

INDIAN BANK

Tender Document

for

Annual Maintenance Contract for

Computer Hardware and its Peripherals
at

Various Branches/Offices of

INDIAN Bank, Zonal Office Chandigarh

Cost of the Tender: Rs 1000/- (Rupees One Thousand only)

Ref.No: ZOCHD/IT/Tender/AMC-2021-22/01 dated 02.08.2021

1. INDIAN BANK Zonal Office Chandigarh intends to make Comprehensive AMC of computer items like PCs, Server, Printers, other Peripherals etc. for the period 01.09.2021 to 31.08.2022, which may be extended at the discretion of the purchaser for a further period of 1 (One Year) or less on the same terms and conditions upto maximum three years. AMC contract & the performance security submitted by the vendor would be suitably amended/extended as and when required.
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	Server, Desktop, Passbook Printer, Laser Printer, Scanners 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. 1000/- (One Thousand only) in the form of Demand Draft or Banker's Cheque drawn in favor of INDIAN Bank payable at Chandigarh. 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
3rd Floor, SCO 49-50
Sector 17 B, Bank Square, Chandigarh
Pin- 160017

5. The complete RFP has been published at the Bank's official website www.indianbank.in/tender 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 RFP from Bank's official website www.indianbank.in/tender and want to participate in the bidding process, must pay a fee of Rs. 1000/- (One Thousand only), towards cost of the bid document, in the form of Demand Draft or Bankers Cheque, payable in favour of INDIAN BANK at Chandigarh, on or before the last date and time of submission of technical bid. The bidder may choose to attach the demand draft along with the technical bid as Tender Fee in a separate envelope so that it can be seen well before the opening of technical Bid.

NOTICE INVITING TENDER

Sealed quotations are invited in 2 bid systems for annual maintenance of Computer hardware items at branches under Chandigarh Zone. Details of company and services offered & documents required are to be submitted in one envelope marked as Technical Bid and price of the AMC of different computer hardware items, are to be submitted in other envelope marked as Financial Bid.

The Bank reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.

Eligibility criteria and other particulars are given in the tender form, the last date for submission of tender is 16.08.2021 at 12.00 PM and the technical bids will be opened on 16.08.2021 at 3.00 PM onwards.

The details are given below:

Tender Reference	ZOCHD/IT/Tender/AMC-2021-22/01 dated 02.08.2021
Cost of Tender Copy	Rs. 1000/-
Date of commencement of tender	02.08.2021
E.M.D	10000/-
Last Date and Time for receipts of tender offers	16.08.2021 before 12:00 PM
Date of opening of Technical Bids	16.08.2021 3.00 P.M onwards (Bidders may remain present during opening of the technical bids, However technical bids would be opened even in the absence of any or all of the bidders.
Date of opening of commercial bids	To be notified later (For Technical Qualifier bidders)
Address of Communication/ Submission of Tender Documents	INDIAN Bank, Zonal Office, SCO 49-50, 2 nd Floor, Sector – 17B, Bank Square, Chandigarh – 160017
Contact Telephone Numbers	0172- 2702912

Chief Manager

TENDER FOR AMC OF SERVERS, DESKTOPS, LAPTOPS, 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 **Chandigarh** 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'
- Performa for performance security Annexure 'F'

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

- i. Firm/ Bidder should be company registered under Companies Act.
- ii. The bidder should be ESIC or EPF/PF registered.
- iii. The eligible bidder should have service centers preferably in Chandigarh, Haryana & Himachal Pradesh. The bidder should have an annual turnover of Rs. 20 crores or above from Sales / Services / Maintenance of Computer Hardware and Peripherals. Information /Undertakings should be submitted.
- iv. The CA certified copy should be submitted along with 5 years balance sheet of 2016, 2017, 2018, 2019, 2020 The bidder should have an annual turnover of at least Rs. 1 Crore for Maintenance / AMC Charges in each of the past five years.
- v. The Firms / Companies should have at least 7 years of experience of undertaking Annual Maintenance Contract in PSU Banks / Financial Institutions handling over 1000 Computers / Peripherals. Certified copy of work orders/letter of award/contract copy along with letter of providing satisfactory services should be enclosed in the technical bid. All supported documents should be submitted.
- vi. The firm should have been registered with Sales Tax Department for Work Contract Tax/ GSTIN, Copies of their PAN /ST No./ GSTIN Certificate to be enclosed.
- vii. The bidder should provide minimum satisfactory certificates of Rs. 5 Lacs from their customers, about satisfactory AMC services in Chandigarh, Haryana & Himachal Pradesh.

