



Zonal Office Jhansi

Ref No ZOJ/IT/AMC/001

Dated : 24th May 2023

NOTICE INVITING TENDER

AMC of Hardware items at various Branches/ Offices under

Indian Bank, Zonal Office, Jhansi



Sealed tenders in two bid systems on items rate basis are invited as per the prescribed form, from reputed and resourceful registered (having GST registration)/ licensed firms/ companies possessing a minimum 5 (five) years record of providing unblemished Hardware AMC/ Maintenance services to Bank and having a complement of minimum 20 (twenty) persons on their pay rolls and their setup in Jhansi and nearby area for providing the hardware maintenance services to various branches/ offices under Zonal Office Jhansi.

Interested parties/ firms may download the tender documents from our website <https://indianbank.in> or collect the same in two parts from Indian Bank, IT Department , Zonal Office Jhansi, 92 Civil Lines Jhansi 284001 at the cost of Rs. 500/- (towards the tender document) by IOI / Demand Draft favouring Indian Bank, ZO Jhansi. Downloaded tenders are required to be submitted along with prescribed Tender fee. The Completely / duly filled tender documents in 2 parts (Technical/ Financial) may be submitted in separate envelopes to The Assistant General Manager , Indian bank, Zonal Office Jhansi, 92, Civil Lines Jhansi- 284001, as per the following schedule:

Issue of Tender Documents	From 25.05.2023 (Date) to 04.06.2023 (Date)**
Submission of Tender	From 26.05.2023 (Date) to 05.06.2023 (Date) up to 15.00 Hrs.
Opening of Technical Bid	On 05.06.2023 (Date) at 15.30 Hrs.
Opening of Financial bid	Informed Separately by the Bank
Earnest Money Deposit	Rs. 5000/- (Rs Five Thousands only) in the form of IOI favouring Indian Bank Jhansi
Validity of the offers	90 (Ninety) days from the date of the opening of the bid.
Payment Terms	Quarterly basis on production of Bill/ Invoice for the satisfactory services rendered for the preceding period.
Taxes	The rate quoted by the firm should be inclusive of all Taxes, GST, Duties etc.

**** Tender form only issued from Bank / downloaded from the Bank's website should be used for submitting the Tender.**

After opening of part-1 (Technical Bid), if it is found that the tender of the particular firm does not fulfill Bank's specifications/ requirement, their financial bid will not be opened and shall be treated as cancelled/ withdrawn. Tender form issued from Bank / downloaded from the Bank's website should be used for submitting the Tender.

The Bank reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

Zonal Manager
ZO Jhansi

Indian Bank
Zonal Office Jhansi

Enclosure to Technical Bid (Part-I)

Ref. No. ZOJ/IT/AMC/001

Dated:

M/s. _____

Dear Sir,

Tender for AMC of Hardware items
at Branches/ Offices under
Indian Bank, Zonal Office, Jhansi



Tender documents in two **Parts (I & II)** for the captioned services are hereby issued which is to be submitted as advised below-

1. Both parts of the tenders are to be submitted in **separate sealed envelopes** marked as-
 - i) Envelope containing forwarding letter, Technical bid of tender and requisite certificates shall be marked "**Part-I (Tech-Bid)**" and the envelope containing price schedule shall be marked as "**Part-II (Fin. Bid)**".
 - ii) Name of the project is "Tender for AMC of HARDWARE ITEMS at Branches/ Offices under Indian Bank, Zonal Office, Jhansi". Opening of Part-I of bid shall be as per schedule mentioned in NIT.
 - iii) The name of tender submitting firm shall be marked clearly on both the envelopes.
2. Earnest money of Rs.5,000.00 (Rupees Five thousand only) should be in the form of crossed IOI from any Nationalized Bank favouring INDIAN BANK and payable at JHANSI.
3. Bidders are advised **not to give any clues** regarding their offer rates/amount or financial stipulations in Part-I. However, conditions, if any, may be mentioned in a SEPARATE SHEET attached to Part-I only. If any condition is found attached with part-II of Tender (Financial Bid) the condition will be treated as null & void.
4. This letter shall become part of the contract. Hence, it shall be signed and submitted along with the tender.
5. Tenders are to be submitted within the stipulated time frame and the same will be opened as per schedule given in Notice Inviting Tender.

The Bank reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

Yours faithfully,

Zonal General Manager

Encl: As stated above.

(Signature of the contractor)

Ref. No. _____

Dated: __/__/__

The Assistant General Manager

Indian Bank

Zonal Office Jhansi,

92, Civil Lines

JHANSI.

Dear Sir,



Tender for AMC of Hardware Items at Branches/ Offices
under Indian Bank, Zonal Office Jhansi.

In response to your Notice Inviting Tender published in on the web site on 25/05/2023 (date) I/We submit the **Technical Bid & Financial Bid** as per format **separately** for your kind consideration as per terms & conditions as stipulated by you.

Yours faithfully

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Name of the contractor/ firm _____

Address _____

Encl: As stated above.

