

INDIAN BANK

ZONAL OFFICE DEOGHAR

498 SRIKANT ROAD, BELABAGAN
DEOGHAR-814112(JHARKHAND)

REQUEST FOR PROPOSAL

**FOR ANNUAL MAINTANANCE CONTRACT OF COMPUTER
HARDWARE ITEM AT BRANCHES/OFFICES UNDER DEOGHAR ZONE
FOR A PERIOD OF ONE YEAR**

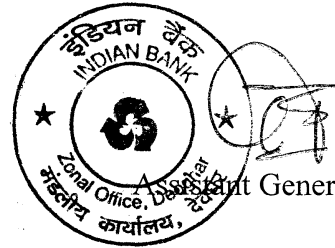
**RFP REF NO: - ZOD/IT/HW-AMC-2021-22/48
DATE- 12/07/2021**

The Indian Bank Zonal Office Deoghar is inviting bid for providing comprehensive on-site maintenance services of desktops, printers and scanners of the all branches and offices under Deoghar Zone.

The Schedule of Bid is as under

Last date and Time of Submission of Bid	18.07.2021 16:00 Hours IST
Date and Time of opening of technical Bid	20.07.2021 10:00 Hours IST
Date and Time of opening of Commercial Bid	will be informed to qualified Bidders
Place of submission of opening Bids	Indian Bank Zonal Office Deoghar 498, Srikant Road Belabagan 814112
Communication Details	Mob:- 9874536271/8051212877 Email:- ZODEOGHAR@Indianbank.co.in

This RFP is being issued with no financial commitment and bank reserves the right to change or vary any part thereof at any stage, to withdraw the RFP, at any stage, or to accept or reject any or all the quotation without assigning any reason whatsoever the objective of this RFP is to enter into rate contract with L1 bidder for maintenance of computer hardware installed at various branches or Offices of Indian Bank in 8 districts of the state of Jharkhand. Bank will initially enter into contract for a period of one year for AMC with following scope.



Assistant General Manager

1. SCOPE OF WORK

- 1.1 Comprehensive on-site maintenance through preventive maintenance, repair and replacement of computer hardware items, as required and peripheral of different make and models, defective items viz. motherboard, SMPS, RAM, Processors ,printer logic/PS card, Passbook Printer head , Teflon, Scanner, Passbook Printer and other parts etc.
- 1.2 Replacements of all the spares including printer heads and Teflon, (excluding consumable item like printer ribbon and toner cartridges only) is included under the AMC. The replacement of defective spares with genuine new spare of same or higher configuration will be done without any extra cost.
- 1.3 Address/rectify OS level issue, formatting of client PCs and making and/or configuration of branch servers. Licenses/Media will be provided by the Bank. The scope of work also includes software issue like operating system(windows), reinstallation of OS , antivirus, software patches, configuration of machine as required by the bank, taking data backup before formatting the machine and restoration of the same after reinstallation of OS, configuring Printers, Passbook printers, Scanners, Biometric devices, bringing PC to Bank Domain after reinstallation of OS, Installation/configuration of all software provided by bank like Antivirus and its update, software patches, MS Office, Acrobat, Java patches, Email Client configuration in client machine etc.
- 1.4 The AMC project will cover Indian Bank Branches/Offices at various locations in state of Jharkhand. The service support for maintenance of Systems is to be done at the branches/Office falling under following Districts.

SL No.	Location/Distt	No Of Branches/Offices
1	DEOGHAR	18
2	GIRIDIH	18
3	DUMKA	14
4	GODDA	11
5	PAKUR	4
6	SHAHEBGANJ	4
7	JAMTARA	3
8	DHANBAD	22
Total		94

- 1.5 The scope of work cover provision of one technically qualified service engineer with experience of not less than 2 years in computer hardware as well as software maintenance at the disposal of Zonal Office Deoghar from 10:00 to 18:00 hrs on all working days and if required, on Saturdays and Sundays and also after 18:00 hrs on working days if required. The residence engineers will provide telephonic support for immediate solution and liaisons with field engineer deputed for branches. Resident engineer (RE) will have to be posted for support and call coordination at Zonal Office. The engineer will be decided for Indian bank. He will be SPOC for calls at Zonal Office Deoghar.

