

प्रथम तल , ओम शान्ति परिसर	First Floor, Om Shanti Complex
सामने जिला स्कूल , मुजफ्फरपुर , बिहार 842002	Opposite Jila School, Muzaffarpur, Bihar, 842002
दूरभाष : 0621-2953229	Phone :0621-2953229
ईमेल : zomuzaffarpur@indianbank.co.in	E-Mail: zomuzaffarpur@indianbank.co.in

### **QUOTATION NOTICE**

**Ref No ZO/MUZ/EDP/AMC/01/2022-23** dated 15.03.2022

Invites sealed Competitive quotes from Private / Public Limited/ Proprietorship /individuals firms willing to offer AMC services for Computer and Peripherals of branches/offices of our Muzaffarpur Zone for the period of One year from 01.04.2022 to 31.03.2023. Terms and conditions of the AMC are provided in the Quotation Notice.

The tender related forms can be downloaded from the banks website [www.indianbank.in](http://www.indianbank.in) and the duly filled in tenders are to submitted in prescribed format (Commercial Offer-Annexure I, II, III & IV) in a sealed cover to the below mentioned address before 15.00 hrs on 30.03.2022. Tender will be opened on 31.03.2022 the same day at 16.00 hrs.

**Indian Bank, Zonal Office, Information Technology Department,**  
1<sup>st</sup> Floor, Om Shanti Complex, Opp Zila School, Muzaffarpur -842002, Bihar.  
Website: [www.indianbank.in](http://www.indianbank.in)

The Bank reserves the right to reject any or all the offers without assigning any reasons whatsoever.

  
Zonal Manager  
Muzaffarpur  
Indian Bank

प्रथम तल, ओम शान्ति परिसर	First Floor, Om Shanti Complex
सामने जिला स्कूल, मुजफ्फरपुर, बिहार 842002	Opposite Jila School, Muzaffarpur, Bihar, 842002
दूरभाष: 0621-2953229	Phone :0621-2953229
ईमेल: zomuzaffarpur@indianbank.co.in	E-Mail: zomuzaffarpur@indianbank.co.in

### **QUOTATION NOTICE**

**Ref No ZO/MUZ/EDP/AMC/01/2022-23** dated 15.03.2022

1. Sealed quotations cluster wise are invited by our office from reputed vendors for AMC of computer items like Desktop PCs, CTS Scanner, High Speed Scanner, Passbook Printer, Laser Printer and other Peripherals etc. for the period of one (1) year i.e 01.04.2022 to 31.03.2023.
2. Cluster wise Branches and Offices to be covered under the AMC in Eleven (11) districts are given a under.

	District	No of Branch/Office
Cluster -1	Muzaffarpur , Sitamarhi and Sehoar	27+ Zonal Office, Currency Chest & MAPC
Cluster-2	Samstipur, Darbhanga and Madhubani	28
Cluster-3	East Champaran, West Champaran, Gopalganj, Siwan and Saran	28

3. The Cluster wise details of total Computer and Peripherals is mentioned here under.

	PC+ Monitor	DMP	Original Server	CTS Scanner	High Speed Scanner	server running over PC	Passbook Printer	Laser Printer
Cluster 1	249	5	5	28	29	27	48	37
Cluster 2	205	12	12	28	28	17	55	35
Cluster-3	249	5	4	28	28	24	49	37

4. The Cluster wise details of Computer and Peripherals for AMC is mentioned here under.

	PC+ Monitor	DMP	Original Server	CTS Scanner	High Speed Scanner	server running over PC	Passbook Printer	Laser Printer
Cluster 1	181	4	3	28	29	24	38	32
Cluster 2	154	12	12	28	28	13	36	28
Cluster-3	139	5	5	28	28	21	31	28