- viii. AMC support through franchisee will not be accepted.
 - ix. The bidder should submit certificate from clients of having satisfactorily completed (Phase/Part completion of the scope of work in a contract shall not be considered) at least one work of Rs 10.00 Lacs per year either in single or two parts in any PSB (Public sector bank) of Annual Maintenance Contract (AMC) of Computers and Accessories in the Network environment/ Multilocation or similar nature during the last five years ending on 31/03/2021. Similar work means Maintenance of Computer Hardware, Accessories, Software & Networking Component (LAN/WAN).
- X. **Call Logging System** : The vendor must have a web based/ telephonic call logging system for service complaints. Calls from call Center to be allotted to service engineers within 2 Hours.

B. Service Centers:

- i. Vendor is required to have service centers in Chandigarh, Haryana, Punjab & Himachal Pradesh state and especially at all major cities in states mentioned above. The eligible bidder should have their office in Chandigarh.
 - ii. Necessary proof of having office infrastructure located at Chandigarh submitted along with tender document. In case bidder is unable to submit proof of office documents along with the tender documents then the bid is liable to be rejected.
 - iii. The bidder shall have more than 20 technical staff on their pay roll. Detail of current resources deployed may be submitted along with technical qualification, mobile no. Any wrong information given in this regard will make the bidder ineligible for bidding. Technical staff should be familiar with the configuration and maintenance of servers. Operating Systems, peripherals.
3. The tender offer should be submitted, in one sealed envelope super-scribed '**Tender for maintenance of hardware in Zonal Office Chandigarh INDIAN Bank**', which in turn should contain two sealed covers super-scribed as **Cover 'A' (Technical bid)** and **cover 'B' (Commercial bid)**.
4. **Documents to be submitted in cover 'A':**
- (a) Documents to prove eligibility as per clause 2A (ii) to 2A(vi) & 2 B(ii) to 2B(iii)
 - (b) Copy of audited balance sheets for the previous five financial years.
 - (c) Details of service network including service personnel employed across the region/state.

- (d) Income Tax clearance certificate.
- (e) GSTIN Registration Certificate.
- (g) EMD in the form of BC/DD.

5. The commercial bid should be submitted in cover 'B' as per format in Annexure 'D'.

6. Sealed cover 'A' and 'B' placed in a single envelope duly sealed, super-scribed '**Tender for maintenance of hardware in Zonal Office Chandigarh INDIAN Bank**' and addressed to '**Zonal Manager, INDIAN Bank Chandigarh Zone**' should be submitted at the below mentioned address not later than **12.00 p.m.** on 16 August, 2021. 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
3rd Floor, SCO 49-50
Sector 17 B, Bank Square, Chandigarh
Pin- 160017

7. The bidder who has downloaded the tender documents from the above website, is required to submit a non-refundable fee of **Rs. 1000/- (Rupees One Thousand only)** in the form of Demand Draft or Banker's Cheque drawn in favor of **INDIAN Bank** payable at **Chandigarh** within the last date and time of submission of bid, failing which the bid of the concerned bidder will not be entertained. No cash payment will be accepted for this purpose.

8. Each page of tender form must be 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.

9. The Bank will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid. However, if L1 bidder does not give acceptance to PO or enter into agreement with Bank or submit bank guarantee then the bid will be rejected and L2 bidder may be considered provided the vendor matches the prices with that of the L-1 vendor.

10. 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 without assigning any reason thereof.

e) Award contracts to one or more bidders for the item/s covered by this tender.

