

# INDIAN BANK

Zonal Office Hamirpur

Indian Bank Zonal Office Hamirpur, 10/379, Rameni, Hamirpur, U.P.

PIN:-210301

## REQUEST FOR PROPOSAL

**For Annual Maintenance Contract of Computer Hardware items at Branches under Hamirpur Zone for a initial period of One Year and renewable subject to satisfactory services and at the discretion of Bank**

**RFP Ref No:-ZOH/ZITC/AMC/2022-23/72**

**Dated:-17.02.2023**

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**The Indian Bank, Zonal Office Hamirpur invites bid for providing comprehensive on-site maintenance services of Desktops, Printers and Scanners of all branches and offices spread across 4 districts (Hamirpur, Banda, Mahoba and Fatehpur) under Zonal Office Hamirpur**

**The Schedule of Bid is as under:**

Last Date & Time of Submission of Bid	06.03.2023, 14:00 Hours IST
Date and Time of opening of Bids (Technical and Financial)	09.03.2023, 15:30 Hours IST
Place of opening of Bids	Indian Bank Zonal Office Hamirpur 10/379, Rameni, Hamirpur, U.P. PIN:-210301
Address for Communication	The Assistant General Manager Zonal Office Hamirpur 10/379, Rameni, Hamirpur, U.P. PIN:-210301 E-mail : zohamirpur@indianbank.co.in

This RFP is being issued with no financial commitment and Bank reserves the right to change or vary any part thereof at any stage, to withdraw the RFP, at any stage, or to accept or reject any or all the quotations without assigning any reason whatsoever.

**1. SCOPE OF WORK:**

- 1.1 Maintenance (through Preventive Maintenance) , Repair and Replacement of computer hardware items and peripherals of different make and models, defective items viz. Motherboard, SMPS, RAM, Processor , Printer logic/PS card, Scanner,ADF Scanners, Pass Book Printer and other Parts etc.
- 1.2 Address / rectify OS Level issue, formatting of Client PCs and Making of Branch Servers. License/Media will be provided by the Bank.
- 1.3 Installation of MS Office and other utilities (as provided by the Bank) and making necessary configuration for operationalization of all the required applications including Antivirus, Biometric Device, bringing system into Domain (server and Client Machine ) and data backup.
- 1.4 FMS (Field management Support) of OS/Banks application software for systems under warranty.
- 1.5 The AMC project will cover Indian Bank Branches/offices at various locations in Hamirpur, Banda, Mahoba and Fatehpur district as per the below distribution.

District	No. Of Branches And Offices
Hamirpur	22
Banda	24
Mahoba	18
Fatehpur	09

**2. ELIGIBILITY CRITERIA:**

	<b>Eligibility Parameters</b>	<b>Supporting Documents to be Submitted</b>
2.1	The Vendor must be Private / Public Limited Company of Repute having registered Office in India and should be in existence for minimum <b>Five</b> years.	Certificate of Incorporation
2.2	The Vendor should be an ISO Certified company in respect of rendering of support/maintenance services	ISO 20000 or above for IT equipment AMC services
2.3	The BIDDER must have minimum one Service Center/Office in or around Hamirpur and around, Banda, Mahoba and Fatehpur.	Annexure-II
2.4	The vendor must allocate at least 4 qualified Service support engineers (of at least 3 years' experience in similar projects), out of which one should be permanent resident engineer at Zonal Office, for coordination with Field Engineers and branches over telephone. There should be local engineers residing in Hamirpur, Banda, Mahoba and Fatehpur District for attending calls at different branches of that area. Details of such Engineers with Name, Contact Details, Address, Qualification, Experience, Company's Appointment letter etc must be enclosed as Proof.	Annexure-III
2.5	The vendor should have at least <b>5</b> years' experience of undertaking Annual Maintenance Contract in Commercial Banks /Financial Institutions with AMC Contract for 50 or more branches and contract value of Rupees Five lacs & above. At least 2 contracts must be active as on date. The Bidder must have an average turnover of Rs. 50 Lacs in the last two Financial Years (Audited Annual Financial Statement to be submitted as proof).	Annexure-IV, Copy of PO. Audited Annual Financial Statement to be submitted as proof
2.6	The Bidder must have a centralized web based/ e-mail/ telephonic call logging system.	Complete Details of Call Logging System and Procedure to be submitted
2.7	The vendor should not have been debarred or any contract terminated by any Public Sector Bank/PSU/Government Dept in the past 3 years.	Annexure-V
2.8	THE VENDOR will not subcontract or permit anyone other than THE VENDOR personnel to perform any of the work, services or other performance required of THE VENDOR under the Contract without the prior written consent of the Bank.	Declaration to be submitted.

### **3. BIDDING PROCESS:**

The bidders are required to the Bids in **two separate sealed envelopes**. The First envelop, super scribed as “**Technical Bid**”, will contain the documents in support of eligibility criteria and other required documents except Price Schedule. Second envelop super scribed as “**Commercial Bid**”, will only contain the Quoted Prices, strictly as per the format of Price schedule (Annexure-I). Technical Bid containing any quoted price information will be out rightly rejected.