### **5. ELIGIBILITY CRITERIA:**

- The Vendor must be Private / Public Limited/ Proprietorship /individuals firms and the bidder should have past experience of the in-scope services. Certificate of Incorporation/GST Registration required.
- The Vendor must have minimum one Service Center/Office in Cluster 1 , Cluster 2 and Cluster 3 ( Annexure-II) respectively.
- The vendor must allocate at district wise qualified Service support engineers, out of which one should be permanent resident engineer of each district headquarter, for physical service and support (No Remote Support is allowed). There should be one engineer residing at Muzaffarpur Zonal Office for attending calls at different branches of that area. Qualification, Experience, Company's Appointment letter etc must be enclosed as Proof. (Annexure-III).
- The vendor should have at least 3 years' experience of undertaking Annual Maintenance Contract in Commercial Banks /Financial Institutions/Government department/ MNC/Reputed



Company for service and support of Computer Hardware and Peripherals and contract value of Rupees Five lacs & above.

- In case of more than one Vendor, A call centre may be established at Muzaffarpur for Monitoring of Call of branches after mutual understanding of all the eligible vendor.
- The Bidder should not have been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions and also not have been insolvent / bankrupt on the date. (Annexure-IV).

**6. Items covered under AMC for one year.**

CPU/Server- Mother Board, Processor, RAM, FAN, H/D, SMPS covered under AMC.

Monitor- Except LED/LCD screen all electronics parts covered under AMC.

Passbook Printer- Except Printer Head and consumable items all parts are covered under AMC.

Leaser Printer :- Except cartridge all part covered under AMC.

DMP: Except Printer Head and consumable items all parts are covered under AMC.

CTS Scanner: - Except MICR Head and consumable items all parts are covered under AMC.

High Speed Scanner: All parts covered under AMC.

7. The Bid Document can be obtained from the following address during office hours on all working days between 10.00 A.M. to 5.00 P.M. (Monday-Saturday except 2<sup>nd</sup> & 4<sup>th</sup> Saturdays and Holidays) or from our Web Site.

**Information Technology Department,**

Indian Bank, Zonal Office, 1<sup>st</sup> Floor, Om Shanti Complex, Opp Zila School, Muzaffarpur - 842002, Bihar. Website: [www.indianbank.in](http://www.indianbank.in)

**1. The details are as under:**

Sl. No.	Items	Details
1.	Tender/Bid Ref No	ZO/MUZ/EDP/AMC/01/2022-23/ dated 15.03.2022
4.	Date for uploading tender on website Document	15/03/2022 at 15:30Hrs IST
5.	Last Date & Time of Submission of Quotation (Both Technical and Commercial)	30/03/2022at15:30Hrs IST
6.	Date and Time of opening of Technical Bids	31/03/2022at16:00Hrs IST
7.	Place of submission and opening of Bids	Indian Bank, Zonal Office, EDP Department, 1 <sup>st</sup> Floor, Om Shanti Complex, Opp Zila School, Muzaffarpur -842001, Bihar. Website: <a href="http://www.indianbank.in">www.indianbank.in</a> Email Id: <a href="mailto:zomuzaffarpur@indianbank.co.in">zomuzaffarpur@indianbank.co.in</a>
8.	Bid Validity	90days from the date of submission of bids

8. SLA / Downtime Penalty application.

9. No of Quantity of Computer and peripherals may increase or decrease.

10. For CTS Scanner channel partner may prefer for AMC.

11. No further discussion/interface will be granted to Bidders whose bids have been disqualified.

12. Indian Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.

**Annexure-I**  
**(Quotation)**

Name of Cluster:-  
We hereby quote the AMC Prices of the hardware items (any make/model) as below