11. REJECTION OF TENDERS

The tender is liable to be rejected *interalia*:

- I. If it is not in conformity with the instructions/eligibility criteria mentioned herein.
- II. If it is not properly signed 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 (IOI)

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

13. PERFORMANCE GUARANTEE

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 days beyond the date of contract period to zonal office Chandigarh. This performance Guarantee shall be released on the expiry of the period of AMC agreement.

14: Earnest Money Deposit:

- i. The Bidder shall furnish, as part of its Bid, an EMD of Rs.10,000 (Rupees Ten Thousand only). The EMD shall be denominated in Indian Rupees and shall be paid EITHER by Demand Draft or Banker Cheque issued by any Scheduled Commercial Bank in favour of "Indian Bank ZO Chandigarh" payable at Chandigarh.
- ii. EMD is required to protect the Bank against the risk of Bidder's conduct.
- iii. Any Bid not accompanied by EMD for the specified amount as mentioned in this RFP will be rejected as non-responsive.
- iv. The EMD of the unsuccessful Bidder(s) would be returned by the Bank within 2 weeks of the Bidder being notified as being unsuccessful.
- v. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract.
- vi. No interest is payable on EMD.
- vii. The EMD may be forfeited: -
 - (a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
 - (b) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
 - (d) if the successful Bidder fails to accept Purchase Order and/or sign the Contract with the Bank or

furnish Bank Guarantee, within the specified time period in the RFP.

viii. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by the Bank/this department, in future, as per sole discretion of the Bank.

15. AMC AGREEMENT

The successful bidder will have to enter into a contract with the Bank as per Annexure 'A' for a period of one year, 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 up to maximum three years.

Note:

1. This Tender Document is not transferable.
2. Procedure for processing the tender documents:
 - The Committee would open cover 'A' first in the presence of those bidders present or even in the absence of any or all bidders and the commercial bids of the vendors fulfilling the eligibility criteria would be considered.
 - The Committee in the presence of the short-listed bidders will open cover 'B' containing the commercial bids of short-listed bidders thereafter and the lowest commercial bid will be identified.
 - 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.

Annexure 'A'

HARDWARE MAINTENANCE AGREEMENT**1. SCOPE OF AGREEMENT**

This agreement made on this _____ day of _____ between _____ hereinafter called the "**VENDOR**" 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 VENDOR:**

- i. The vendor shall provide the following service to keep the equipment in good working condition.
 - a. The vendor shall carry out scheduled preventive maintenance, as per mutually agreed time schedule.
 - b. Coverage of software issue like Operating system (Windows),reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, branch server creation as per advised SOP, configuring printers, Server, Scanners, Biometric devices, bringing PC to Bank's domain after reinstallation of PC, installation/configuration of all software's provided by Bank like Antivirus, email client configuration etc. and other S/W installation/PC settings may be advised as per Bank's requirements in future.
 - c. The vendor shall also be responsible for any unscheduled on call corrective and remedial maintenance services to set right the malfunctions of the system. This may include replacement of unserviceable parts.
- ii. The vendor shall attend on call services within 4 hours (in case of major cities) and 24 hours (in case of rural centres) of lodging a complaint and get any error or fault corrected within 24 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 vendor shall not sub-contract or permit any third party other than the vendor's personnel to perform any work, service or other performance required of the vendor 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 vendor.
- v. The vendor shall submit consolidated report furnishing the details of breakdown calls attended and its status on monthly basis.
- vi. The vendor shall identify one Engineer to be deputed during business hours at zonal office as a single point of contact for coordinating and providing services to the offices.
- vii. The vendor shall make AMC services available on all days as and when requested by the Bank.

B. OBLIGATIONS OF THE BANK

- i. The Bank will pay Annual Maintenance Charges as agreed for the equipment specified in Annexure 'D'. The maintenance charges are payable quarterly in arrears (at the end of each quarter) after statutory deductions, if any.
- ii. 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).
- iii. The Bank would intimate to the vendor, if any additional attachments, features or devices are to be directly or indirectly, connected to the equipments.
- iv. 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 vendor's cost of performing repair and maintenance services.

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 vendor informed. In case of relocation of equipment, transport and other incidental charges will be borne by Bank.