2. ELIGIABLITY CRITERIA

SRNo	Eligibility Parameters	Supporting Documents to be submitted
2.1	The vendor must be private/public limited company of repute having registered office in India. The company should be in existence of minimum Two year as on date of Bid submission date.	Certificate of Incorporation
2.2	The Bidder should have minimum 2 (Two) years' experience of undertaking annual maintenance contract in commercial Banks/financial Institution with AMC contract handling over 300 computer/Peripherals and/or contract value of rupees Three Lakhs and above. At least one contract must be active as on date(Proof to be submitted along with technical Bid) Applicant/Firm must provide customer satisfaction latter from Indian Bank while submitting the technical Bids	Annexure-IV, Copy of PO Submitted Proof
2.3	The Bidder must have local office in Jharkhand Preferably nearby Deoghar (Jharkhand).	Submitted Proof
2.4	There should not be any adverse feedback from our Banks/Zonal Office	
2.5	Vendor should have minimum 5 Cr. Turnover in last Audited FY.	
2.6	Vendor should provide at least one engineer in each district like Deoghar, Giridih, Jamtara, Dhanbad, Dumka, Godda, Pakur, Shahebganj.	
2.7	Vendor should have toll free call logging systems, toll free number should be provided at the time of Bidding.	
2.8	Lowest rate will not be guarantee for selection of successful Bidder, Bank has full right to be deciding successful Bidder and it will be Banks sole decision.	
2.9	The Bidder Should have service support center alongside the mentioned area for maintenance of offered hardware and software. The Bidder should be capable to provide efficient and effective support at other center also, so as to attend calls at all branches and office under Zonal Office Deoghar within stipulated time frame and mentioned in this RFP.	Annexure-II
2.1.1	The Vendor must have Qualified service support engineer posted at various centers. The name and contact number of engineer should be submitted with offer. Details of such engineer with Name, Contact Details, Address, Qualification, Experience, Company's Appointment letter etc. must be enclosed as proof.	Annexure-III
2.1.2	The Bidder must have a centralized web based email/telephonic call logging system	Complete Details of call logging system and Procedure to be submitted

2.1.3	The vendor should not have been blacklisted by our bank or any public sector Bank/PSU/Government Deptt in the past. Vendor has to submit annexure V on Rs.100/- Stamp Paper	Annexure- V
2.1.4	THE VENDOR will not subcontract or permit anyone other than THE VENDOR personal to perform any of the work, services under the contract without the prior written consent of the bank. The Vendor having Franchise arrangement cannot quote.	Declaration to be Submitted.
2.1.5	The firms should have valid GST Registration.	Submitted Proof

Vendor must comply with the above mentioned criteria Non-compliance of any of the criteria can entail rejection of the offer. Self-certified photocopies of relevant document/certificates should be submitted as proof in support of the claims made for each of the above mentioned criteria. The Bank reserve the right to verify /evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

3. **BIDDING PROCESS:**

The bidders are required to the bids in to separate sealed envelopes. The first envelope, superscribed “Technical Bids”, will contain the documents in support of eligibility criteria and other required document accept price schedule. Second envelope soperscribed as “Commercial Bid”, will only content the quoted prices, strictly as per the format of price schedule (Annexure-I). Technical Bids containing any quoted price information will be out rightly rejected. For technical and commercial bid submission a tender box will be made available at Zonal Office Deoghar premises.

- The tender offer should be submitted, in one sealed envelope super – scribed **Tender for AMC of Desktop, Printers and Scanners**, which in turn should contain two sealed covers super- -scribed as Technical bid and Commercial bid as mentioned above.
- **TECHNICAL BID** will contain the Bidders information in the format as given in this document. **TECHNICAL BID** will NOT contain any pricing or commercial information at all.
- In the first stage, only **TECHNICAL BID** will be opened and evaluated. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short – listed for commercial evaluation.
- Under the second stage, the **COMMERCIAL BID** of only those bidders, whose technical bids are qualified, will be opened. The commercial Bid should give all relevant information as per Annexure-I.
- The bid shall be typed in English or written in indelible ink and shall be signed by the Bidder or a person duly authorized to bind the bidder to the contract. All pages of the bid except un- amended printed literature shall be initialed by the person or persons signing the Bid.
- The bid shall contain no interlineations erasures or over writing to correct errors made by the Bidder. The bidder should quote AMC amount for each and every item as per format of commercial bid. Any quotation found to contain incomplete information is liable to be rejected.

BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and condition and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Document or

submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

COST OF BIDDING

The Bidder shall bear all the costs associated with the preparation and submission of its bid and Indian Bank (hereinafter referred to as the Purchase) will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

AMENDMENT OF BIDDING DOCUMENT

- a) At any time prior to the deadline for bids, the bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents by amendments.
- b) Amendment if any will be notified through bank's web site to all prospective bidders and will be binding on them.
- c) In order to provide, prospective bidders, reasonable time to take the amendment into account in preparing their bid, the Purchaser may, at its discretion, extend the deadline for submission of bids.

EVALUATION CRITERIA

A. **TECHNICAL BIDS:** The technical offer (TO) should be complete in all respects containing all information desired in this RFP document. However, the Bidder should confirm that all required rates have been quoted in the Commercial Offer (CO), without showing the actual amounts in the TO. The TO must be submitted in an organized and structured manner. No brochures/leaflets etc. should be submitted in loose form.

B. COMMERCIAL BIDS:

- Commercial bids of only technically qualified short listed bidders will be opened.
- Bank's evaluation of the commercial bids will take into account the status of compliance of terms and conditions.
- The maintenance charges including all costs for each item need to be quoted as per Annexure-1 format, in case charges not quoted for any item, the bid will be rejected.
- The charges quoted for items should include the cost of comprehensive AMC and resident/field engineers.

C. 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 items.*

The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals without assigning any reason whatsoever. Similarly, it reserves the right not to include any vendor in the final short – list without assigning any reason whatsoever.

5. SIGNING OF AGREEMENT AND PERFORMANCE SECURITY

- 5.1 The L-1 Bidder shall be required to sign and submit Standard AMC agreement as per the format provided by the Bank on stamp paper of requisite amount and have to furnish a performance security in the form of a Bank Guarantee, issued by a Scheduled Commercial bank located in India, valid for a period of 1 year + 30 days from the date of Notification of Award of the value equivalent to 10% of the AMC Value.
- 5.2 The security is required to protect the purchaser against risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to non-compliance of the purchase order or any term of this RFP.

6. PERIOD OF VALIDITY OF BIDS:

The Bids Offer / should remain valid for a period of 60 days from the date of commencement of RFP.

7. PAYMENT TERMS:

Payment will be released on half yearly basis (deferred mode) by the respective branches / offices. Vendor has to submit branch wise invoice centrally at the zonal Office Deoghar along with, Call reports and PM reports. There will not be any advance payment. TDS will be levied as per the rate applicable at the time of payment.

8. CONDITIONS FOR MAINTENANCE SERVICES.

- 8.1 The maximum response time for maintaining / attending / rectifying complaint from any of the destination specified in the schedule of requirements shall not exceed 6 hours and the maximum time for closure of call, in any case, should not exceed three working days, including replacement / repairing of any part otherwise a penalty of Rs. 500 per day will be imposed and penalty amount will be deducted from AMC payment.
- 8.2 **Call Logging System:** The vender must have a web based / e-mail / telephonic call logging system for service complaints and should be easy / less time consuming (not more than 5 minutes) to bank . Calls from call Center to be allotted to service engineers within 2 Hours and the complaint number should also be informed to the respective branch or office. The vendor must provide proper Call logging procedure and Escalation Matrix.
- 8.3 5% of the total inventory to be kept at ZO or at any other centralized location as advised by ZO as spare, at no extra cost to the Bank to speed up closure of calls involving replacement of faulty part.
- 8.4 **Preventive Maintenance** to be carried out (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment and necessary repairing of the equipment) at least once in every 90 days at all location of all hardware items covered under AMC in addition to the normal maintenance required and the report of each PM duly signed by the branch manager should be enclosed with each invoice , without which the invoice would not be processed. No extra cost would be paid for PM, attending Calls or for replacement of faulty parts.

- 8.5 The firms shall have the required drives (CDs/ DVDs) for maintaining the PCs and peripherals and for configuring them.
- 8.6 It shall be the responsibility of the firm to make all the computers and peripherals works satisfactorily throughout the contract period and to hand over the systems in working condition to the branch/ office after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.
- 8.7 Bidders, who have not satisfactorily completed any of the earlier contracts issued by Indian Bank, will not be eligible for participation in this tender. The bidder shall give an undertaking (on their letter head) that they have satisfactorily completed all the earlier contracts order with Indian Bank.

9. PENALTY FOR DOWN TIME:

- 9.1 The maximum permissible downtime for any equipment is 48 hours. In case an item is not usable beyond the maximum permissible downtime the vendor will be required to arrange for an immediate replacement of the same by temporary substitute (of equivalent or higher configuration) till it is repaired.
- 9.2 Failure to meet the above standards of maintenance will be liable for a penalty of Rs 500/- for any equipment (other than Server) per day per item. *The amount of penalty will be recovered from subsequent payable payment or bank guarantee held with the purchaser.*

10. PRICES:

The prices once offered must remain firm and must not be subject to escalation during entire contract period on any ground whatsoever.

