

 अंचल कार्यालय, चेन्नै उत्तर Zonal Office, Chennai North EDP Section	दूसरा तल, क्रेस्ट बिल्डिंग / 2 nd Floor, Krest building नं 2, जेहांगीर स्ट्रीट / No.2, Jehangir Street चेन्नै / Chennai – 600001 दूरभाष/ Phone – 044 25218317 zochennainorth@indianbank.co.in
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Annexure I

1. Scope of Work: Renewal of AMC services for computers and related items of branches/offices of our Chennai North zone for the period of 1 year from 09.09.2021 to 08.09.2022.
2. PRICE:

S.No.	Items to be covered in AMC	Quantity	Unit Rate per year in Rs.*	Total Amount for one year in Rs.*
1	Servers	64		
2	Desktop PCs	685		
3	Laserjet Printers(Including multi function printers)	164		
4	Scanners	76		
5	Passbook Printers	115		
6	DD/TDR(Dot matrix) printers	94		

Total amount in words: Rs.

* Exclusive of Taxes

3. The participating vendors should be well established in the market with an experience of minimum 5 years in servicing the banking industry and should have serviced considerable volume of systems. And vendors to provide attested copy GST number, proof of sufficient experience in the field and proof of local business address.



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4. The acceptance of the quotations will rest with our bank and which does not bind itself to accept the quotation only on the basis of lowest quotation and reserves to itself the authority to reject any/all the quotations or cancel the process without assigning any reason whatsoever.
5. The successful bidder should respond to a site visit and commence repair work on the equipment within 2 hours of being notified of equipment malfunction for smooth functioning. If the systems could not be rectified on first visit, standby systems with equal or higher configuration should be provided on next business day morning. If Standby system is provided, then the faulty system must be repaired or replaced with equal or higher configuration within 3 working days excluding the day of reporting. If there is delay, Rs.1,000/- (Rupees One thousand only) per day per equipment will be levied as penalty from third day onwards. The penalty for non-compliance of maintenance terms will be recovered from the AMC Payments.
6. Comprehensive AMC for servers/printers/scanners/PCs should cover all parts including hard disk in servers and PCs, fuser assembly in printer set except toner and plastic parts. Maintenance should include installation of OS, antivirus, printer attachment and related services.
7. The successful bidder has to perform physical verification of all **Servers, PCs, Scanners and Printers of branches/offices and affix stickers (With name of the successful bidder, AMC period, Serial No. and contact details for call logging) in all the machines.**
8. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving 3 notices.
9. TERMS OF PAYMENT: End of each quarter.


Signature of Authorized Official with seal and date.
Email: zochennainorth@indianbank.co.in