5. EXTENSION OF MAINTENANCE PERIOD

If the vendor does not attend to each breakdown and malfunction of equipments (including operating systems) supplied within the time specified in clause II (3) 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 vendor's personnel (except for minor rectification by Bank's in house systems engineer after intimating the vendor)
- v. Any work external to the equipment such as maintenance of non-vendor attachments, accessories etc.

7. VALIDITY OF AGREEMENT

This agreement is valid for the one year after date of agreement, 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 upto maximum three years.

8. CANCELLATION

Either party, giving three month notice in advance, may terminate the agreement prior to expiry of contract period. The AMC charges will be paid on proportionate basis. Further if it found that the services are unsatisfactory the agreement may be called off giving one month notice.

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 with and subject to the provision of the Indian Arbitration Act 1940 and only Courts of the **Chandigarh** 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 vendor 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 vendor to fulfill its obligations under the contract or any other cause or circumstances of whatsoever nature beyond bidder's control.

11. LIABILITIES & INDEMNITIES

The vendor 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 vendor 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 vendor 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 vendor 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 HERE TO have set and subscribed their respective hands and seals the day and year herein above mentioned.

a) SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED (BANK)

By the hands of

In the presence of :
Shri

b) SIGNED SEALED & DELIVERED BY THE
WITHIN NAMED (VENDOR)

By the hands of

In the presence of:
Shri

SCOPE OF SERVICE

INDIAN bank, Zonal Office Chandigarh intends to enter into a comprehensive AMC for Servers, Desktops, Printers, LAN Components and other peripherals of different makes, installed in offices under **Chandigarh Zonal office**.

The scope of the work is defined further in this Section.

SCOPE of WORK

1. The bidder have to provide one dedicated service engineer at Bank Zonal Office on all working days for normal office working hours who shall coordinate with the branches per Annexure 'C' 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 backup engineer arrangement. No separate charges will be paid by 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 in client and Server PC.
- 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.
- e. Cleaning of Hardware.
- f. Configuration of IP address and establishment of connectivity with LAN/WAN
- g. Installation/loading of drivers of peripherals attached to the PC.
- h. Browser configuration for application/s.
- i. Configuration of Email and restoring backup of old emails.
- j. 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
- m. any other activity that is essential for branch working.

3. **Comprehensive AMC:** 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 at own cost.

Comprehensive AMC will exclude the Burn cases, Physical Damages, 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. Quarterly preventive maintenance of hardware devices. This includes cleaning of dust, from the hardware items etc, Testing and satisfactory execution of all diagnostics will be done quarterly in addition to the normal maintenance required as per agreement and submit the preventive maintenance report to zonal office. The preventive maintenance shall in any case may be completed within the particular quarter only and any slippage in this will attract a penalty of 3% of the annual contract amount.

Payment Terms:

The AMC payments shall be made on completion of every quarter by zonal office, bidder has to submit consolidated invoice for the same. Payment will be released after submission of satisfactory services reports duly signed by branches. Billing will be based on actual working Hardware available in the branch.

5. PENALTY:

In case any equipment 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 total penalty would not exceed to 5% of the Total AMC value, if so, bank may take corrective action.

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 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 Server, Desktop Computers, Printers, Multifunctional Devices, Scanners in totality. Replacement of Consumables is not included under this contract (please refer point no 3 of Annexure B).
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 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

