate the contract by giving 60 days advance notice to the bidders without assigning whatsoever reason. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.
- c. Termination for non-performance and not meeting SLA: The bank will review the performance of Bidders on quarterly basis and bank may exit from contract if bidder will not provide satisfactory services as per SLA and uptime as per the contract. The bank's decision in this regard will be final. Bank will not bear any compensation for these exits as they are due to nonperformance of service provider.
- d. In case the services of any vendor are not found satisfactory in any branch/branches/area, the AMC of that vendor can be given to other successful vendor in part or in full.