**Tender for the Onsite Comprehensive AMC of Computer Hardware at Indian Bank, Zonal Office, Muzaffarpur**

SI No	Description	AMC Amt (Rs) per unit for one year	Qty	Total Price for one year(Rs)
		(A)	(B)	Excluding taxes (A*B=C)
1	Server( ACER/ HCL/ Dell/ HP/ Lenovo)			
2	Desktop PC (Dell/Acer/Wipro/Lenovo/HP/HCL)			
3	High Speed Dot-Matrix Printer (136 Col) (Epson/TVS)			
4	Dot-Matrix Printer 80 col. (Epson/ TVS)			
5	Laser Printer (Single/ Duplex) ( HP/Samsung/Canon/Epson)			
6	Pass Book Printer (Epson/Olivetti/ TVS)			
7	High Speed Scanner (HP/Other product )			
8	CTS Scanner (Arca/ Canon/Panini)			
<b>Total Bid Price (AMC Cost for all the items for one year)</b>				

\*Total Bid Price: \_\_\_\_\_ (Rupees \_\_\_\_\_)

- The payment shall be made as per actual hardware under maintenance (based on inventory of the branch on banks format). There may be a variation in the quantities listed above and the actual.
- \*However, for arriving at the L1 bidder, the Total Bid Price above shall be considered.
- In case of discrepancy between RFP price and Total price, the RFP price shall prevail.
- Bank reserves the right to change or vary any part thereof at any stage, to withdraw the tender, at any stage, or to accept or reject any or all the quotations without assigning any reason whatsoever.
- Date:

Name of the Bidder: \_\_\_\_\_  
Name of the Authorized person: \_\_\_\_\_

Contact Number: \_\_\_\_\_  
Signature & Seal of the Authorized



Email Id: \_\_\_\_\_ person: \_\_\_\_\_

## Annexure-II

### Details of Service / Support center

Name of Cluster:-

Detail of service/support centre/engineer directly owned by the company/firm

Sr No.	AREA	Complete Postal Address of Service/Support center	Name and Contact detailsof Centre 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:-

### Annexure-III

Detail of technical staff/Engineers to be deputed for this Project

Name of Cluster:-

Sr No.	Engineer's Name	Deputed as Resident/Field Engg.	Qualification & Technical Skills	No. of Year of Experience with Firm	Mobile No.	Address
1		Resident				
2		Field				
3		Field				
4		Field				
5		Field				
6		Field				

### ESCALATION MATRIX

Service-Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email Address
1		First Level Contact					
2		Second level contact (If response not received in 24Hours)					
3		Regional/ Zonal Head (If response not received in 48Hours)					

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

Date: -  
Seal of the Company: -

Name:-  
Signature:-

**Annexure-IV**

**SELF DECLARATION - BLACKLISTING**

**To,**

The Assistant General Manager  
Indian Bank, Zonal Office  
1<sup>st</sup> Floor, Om Shanti Complex,  
Muzaffarpur-842002

Dear Sir,

Sub: Tender for Annual Maintenance Contract (AMC) for Computer Hardware and its  
Peripherals at Branches and Offices of Indian Bank Zonal Office-Muzaffarpur

**Ref:** Your Tender ref no. ZO/MUZ/EDP/AMC/01/2022-23/ dated 15.03.2022.

We hereby certify that; we have not been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions and not have been insolvent / bankrupt on the date.

**Signature of Authorized Official**

**Name and Designation with Office Seal**

**Place:**

**Date:**

**Name:**



**BID FORM**

**Ref No.:**

**Date:**

**The Assistant General Manager  
Indian Bank  
Zonal Office, Muzaffarpur**

Having examined the Tender (Ref. No. ZO/MUZ/EDP/AMC/01/2022-23 dated 15.03.2022) including all Annexure, the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to provide AMC Services in conformity with the said Tender in accordance with the Schedule of prices indicated in the commercial offer and made part of this bid.

I/We agree to abide by this bid for the period of **90 days after** the date fixed for opening of Technical bid, by the Bank, through the referred Tender or any of the addenda and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal agreement is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I/We agree that the Bank will have Single Point of Contact with us, at the address stated below, for the entire services to be provided by us in case our bid is accepted.

Name & Address of the Bidder's Official for Single Point of Contact:

.....  
.....