### **4. PERFORMANCE SECURITY:**

- 4.1. The Bidder shall have to furnish a security in the form of a Bank Guarantee, issued by a Scheduled Commercial bank located in India, valid for a period of 1 year +30 days from the Date of Notification of Award of the value equivalent to 10% of the AMC Value.
- 4.2. The security is required to protect the Purchaser against risk of Bidder’s conduct, which would warrant the security’s forfeiture, pursuant to non-compliance of the purchase order or any term of this RFP.

### **4. PERIOD OF VALIDITY OF BIDS:**

The Bids Offer should remain valid for a period of 60 days from the date of commencement of RFP.

### **5. PAYMENT TERMS:**

Payment will be released on *Quarterly basis* (deferred mode) by ZO on submission of Invoice, Call reports and PM reports.

### **6. PERIOD OF AMC AND QUANTITY OF HARDWARE :**

The initial period of AMC will be for one year starting within one week from date of opening of tender. It may be renewed after one year subject to satisfactory services and at the discretion of Bank. The quantity given in Annexure-I is approximate and is to be finalized by collecting actual inventory from branches by the engineers of company after commencement of AMC contract. Quantity of Hardware may increase or decrease during the AMC period as per Bank’s requirement.

### **7. CONDITIONS FOR MAINTENANCE SERVICES:**

- 7.1. The maximum response time for maintaining/attending/rectifying complaint from any of the destination specified in the schedule of requirements shall not exceed 6 hours and the maximum time for closure of call, *in any case*, should not exceed 24 hours, including replacement/repairing of any part.
- 7.2. In case of leave/absence of resident engineer, other engineer will be arranged by the firm otherwise a penalty of Rs.500 per day will be imposed and penalty amount will be deducted from AMC payment.

- 7.3. The firm shall be responsible for taking backup of data available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
- 7.4. **Call Logging System:** The vendor must have a web based/ e-mail/telephonic call logging system for service complaints and should be easy/less time consuming (not more than 5 minutes) to bank. Calls from call Center to be allotted to service engineers within 2 Hours and the complaint number should also be informed to the respective branch or office
- 7.5. 5% of the total inventory to be kept at ZO or at any other centralized location as advised by ZO as spare, at no extra cost to the ZO to speed up closure of calls involving replacement of faulty part.
- 7.6. Preventive Maintenance to be carried out (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment and necessary repairing of the equipment) at least once in every 90 days at all location of all hardware items covered under AMC in addition to the normal maintenance required and the report of each PM should be enclosed with each Quarterly Invoice, without which the invoice would not be processed.
- 7.7. No extra cost would be paid for PM, attending Calls or for replacement of faulty parts.
- 7.8. The vendor must provide proper Call logging procedure and Escalation Matrix

#### **8. PENALTY FOR DOWN TIME:**

- 8.1. The maximum permissible downtime for any equipment is 24 hours. In case an item is not usable beyond the maximum permissible downtime the Vendor will be required to arrange for an immediate replacement of the same by temporary substitute (of equivalent or higher configuration) till it is repaired.
- 8.2. Failure to meet the above standards of maintenance will be liable for a penalty of Rs.500/= for any equipment (other than Server) per day per item. *The amount of penalty will be recovered from maintenance charges payable for subsequent quarter or bank guarantee held with the Purchaser.*

#### **9. PRICES:**

- 9.1 The prices once offered must remain firm and must not be subject to escalation during entire contract period due to fluctuation in foreign currency or change in the duty/tax structure or for any other reason. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Purchaser specifically asking for it.

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#### **10. TAXES AND DUTIES:**

- 1) The Vendor will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, octroi, road permits etc. in connection with delivery of goods at site including incidental services and commissioning.
- 2) Sales Tax/VAT and other taxes which will be applicable on the **finished goods**, should be **clearly mentioned separately** which will be paid by the Bank on actual basis on production of proof.

#### **11. NEGOTIATION**

The Bank reserves the right to further negotiate on the price offered with the L1 vendor, if the price quoted is found unreasonable or in any exceptional circumstances.

#### **12. AGREEMENT CANCELLATIONS:**

**The Purchaser reserves the right to cancel the agreement in the event of one or more of the following circumstances -**

- ❖ Abnormal Delay in services.
- ❖ Breach by the Vendor of any of the terms & conditions of the tender.
- ❖ If the vendor goes into liquidation voluntarily or otherwise.
- ❖ Any change in corporate policy regarding AMC of hardware, we may cancel the contract after giving a notice of one month.

#### **IMPORTANT NOTE:**

All Declarations and Annexure I, II, III, and V are to be submitted on the Letter Head of the Bidder, duly stamped and signed by the Authorized Signatory of the Firm/Company.

Non-Compliance of any of the terms of this RFP shall result in rejection of the Bid.