



TENDER NOTICE

*Comprehensive Annual Maintenance Contract (AMC) for Computer Hardware and its Peripherals at Branches and Offices of Indian Bank
Zonal Office-Mumbai West for period 01.02.2025 to 31.01.2026*

Tender Ref No ZOMUMW/EDP/HW AMC/2024-25/21 **dated** 20/01/2025

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SECTION-I INVITATION FOR BIDS (IFB)

1. Indian Bank, Zonal Office Mumbai West invites sealed bids (Technical and Commercial) for AMC of computer items like Desktop PCs, Printers, other Peripherals etc. for the period of one (1) year, which may be extended at the discretion of the bank for further period of one (1) year.
2. Branches and Offices to be covered under the AMC are about 58, spread across districts like Mumbai (urban & suburban), Palghar, Thane.
3. In this connection, sealed Technical bids and Commercial Bids are invited from eligible bidders for the Maintenance of the items in the following categories-

Sl.No	Category	Items covered
1.	Computer Hardware And Peripherals	PC, High-Speed Dot-Matrix Printer, Dot Matrix Printer, PassBook Printer, Monochrome Laser Printer, Multi function printer, Flatbed Scanner, High Speed Scanner, etc.

4. Complete tender document is available on our website.
5. The details are as under:

Sl. No.	Items	Details
1.	Tender/Bid Ref No	ZOMUMW/EDP/HW AMC/2024-25/21 dated 20/01/2025
2.	Last Date & Time of Submission of bids (Both Technical and Commercial)	30.01.2025 at 03:00 PM
3.	Date and Time of Opening of Technical Bids	30.01.2025 at 03:30 PM
4.	Date and Time of Opening of Commercial Bids	To be notified subsequently to the technically qualified Bidders
5.	Place of submission and opening of Bids	Indian Bank, Zonal Office, Mumbai (West) 101, B Wing, Neo Vikram CHSL Sahakar Nagar, New Link Road Andheri West, Mumbai 400053 E-mail: zomumbaiwest@indianbank.co.in
6.	Bid Validity	90 days from the date of submission of bids

6. This is a Two Bid System tender, wherein the bidder is required to submit Sealed Technical bid & Sealed Commercial Bid in physical form within the stipulated date and time at the aforementioned address.
7. Technical Bids will be opened in the presence of the Bidder's representatives who choose to attend on the specified date and time. Technically qualified bids will be taken up for further processing and the Commercial Bids of technically qualified Bidders will be opened on separate date and time which will be notified separately.
8. MSEs (Micro and Small Enterprises) are exempted from paying the Earnest Money deposit (EMD) amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSEs, the provisions as per Government of India shall be considered while

evaluating the tender.

9. No further discussion/ interface will be granted to Bidders whose bids have been disqualified.
10. Indian Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.
11. In case of any discrepancy noticed within the Tender Document at a later stage, the discretion of the Bank shall prevail and be binding on the Bidder.
12. Disclaimer
 - i. The Tender document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank after completion of the evaluation process detailed in the Tender.
 - ii. While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses should be based on the total understanding of the document.
 - iii. The responses should be comprehensive enough to cover the requirements envisaged in the document and all supporting Annexure. The Bidder is advised to consult the Tender document and all its supporting Annexures to arrive at a solution for proposing to the Bank, and in developing technical and commercial responses.
 - iv. The Tender for all intents and purposes is final. However, Bank reserves the right to bring about any changes in requirements / scopes and the same will be communicated to the Bidders well in advance so as to allow the Bidders sufficient time to prepare their proposal.

**Dy. General Manager
Indian Bank
Zonal Office, Mumbai West**

SECTION II- INSTRUCTION TO BIDDERS (ITB)**1. Introduction**

The Bidder is expected to examine all instructions, forms, terms and conditions etc given in the Tender Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Existing Setup:

At present, bidder/s are required to provide onsite AMC for the computer hardware items of 58 no of Branches/Offices. The approximate/tentative inventory of items are as detailed under:

Description	Desktop PC	Desktop PC under warranty#	Passbook Printer	Laser Printer	Dot matrix printer	High Speed Scanner	Scanner Flatbed
Qty	300	220	85	103	42	66	21

* *Approximate*

For under warranty PCs software support required (OS, Antivirus, Radia, NAC, configuration, etc.) as per scope of work of bid document except replacement of hardware. In case any hardware issue found, vendor has to lodge the complaint with OEM.