Enclosure to (TECHNICAL- BID) (Part-I)

**BROAD TERMS AND CONDITIONS FOR
AMC SERVICES TO BE RENDERED**

1. The contractor should possess a minimum of 5 years record of providing unblemished **AMC/ Hardware maintenance services** in a medium size organization including Bank, Govt., Reputed Staff Training Colleges/Colleges having a complement of minimum of 20 persons on their pay roll and setup at **JHANSI or nearby area**. The contractor will produce certificate(s) to this effect from organization (s) for having satisfactory / unblemished track record. {as per point no. 6 of Tender Form (Technical)}
2. Financial bids of ONLY those contractors will be opened who qualify in the Technical bids.
3. In case the rates quoted by two or more bidders are same, separate sealed Price Bids will be obtained from these bidders for revised prices which will be opened ONLY in their presence to determine the lowest bidder.
4. AMC will be comprehensive in nature i.e. all spare parts except consumable items will be covered under AMC.
5. A single vendor will be chosen and empanelled for all types of hardware items. While selecting L-1bidder, sum total of AMC cost of all types of hardware (including GST) will be taken into account.
6. Selected vendor must submit the Bank Gaurantee of 10% of the total AMC amount as performance security validity for AMC period+ 3 months.
7. Selected vendor must sign AMC agreement in prescribed format provided by Zonal Office.
8. Payment will be released on quarterly basis on submission of satisfactory service report from Branches/ offices in the prescribed format provided by the Bank.
9. The vendor shall not assign or sub-contract any part of this contract. In case of violation/contravention of any of the terms and conditions mentioned herein, the Bank reserves the right to terminate this agreement forthwith without giving any notice to the vendor and without prejudice to its right to recover damages and other charges / cost to the Bank from amount payable to him or otherwise.



Ref. No. _____

Dated: _____



Enclosure to (TECHNICAL- BID) (PART-I)

TENDER FORM

**APPLICATION FOR AMC OF HARDWARE ITEMS
AT THE BRANCHES/ OFFCES UNDER
INDIAN BANK ZONAL OFFICE, JHANSI-248001**



(In response to the Tender Notice No. ZOJ/IT/AMC /001 dated 24.05.2023)

1. Full name of the Contractor firm / company
(in block letters) :
2. Full address of the Contractor firm/company
with telephone number, e-mail number, fax
number
3. Year of incorporation :
4. Constitution (enclose proof) Sole Proprietorship/Partnership/Company
5. Name(s) of the Proprietors/Partners/
Directors with their full address, telephone
Number, e-mail number, fax number :
6. Working experience in details as Hardware
AMC provider for last five years
(Certificate to be enclosed) :
7. Name of the major clients with their
address, telephone number, (enclose
certificates/credentials issued by the clients) :
8. Details of infrastructure, persons employed,
number of offices / branches available
with the Firm/ Company :
9. Details of Registration, Trade License,
other license held / obtained from the
various authorities (enclose Xerox copies) :
10. Name of 2 referees of repute with address
telephone number (enclose their
certificates) :
11. a) Latest Income-tax (with TAN/PAN number),
Professional tax, Sales tax, Service tax,
Certificate (enclose Xerox copies) :



- b) GST Registration No. (Mandatory) :
12. Audited balance sheet and Profit & Loss A/c for the last 3 (three) years (enclose Xerox copy) :
13. Name & address of VENDOR's Banker : _____

I / We certify that I / We have read, understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and 'Note' below and submit this Tender for consideration. I / We certify that the above statements are true.

(Signature of the authorized signatory)

Full Name _____
Address _____

DATE :

(SEAL)

- Note :
1. All sealed tenders must be submitted within the stipulated period.
 2. Interested FIRMS/ COMPANIES may obtain further information / clarification from the office of The Assistant General Manager, Indian Bank, Zonal Office Jhansi, 92 Civil Lines Jhansi - 284001 before submission of the tender.
 3. The **last date** for submission of the Tender Form(s) (duly filled in and complete in all respects) will be **05/06/2023** (date) up to 15:00 hrs. The completed tender forms are to be submitted in two sealed covers **separately** for **Technical Bid and Financial Bid** superscribing the envelop **"TENDER FOR AMC OF HARDWARE ITEMS (TECHNICAL or FINANCIAL)"** as applicable to The Assistant General Manager , Indian Bank, Zonal Office Jhansi at the above address. (The completed tender forms should accompany all the required testimonial and supporting enclosures and it should be ensured that all the papers are signed and authenticated). One vendor can submit only one application/ bid.
 4. Place of opening of Tender will be at the premises of Indian Bank Zonal Office, Jhansi, 92, Civil Lines Jhansi-284001.
 5. Tender form will be available at Indian Bank, Zonal Office Jhansi, 92 Civil Lines Jhansi - 284001 between 10.00 AM and 5.00 PM during working hours from **25.05.2023** (date) to **04.06.2023** (date) or at the Bank's website <https://indianbank.in>
 6. The last date for submission of the Tender Form(s) duly filled in and complete in all respects will be by **05.06.2023** (date) up to 15:00 hrs.
 7. Earnest money in the form of DD/ IOI must be attached with Technical Bid only.
 8. All the Tenders must be submitted duly filled in and supported by all the required testimonials in a sealed envelope superscribing the envelope "Tender for AMC of Hardware Items" within the stipulated dates and times.
6. The Tender part –I (technical Bid) will be opened on **05.06.2023** (date) at 15.30 hours. However, the date of opening of Tender part-II (Financial Bid) will be advised separately.
6. No further discussion / addition of information / documents will be granted to the tenderer after it is submitted or whose quotation are disqualified.

11. Allahabad Bank reserves the right to accept or reject any or all the offers without assigning any reasons.
12. No postal communication shall be entertained for obtaining of tender documents.
13. Tender documents are not transferable.
14. The Bank reserves the right to cancel / postpone the date of receipt and or opening of the tenders.
15. Before submission of the tender, eligibility criteria may be verified and fulfillment all the terms and conditions may be ensured.
16. Any form of canvassing at any stage will disqualify the tender automatically.