We understand that the bank is not bound to accept any/all the bids the bank may receive.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2022

-----  
(Signature)

-----  
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Vendor) \_\_\_\_\_



(ON NON-JUDICIAL STAMP PAPER i.e Rs. 1000/-)

**(Agreement with Vendor for Annual Maintenance)**

This agreement made the ----- day of -----between Indian Bank a body corporate constituted under the Banking Companies Act, (hereinafter called "Bank") which expression/shall include its successors and assigns and

**VENDOR M/s** \_\_\_\_\_

hereinafter called the "BIDDER" has agreed to provide and Bank has agreed to accept from the company, to provide comprehensive onsite AMC support/services in response to Bank's Tender Ref No. \_\_\_\_\_, subject to the Bank paying charges to the company on the following terms and conditions:

**1. COMMENCEMENTS AND TERM:**

- 1.1 This agreement is effective and valid from ----- to -----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.
- 1.2 Upon termination or after expiration of this agreement each party shall forthwith return to the other all papers, materials and other properties of the other held by each for the purpose of execution of this agreement as may be necessary for the orderly non-disrupted business continuation of each party.

**2. CHARGES:**

The charges payable by Bank to the company for the AMC described herein will be the AMC quoted or agreed by the company in its bid in response to the Tender and no additional charges whatsoever should be claimed by the vendor. The unit-wise AMC finalised price/s are detailed as under:

Item	AMC amount per unit per year	No of units	Total AMC amount of all the units for one year

The charges shall be payable **quarterly on arrear basis** i.e., after each three months AMC period, as on actual (the exact hardware items maintained during the period) on submission of invoices, preventive maintenance & satisfactory report signed and stamped by the branches by the company for payment due in accordance with this agreement accompanied by all the requisite papers.

The bidder is required to submit satisfactory service support report from the end user along with the payment bill as said herein above. The company is required to submit the quarterly preventive

maintenance reports of all the Hardware items at every site, duly signed and stamped by the concerned branch as well as the engineer, along with the payment invoice.

The AMC charges after deducting penalty (if applicable) shall be made promptly by the Bank within one month, from the date to which it relates, subject to the company's satisfactory report(s) from the end users and realizing the invoice.

### 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 Bidder informed. In case of relocation of equipment, transport and other incidental charges will be borne by Bank. The Bank may, in future, decide to open more branches and in turn decide to relocate the Hardware elsewhere; the hardware so shifted would be covered by this contract.

### 5. 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, cost of repair or replacement due to these factors. These will be charged for labour as well as parts.

### 6. TERMINATION FOR CONVENIENCE

The Bank, by 30 days written notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.

### 7. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Service provider, may terminate this Contract in whole or in part:

- a) If the Service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
- or
- b) If the Service provider fails to perform any other obligation(s) under the Contract.



- c) If the Service provider, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

**"corrupt practice"** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

**"fraudulent practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

## 8. 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 the Courts of Muzaffarpur shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.

## 9. FORCE MAJEURE:

The Successful bidder shall not be liable for forfeiture of its performance security, penalty, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case, not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## 10. LIABILITIES & INDEMNITIES

The Bidder represents and warrants that the repair and maintenance of products hereby do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The Bidder agrees that it will and here by does, indemnify the Bank from any claim, directly or indirectly resulting from or arising out of any breach or



## 11. 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 Bidder 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 Bidder 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.

## 12. OTHER TERMS AND CONDITIONS

The relationship between the Bank and Successful Bidder/s is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

## 13. SCOPE OF Work and SERVICES

13.1 Selected Bidder/s have to provide one dedicated service engineer (FM) at Banks Zonal Office on all working days for normal office working hours who shall coordinate with the branches regarding the Maintenance/service-related issues and also responsible to lodge/follow-up the complaints on its' 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 back-up engineer arrangement. No separate charges will be paid by the Bank.