3. ELIGIBILITYCRITERIA:

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
1.	Bidder should be a Registered Pvt ltd Company in Mumbai for a minimum period of 3 (Three) years as on 31-03-2024. In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original partnership firm/limited	Copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.
2.	Bidder should have an average annual turnover of more than INR 50 Lakhs in each of the last three financial years (i.e.2021-22, 2022-23,2023-24).	Certificate duly certified by the Chartered Accountant and details as per Annexure - 2
3.	The bidder should have experience (during 2023-24) of providing AMC of following items in at least one Scheduled Commercial	Performance Statement as per Annexure-3 along with Customer credential

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
	Bank (of at least 1000 branches)/PSU / Financial Institution/ Govt. Departments. 1. Desktop PCs- 500 2. Statement/Laser/Passbook Printers- 100 3. Flatbed/ High Speed/ CTS Scanner-100	
4.	The bidder should have service support centre in Mumbai region and Minimum 40 nos. of Permanent/ Resident service engineers on its payroll. For this project, selected bidder has to provide at least 2 dedicated field engineer in all districts (Palghar, thane, mumbai) and additional 6 engineers for Mumbai urban and suburban region and Two resident engineer at Zonal Office without any extra cost to the bank. The engineers should have minimum 2 years of working experience in nationalized banking branch support and should be competent enough to resolve the basic hardware/ software issues.	Details of service support centre and engineers (District wise) as per Annexure-4
5.	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 not have been insolvent / bankrupt on the date.	Bidder should submit an Undertaking (To be submitted as Annexure -7).

5. **Two Bid System:**

Bidders are required to submit the Sealed Technical Bid along with sealed commercial bid in physical form on or before the last date and time mentioned in Tender.

The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.

The tender offer should be submitted, in one sealed envelope super-scribed '**Tender for AMC of Computer Hardware in Indian Bank, Zonal Office, Mumbai West** ', which in turn should contain two sealed covers super-scribed as **Envelope I- (Technical Bid) and Envelope II- Commercial Bid**

ENVELOPE - I - Technical Bid

The Technical Bid should be completed in all respects and should contain all information asked for in the exact format given in the Tender, except prices. The

Technical Bid must not contain any price information. The Bank, at its sole discretion, may not evaluate a Technical Bid in case of non-submission or partial submission of details. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.

The Technical bid must be made in an organized and structured manner in the following form:

- a. Bid Form as per Annexure-1
- b. Bidder's turnover and profit as per Annexure-2
- c. Performance Statement along with Enclosures as per Annexure-3
- d. Self-certified details of Service support centres, Engineer on payroll and escalation matrix as per Annexure-4
- e. Copy of Registration certificate of the bidder's company / firm signed by authorized signatory.
- f. Self-Declaration on Black Listing as per Annexure-7
- g. Signed and stamped tender document
- h. Any other documents deemed necessary.

ENVELOPE - II - Commercial Bid

The Bidder should submit **Commercial Bid (strictly as per Annexure - 6)** with the prices.

6. Bid Opening and Evaluation of Bids:

The purchaser will open only the Technical Bids as per the schedule mentioned in Tender. The Commercial bids for technically qualified bidders only will be opened on a later date subsequent to the technical evaluation. The Bank will notify the date and time of opening of the Commercial bids to the technically qualified bidders.

6.1 Technical Bid Evaluation

The opened technical Bids will be evaluated by the Bank on the basis of Completeness of the Technical bid (including eligibility criteria, Annexures etc.) in all respects and availability of all information/details.

6.2 Commercial Evaluation

- 6.2.1 The Bids of technically qualified bidders will be commercially evaluated by the Bank.
- 6.2.2 Commercial bid should not have any alteration or overwriting.
- 6.2.3 Evaluation of all eligible bidders will be done in Indian Rupees only. Evaluation will not be based on any conditional / additional discount.
- 6.2.4 For commercial evaluation, **Total Bid Price (AMC Cost for all the items for one year)** quoted by bidder in its **Commercial Bid (Annexure-6)**, will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid & Ranking of bidders will be done accordingly.
- 6.2.5 The bidder quoting the lowest **Total Bid Price (AMC Cost for all the items for one year)** in its commercial bid will be declared lowest bidder (L1 Bidder) & subsequent ranking of the other bidders will be done accordingly.

6.3 Clarification of Bid

To assist in the scrutiny, evaluation and comparison of offers the purchaser may, at its discretion, ask some or all bidders for clarification /compliance of their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. If the clarification/compliance sought by the Bank from the bidder is not submitted within the stipulated time period specified to the bidder, The Bank reserves the right to disqualify the bid of that bidder as “non - responsive”.

6.3.1 Arithmetical errors will be rectified on the following basis.

“If there is a discrepancy between unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its Bid will be rejected.”

6.3.2 The Bank, at its discretion, may waive any minor informality, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all Bidders and Indian Bank reserves the rights for such waivers.

7. Notification of Award

7.1.1 After completion of Evaluation of bids, the Bank will notify the successful bidder/s in writing by letter/email, that its bid has been accepted.

7.1.2 Within 7(Seven) days of Notification, the bidders shall sign and date the AMC Agreement and return it to the purchaser along with the required performance Security.

9. Period of Contract

The period of contract shall initially be for a period of One (1) year, which may be renewed for further period of one year or less, at the discretion of the Bank, on the same terms and conditions of the Tender & Commercial offer.

