

ZO/TPT/SYS-NOTE/TENDER/2/2021-22

DATE: 17/08/2021

TENDER NOTICE

**Inviting Sealed Quotations for Annual Maintenance Contract
(AMC) for SYSTEMS in our TIRUPATI ZONE**

Sealed quotations are invited by our office from reputed vendors for Annual Maintenance Contract (AMC) for around 550 Systems* present in our Indian Bank branches/offices under TIRUPATI Zone covering Ananthapur, Chittoor, Nellore, YSR Kadapa Districts.

Herein after the word System means (1monitor+1mouse+1keyboard+1CPU+2powercables+1vga cable)

Period of Contract: 01/09/2021 to 31/08/2022 (1 Year)

Form for quotation submission: Annexure-i attached

TERMS & CONDITIONS for participating in the tender

- The sealed quotation, as per the above format, should be super scribed "ZONAL IT-Department –QUOTATION FOR AMC(SYSTEMS) – TIRUPATI ZONE" and reach the following address either by COURIER or REGISTERED POST

INDIAN BANK
EDP DEPARTMENT
ZONAL OFFICE,
K.T.ROAD
TIRUPATI – 517507

along with requisite paper/documents.

- Last date for submission of sealed quotation is **24-08-2021 15:00 Hours**
- The date of tender opening will be **24-08-2021 17:00 Hours**
- Based on the work experience, Certifications, reputation, location, quoted rates and other factors, one vendor (L1) will be selected.
- Terms and conditions for warranty should be clearly specified and any complaint should be resolved within 24 hrs from the time of lodging complaint.
- Bank reserves the right to reject any or all the quotations and stop the process at any point of time without assigning any reason whatsoever.
- Vendors should have valid GSTN number and GST Registration No. should be clearly mentioned in the quotation.



Other Terms & Conditions for AMC

1. A call should be closed within 48 Hours (Max) with a satisfactory report from the Branch Official. If at any time during the contract period, the engineer encounters conditions impeding timely service, the contractor should promptly notify the Bank i.e, Zonal EDP in writing the fact of the delay, its likely duration and its cause(s). Zonal EDP will evaluate the situation and may at its discretion extend the time closing the call.
2. Emergency calls to be attended promptly without fail even on holidays.
3. Minimum spares such as SMPS (5 No), 500GB SATA Hard Disks (5 No), RAM (5 No), Mother Board (5 No), Processor (2No) etc., to be kept standby either at ZO-Tirupati or at your end for immediate replacement.
4. The equipment replaced must be new and should perform well.
5. Service Engineer to report to designated officer on arrival & on completion of work.
6. Strictly No System should be taken or Moved from the Branch premises without prior permission from Zonal EDP at any case.
7. Minimum 3 engineers must be allotted full-fledged for our Indian Bank AMC works.
8. List of Earmarked qualified & technically sound engineers to be provided along with their addresses, contact numbers & official e-mail IDs.
9. Preventive Maintenance Visit schedule to be given with minimum one visit of service engineer in 6 months.
10. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving 3 notices.
11. Our Indian Bank Andhra Pradesh **GST No: 37AAACI1607G2ZX** to be included in your database and all further invoices should quote GST no.
12. The AMC includes replacement of all spares and onsite support etc. All costs relating to labour, maintenance (preventive and corrective) and transport charges from and to the Bank's sites where servers are installed will be borne by the respective AMC vendor during the AMC period.
13. Maintenance of hardware includes reloading of software when required or in the event of system crashes/malfunctioning and any other aspect which may have an impact on the efficacy of the system. In case of failure relating to system software in servers etc, AMC Vendor shall ensure that system is made operational to the full satisfaction of the Bank within 24 hours in respect of Metropolitan/Urban/Semi Urban Centres and 48 hours in other places, from the time of reporting. If it is not solved within the stipulated time, penalty of Rs. 500/- per day shall be levied which will be collected from the AMC payment. If the same cannot be solved within a day/2 days AMC Vendor should provide standby server till the problem is resolved. The AMC is comprehensive and onsite including replacement of all spares.
14. Stickers should be affixed on the servers with the AMC vendor contact details & period of AMC
15. All General Terms & Conditions relating to Systems AMC are applicable.



ANNEXURE-i
Format for submission of Sealed Quotes – AMC (Systems):

Name of the Vendor:

GST No.

ISO Certification:

Business Address (with Mobile No.):

Local Business Address (with Mobile No.):

Total Experience in Systems AMC:

Previous Organization names for which AMC provided:

Sl.No	Configuration	Make	Cost per unit (Rs) Including all Charges	GST %	Net Unit AMC cost including GST
1.	ANY	ANY			

Other Documents to be Submitted Mandatorily

1. Copies of previous AMC orders (P.O)
2. Attested copy of PAN Card & GST of the Firm / Bidder
3. Copy of ISO certification
4. Proof of Local Business Address

Signature

To
INDIAN BANK,
EDP-Dept
ZONAL OFFICE
K.T.ROAD, TIRUPATI - 517507