SI	Branch	State	District
1	BADDI – 2	HIMACHAL PRADESH	SOLAN
2	BASSI PATHANA	PUNJAB	FATEHGARH SAHIB
3	BHAWANIGARH	PUNJAB	SANGRUR
4	CHANDIGARH SECTOR 17B	CHANDIGARH	CHANDIGARH
5	DERA BASI - 2	PUNJAB	SAS NAGAR MOHALI
6	DHARAMSALA	HIMACHAL PRADESH	KANGRA
7	DHURI	PUNJAB	SANGRUR
8	FATEHGARH SAHIB	PUNJAB	FATEHGARH SAHIB
9	GANDUAN	PUNJAB	SANGRUR
10	HALLOMAJRA	CHANDIGARH	CHANDIGARH
11	HAMIRPUR (H P)	HIMACHAL PRADESH	HAMIRPUR
12	KANGRA	HIMACHAL PRADESH	KANGRA
13	KHANT	PUNJAB	FATEHGARH SAHIB
14	KHARAR - 2	PUNJAB	SAS NAGAR MOHALI
15	KURALI - 2	PUNJAB	SAS NAGAR MOHALI
16	LALRU	PUNJAB	SAS NAGAR MOHALI
17	LEHRAGAGA	PUNJAB	SANGRUR
18	LOHSIMBLY	PUNJAB	PATIALA
19	MALERKOTLA	PUNJAB	SANGRUR
20	MANDI - 2	HIMACHAL PRADESH	MANDI
21	MANDI AHMEDGARH	PUNJAB	SANGRUR
22	MANDI GOVINDGARH -2	PUNJAB	FATEHGARH SAHIB
23	MOHALI PHASE - I	PUNJAB	SAS NAGAR MOHALI
24	MOHALI phase 9	PUNJAB	SAS NAGAR MOHALI
25	MULLANPUR GARBDAS	PUNJAB	SAS NAGAR MOHALI
26	NABHA - 2	PUNJAB	PATIALA
27	NALAGARH	HIMACHAL PRADESH	SOLAN
28	NER CHOWK	HIMACHAL PRADESH	MANDI
29	PALAMPUR	HIMACHAL PRADESH	KANGRA
30	PANCHKULA & RBB - 2	HARYANA	PANCHKULA
31	PANCHKULA SECTOR-20	HARYANA	PANCHKULA

32	PAONTA SAHIB	HIMACHAL PRADESH	SIRMAUR
33	PATIALA - 2	PUNJAB	PATIALA
34	PATRAM	PUNJAB	PATIALA
35	PINJORE	HARYANA	PANCHKULA
36	RAJPURA - 2	PUNJAB	PATIALA
37	RAMPUR	HIMACHAL PRADESH	SHIMLA
38	SAMANA	PUNJAB	PATIALA
39	SECTOR 25, PANCHKULA	HARYANA	PANCHKULA
40	SIMLA - 2	HIMACHAL PRADESH	SHIMLA
41	SOLAN - 2	HIMACHAL PRADESH	SOLAN
42	SUNDERNAGAR	HIMACHAL PRADESH	MANDI
43	TIBBI	HIMACHAL PRADESH	HAMIRPUR
44	TIPA MACLEODGANJ	HIMACHAL PRADESH	KANGRA
45	UNA - 2	HIMACHAL PRADESH	UNA
46	URBAN ESTATE PATIALA II	PUNJAB	PATIALA
47	ZIRAKPUR - 2	PUNJAB	SAS NAGAR MOHALI
48	ABRAWAN	PUNJAB	SAS NAGAR MOHALI
49	BADDI - 1	HIMACHAL PRADESH	SOLAN
50	CHAHAL	PUNJAB	PATIALA
51	CHANDIGARH	CHANDIGARH	CHANDIGARH
52	CHAURA MAIDAN (SHIMLA)	HIMACHAL PRADESH	SHIMLA
53	DERA BASSI - 1	PUNJAB	SAS NAGAR MOHALI
54	DHARAMGARH	PUNJAB	SAS NAGAR MOHALI
55	DOSARKA	HIMACHAL PRADESH	HAMIRPUR
56	GARKHAL	HIMACHAL PRADESH	SOLAN
57	ISB MOHALI CAMPUS	PUNJAB	SAS NAGAR MOHALI
58	JANSLA	PUNJAB	PATIALA
59	JUJHAR NAGAR	PUNJAB	SAS NAGAR MOHALI
60	KULLU	HIMACHAL PRADESH	KULU
61	LABANA TEKU	PUNJAB	PATIALA
62	MANAKPUR	PUNJAB	PATIALA
63	MANDI GOBINDGARH -1	PUNJAB	FATEHGARH SAHIB
64	MANDI (HIMACHAL PRADESH) - 1	HIMACHAL PRADESH	MANDI
65	MANIMAJRA - 1	CHANDIGARH	CHANDIGARH
66	MASHOBRA	HIMACHAL PRADESH	SHIMLA
67	NABHA - 1	PUNJAB	PATIALA



