

TENDER NOTICE

Inviting Sealed Quotations for Annual Maintenance Contract (AMC) for SYSTEMS/LASERJET PRINTERS/ PASSBOOK PRINTERS/ SCANNERS in Branches/Offices of our SATNA ZONE

Sealed quotations are invited by our office from reputed Service providers for Annual Maintenance Contract (AMC).

The details are as follows,

S NO	DEVICE NAME	COUNT OF DEVICES FOR AMC (APPROX)
1	SYSTEMS	300
2	LASER PRINTERS	73
3	PASSBOOK PRINTERS	73
4	DOT MATRIX PRINTERS	73
5	SCANNERS – High speed	73
6	CTS Scanner	14

The above list of devices are present in our Indian Bank branches/offices under SATNA Zone covering Satna, Rewa, Shahdol, Chhatarpur, Tikamgarh, Singrauli, Sidhi, Katni, Panna districts of Madhay Pradesh.

Herein after the word

System means (1 monitor+ 1 mouse+ 1 keyboard + 1 CPU + 2 power cables+ 1 VGA/HDMI Cable)

Other Peripherals means (Laser Jet printer, Passbook printer, Dot matrix 80/132 column printer, Scanner)

System AMC includes hardware as well as configuration support for Bank software.

Period of Contract: 1/6/2022 – 31/3/2023

Form for quotation submission: Annexure – (i) attached

TERMS & CONDITIONS for participating in the tender

The sealed quotation, as per above format, should be super scribed “ZONAL IT Department – QUOTATION FOR AMC (SYSTEMS/OTHER PERIPHERALS) – SATNA

ZONE” and reach the following address either by COURIER or REGISTERED POST along with requisite paper/documents

INDIAN BANK, ZO Satna
JAI STAMBH CHOWK
2ND floor
SATNA, MP – 485001
Ph: 07672 – 414408

Last date for submission of sealed quotation is 14/5/2022 5PM

The date of tender opening will be 16/5/2022 12:00 Hours

Based on the work experience, Certificates, reputation, location, quoted rates and other factors, one vendor (L1) will be selected.

Term 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 GSTIN 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 of closing the call.
2. Emergency calls to be attended promptly without fail even on holidays.
3. Minimum spare parts to be kept standby either at ZO-SATNA 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/other peripheral 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 address, 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 Madhya Pradesh GST No. 23AAACI1607G3Z5 to be included in your database and all further invoices should quote GST no.
12. The AMC included 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/other peripheral crashes/malfunctioning and any other aspect which may have an impact on the efficiency of the system. In case of failure relating to system software AMC Vendor shall ensure that system is made operational to the full satisfaction of the Bank within 24 hours in respect of Urban/Semiurban centres and 48 hours in Rural 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 system/other peripheral till the problem is resolved. The AMC is comprehensive and onsite including replacement of all spares.
14. Stickers should be affixed n the System/Other Peripherals with the AMC Vendor contact details & period of AMC
15. All General Terms & Conditions relating to Systems AMC are applicable.

DEPUTY ZONAL MANAGER