11. TAXES AND DUTIES:

The vendor will be entirely responsible to pay all taxes including corporate tax and income tax, GST, duties, license fees, octroi, and road permits etc. in connection with delivery of goods at site including incidental services and commissioning.

12. AGREEMENT CANCELLATIONS:

The Purchaser reserves the right to cancel the agreement and to revoke the Bank guarantee in the event of one or more of the following circumstance:

- ❖ If the vendor fails to deliver services within the stipulated time the stipulated time schedule or the extended date communicated by the Bank, it will be a breach of contract.
- ❖ Breach by the vendor of any of the terms & conditions of the tender.
- ❖ If the vendor goes into liquidation voluntarily or otherwise.
- ❖ In the event of termination it 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 or will accrue thereafter to the Bank.

IMPORTANT NOTE:

All Declarations and Annexure I, II, III and V are to be submitted on the Letter Head of the Bidder, duly stamped and signed by the Authorized Signatory of the Firm / company.
Non – Compliance of any of the terms of this RFP shall result in rejection of the Bid.

(Annexure – I) Price schedule for AMC of Hardware items

To,
Indian Bank
Zonal Office Deoghar
498, Srikant Road
Belabagan, Jharkhand (814112)

We hereby quote the AMC prices of the hardware items as below:-

SI. NO.	Items Description	Quantity (Approx)	Item wise Price (Rs.) (Exclusive of taxes)	Total Cost (Rs.) (Exclusive of taxes)
1	PC (All Make and Model) with Monitor	480		
2	PC (AIO)	55		
3	Flatbatt Scanner	80		
4	ADF Scanner	80		
5	Passbook Printer	170		
6	Laser Printer	180		
TOTAL BID PRICE (Exclusive of taxes)				

Total Bid Price (in words): Rupees (Excluding Taxes)

Note:

- ✓ The item price is inclusive of all misc. charges like transportation, labor, or any other expenses. We have gone through all the terms and conditions in the tender document and agree with the same. We understand that in event of non – compliance of the terms and conditions of the tender , our tender can be cancelled at any time of the tender process,
- ✓ The bidder has to quote for each line item.
- ✓ Each quoted Price and Total Bid price is excluding all taxes. Taxes as applicable will be paid extra.
- ✓ The Bid price and total Cost should be given in full INR (i.e. without decimal places).
- ✓ In case of discrepancy between bid price and total Cost, the Bid price shall prevail.
- ✓ 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.
- ✓ Before start of the contract, physical asset verification to be conducted by the vendor at their own cost.
- ✓ Cost comparison will be on the basis of Bid price calculated for all above mentioned items. L- 1 bidder will be deciding on the basis of Bid Price of all items in above table.
- ✓ The quantities mentioned above are estimated and not actual quantity. There may be variation in estimated quantity and actual quantity.

Place: _____

Seal & Signature of Authorized signatory of the Bidder: _____

Date: _____

Details of Services/Support center

Detail of service/support center directly owned by the company/firm in and around district as per clause 1.4.

Sr. No	Area	Complete Postal Address of Service/Support center	Name and Contact Details of Center Head

Note: - In case any discrepancy found in the above mentioned information is liable to rejection of offer.

Date: -

Name:-

Seal of the Company: -

Signature:-

Detail of Technical staff/Engineers to be deputed for this project

Sr. No	Engineer's Name	Deputed as Resident/Field Engineer	Qualification & Technical Skill	No. of Year of Experience with Firm	Mobile No.	Address
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Note: - In case any discrepancy found in the above mentioned information is liable to rejection of offer.

Date: -

Name:-

Seal of the Company: -

Signature:-

To be submitted on the letter Head of Other Commercial Bank/Financial Institution

To whomsoever it may concern

This is to certify that M/s - _____ has been awarded AMC contract from our Institution for the period One Year for maintenance of Computer Hardware items at a total Cost of Rs. _____/-

The Service support of M/s _____ has been satisfactory.

Date: -

Name:-

Seal: -

Signature:-

Declaration against Blacklisting

This is to certify that we, M/s _____ have not been blacklisted by Indian bank or any Public sector bank/PSU/Government Dept in the past.

Date: -

Name:-

Seal: -

Signature:-