### 13.2 Bidder has to attend the complaints related to:

- 13.2.1 The vendor will be required to provide maintenance for Hardware items, operating systems, installation or re-installation of operating systems along with OS service packs and critical patches, installation of application software like MS-Office, Anti-Virus, Biometric software, Adobe, NAC agent, eKYC , E-Kuber etc., installation and configuration of peripherals like PCs, Passbook Printer, DD/FD Printer, Statement printers, Laser Printers, Servers, HSP Scanner/ CTS scanner etc. with CBS as required by the Bank from time to time & require assistance in data recovery.
- 13.2.2 In case, if the problematic item is in warranty contract, then the vendor should lodge call with the respective vendor or OEM and should follow up with them to rectify the issue within Turn-around time (TAT). However, TAT penalty will not be applicable if the AMC or Warranty contract vendor is of another company/ OEM.
- 13.2.3 Bringing PC into the Bank's Domain after reinstallation of PC.
- 13.2.4 Configuration of IP address and establishment of connectivity with LAN/WAN



- 13.2.5 Browser configuration for applications.
- 13.2.6 Configuration of Email.
- 13.3.6 Creating shortcuts Report/Image Upload /FTP etc as per the requirements of the user.
- 13.3.7 Restoration of the data backup.
- 13.3.8 Installation of other software related to banking operation.
- 13.3.9 Installation and of Server/ Oracle as per Bank's requirement.
14. Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. Comprehensive AMC for the printers should cover all parts including fuser assembly set /power cables/ Passbook Printer Sensor/laser printer sensor connecting cables except toner/ cartridge. (Computer means CPU as well as monitor.)
15. The selected bidder has to perform physical verification of all the hardware items covered under AMC for this Tender and affix stickers (With Name of Successful bidder, AMC period, Contact Details for call logging) on every PC & printer etc. The bidder has to provide complete Hardware Inventory (including the items in warranty)(both branch wise and consolidated) within 15 days from the starting of AMC contract from all the branches/ Offices in the Banks agreed format. Based  
  
on re-assessment, the number of hardware items may be increased or decreased during the period of the Contract which may be included or excluded from the list. The assets can also be shifted from one location to another location and the vendor providing maintenance support shall continue the support for such items, on being informed by The Bank. In case of any change in quantity of Hardware, the successful bidder has to provide support at the same rate finalized in this Tender.
16. Preventive Maintenance(PM) of all the hardware items is to be done at least once in a quarter and consolidated report of the same signed by the branches should be submitted to Zonal Office EDP department at each quarter end. The payment will be released only after the submission of PM report, Call Report and Satisfactory report.
17. Vendor should submit the daily branch wise report of the logged/ attended/ closed/ pending calls. They should also submit the cumulative weekly report of all the calls logged/ attended/ closed/ pending during the week without fail.
18. The vendor should train the engineers regularly as per bank's requirement.
19. No charges will be payable for the movement of engineer from one location to another for attending to service calls.
20. No charges will be payable for carrying the spares/ equipment from site to Bidder's Work and back.
21. Call must be attended within four hours without fail.
22. **Penalty**

AMC vendor should keep sufficient spares at their office and should provide replacement

parts including motherboard, hard disks, SMPS/Power supply, RAM, monitors, print head, logic card, LAN card etc. within one (1) working day. If the systems could not be rectified within one (1) working days, standby systems with equal or higher configuration should be provided on next working day. If Standby system is provided, then the faulty system must be repaired or replaced with equal or higher configuration within seven (7) working days excluding the day of reporting failing which the vendor will be liable to pay a penalty of Rs.50/- for each item per day which will be deducted from the subsequent payments to the vendor. The maximum penalty for each hardware item shall be 50% of AMC cost for the affected unit.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

Signed, Sealed and Delivered by the

Said \_\_\_\_\_ (For the Bank)

In presence of

Signed, Sealed and Delivered by the

Said \_\_\_\_\_ (For the Company)

In presence of