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68	PANCHKULA - 1	HARYANA	PANCHKULA
69	PATIALA - 1	PUNJAB	PATIALA
70	PEER MUSHALLA	PUNJAB	SAS NAGAR MOHALI
71	PHASE V MOHALI	PUNJAB	SAS NAGAR MOHALI
72	RAJPURA - 1	PUNJAB	PATIALA
73	S A S NAGAR (MOHALI)	PUNJAB	SAS NAGAR MOHALI
74	SANGRUR - 1	PUNJAB	SANGRUR
75	SECTOR - 34	CHANDIGARH	CHANDIGARH
76	SECTOR - 40 - 1	CHANDIGARH	CHANDIGARH
77	SECTOR 12, PANCHKULA	HARYANA	PANCHKULA
78	SECTOR 17,PANCHKULA	HARYANA	PANCHKULA
79	SECTOR 20,CHANDIGARH	CHANDIGARH	CHANDIGARH
80	SECTOR 21, PANCHKULA	HARYANA	PANCHKULA
81	SECTOR 45, CHANDIGARH	CHANDIGARH	CHANDIGARH
82	SECTOR 82,MOHALI	PUNJAB	SAS NAGAR MOHALI
83	SECTOR-9D, CHANDIGARH	CHANDIGARH	CHANDIGARH
84	SHAHEED UDHAM SINGH COLLEGE CAMPUS	PUNJAB	SAS NAGAR MOHALI
85	SIMLA - 1	HIMACHAL PRADESH	SHIMLA
86	SIRHIND	PUNJAB	FATEHGARH SAHIB
87	SOLAN - 1	HIMACHAL PRADESH	SOLAN
88	SUNAM - 1	PUNJAB	SANGRUR
89	THEOG	HIMACHAL PRADESH	SHIMLA
90	URBAN ESTATE,PATIALA	PUNJAB	PATIALA
91	ZIRAKPUR - 1	PUNJAB	SAS NAGAR MOHALI
92	RAMPC	CHANDIGARH	CHANDIGARH
93	ZONAL OFFICE	CHANDIGARH	CHANDIGARH
X	Additional branches at different locations may be included at same rates		

Annexure 'D'

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

ITEM	Qty
Desktop (Acer, HCL, Dell, Lenevo etc)	618
Server (Server Class machine of Make Dell, ACER,WIPRO etc)	46
Passbook Printer (Olivetti, Epson etc)	155
LaserJet Printer (MFP,HP,Epson, Cannon,Samsung etc)	150
Scanner (Epson, HP etc)	70

Commercial Bid Format

Tender for the AMC of Computer Hardware at INDIAN Bank , Zonal Office Chandigarh				
Sl No	Description	AMC Amt (Rs) per unit (A) For the period from 1 st September 2021 to 31 st Aug 2022 i.e.	Qty Approx (B)	Total Price (Rs) ** Excluding taxes A*B=C
1	Desktop		618	
2	Passbook Printer		155	
3	Laser Printer		150	
4	Scanner		70	
5	Server		46	
		*Total Bid Price		

Note: No separate charges will be paid by the Bank to provide Support/Resident engineer service at ZO office.

*Total Bid Price: _____ (Rupees _____)

** GST as per actual would be paid extra, please do not include GST while quoting unit/total price.

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

Date: _____

Name of the Bidder: _____

Contact Number: _____

Name of the Authorized person: _____

Email Id: _____

Signature & Seal of the Authorized person: _____

PERFORMANCE SECURITY FORM

(BANK GUARANTEE FORMAT)

(ON NON-JUDICIAL STAMP PAPER OF RS 500.00)

Bank Guarantee No.

Date :

To:

INDIAN Bank

WHEREAS _____ (name of the Bidder) hereinafter called "the Bidder" 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 Bidder 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 Bidder a Guarantee.

THEREFORE WE hereby affirm that we are Guarantors and responsible to you on behalf of the Bidder, 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 Bidder 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:

Address:

Ref.No: ZOCHD/IT/Tender/AMC-2021-22/01 dated 02.08.2021

- Note: 1) Bidder 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.