10. Confidentiality

The vendor will be exposed to internal business information of the Bank, affiliates, and/or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. After termination of the contract also they should not divulge any data / information.

11. Limitation of Liability

Vendor 's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a) IP Infringement indemnity
- b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

12. Bank's right to accept or reject any bid or all bids

Bank enforces the right to accept or reject any bid, and to annul the bidding process and reject any/all bid/s at any time prior to award of Contract.

13. Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

14. Patent Rights

The Service provider shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

15. Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

ANNEXURE 1 - BID FORM

Ref No.:

Date:

**The Dy. General Manager
Indian Bank
Zonal Office, Mumbai West**

Having examined the Tender (Ref. No. **ZOMUMW/EDP/HW AMC/2024-25/01 dated 19/12/2024**) 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 contact, 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 _____ 2023

(Signature)

(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Vendor) _____

Annexure 2 -Bidder Turnover & Profits
(To be submitted on the letter head of the Bidder)

Name of the Bidder Company / Firm: _____

Details of turnover and profit/loss for last three years:

Sr. No.	Financial parameters of the bidder Business Results	Annual Turnover (INR)	Net Profit / (Loss) (INR)	Net Worth (INR)
1	2021-2022			
2	2022-2023			
3	2023-2024			
	Only Bidder company / Firm audited figures need to be mentioned. <i>(Not to include subsidiary, affiliate or group entities figures)</i>	(Mention the above amount in INR only)		

Certified By:
(Chartered Accountant)

Seal & Signature of authorized signatory
(For Bidder)

Place:

Date:

ANNEXURE - 3 - PERFORMANCE STATEMENT FORMAT (FOR A PERIOD OF LAST ONE YEAR)

Name of the Bidder:_____.

Name and the Full Address of The Purchaser	Order Number and Date	Description and Quantity of ordered items	Value of Order	AMC Period

Attach copy of Purchase Orders & credential letter.

Place:

Date:

Seal & Signature
Authorized Signatory

ANNEXURE-4**DETAILS OF SERVICE CENTER/ ENGINEERS DETAILS/ ESCALATION MATRIX**

Detail of service/ support centre directly owned by the Company / firm in and around Mumbai West, Palghar/Thane

Sl no	DISTRICT/ CITY	Complete Postal Address of service/ support centre	Name and Contact details of Centre Head

Engineer details (Minimum **20** no of Permanent/ Resident service engineers on its payroll)

Sl No	District	Engineer's Name	Qualificati on on & Technical Skills	No of Year of Experience with Firm	Mobile No	Address
1						
2						
3						

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)					

Place:

Date:

Seal & Signature
Authorized Signatory

Annexure-5 STANDARD AMC AGREEMENT

(ON NON-JUDICIAL STAMP PAPER)

(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. Payment terms:

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 actuals (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 branches along with the payment bill as said herein above. The bidder 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 shall be made promptly by the Bank within one month, from the date of submission of invoice, subject to submission of satisfactory report(s) from the branches, by the bidder.

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 list of branches provided at annexure'10' is therefore an indicative list of present branches. 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 Mumbai 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 claimed breach.

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), 2 Nos. 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' company 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 All call should be attended within one business day.

13.3 Bidder has to attend the complaints related to:

13.3.1 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 etc., installation and configuration of peripherals like PCs, Passbook Printer, Statement printers, Laser Printers, Servers, Scanner/ CTS scanner etc. with CBS as required by the Bank from time to time & require assistance in data recovery.

13.3.2 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.

13.3.3 Bringing PC into the Bank's Domain after reinstallation of PC.

13.3.4 Configuration of IP address and establishment of connectivity with LAN/WAN

13.3.5 Browser configuration for application/s.

13.3.6 Configuration of Email.

13.3.6 Creating shortcuts etc as per the requirements of the user.

13.3.7 Restoration of the data backup.

- 13.3.8 Installation of other software / patches related to banking operation.
 - 13.3.9 Installation of Server/ Oracle as per Bank's requirement.
 - 13.3.10 Other Misc technical support needed from time to time for various set of IT hardwares and softwares
- 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 printer head/ fuser assembly set /power cables/ connecting cables except toner/ cartridge / plastic parts. (Computer means CPU as well as monitor.) The vendor is required to maintain sufficient spares in their local offices in each district so that there is no delay due to non-availability of parts or replacement parts being indented from bidder's central office.
- 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 IT department at each quarter end. The payment will be released only after the submission of PM 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. Performance Obligation**
- 21.1. All Calls have to be attended within one working day.
 - 21.2. AMC vendor should keep sufficient spares at their office or at our Zonal Office and should provide replacement parts including motherboard, hard disks, SMPS/Power supply, RAM, monitors, print head, logic card, LAN card etc. within two (2) working day.
 - 21.3. If the systems could not be rectified within two (2) working days, standby systems with

equal or higher configuration should be provided on next working day.

- 21.4. 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.
- 21.5. Violation of performance obligation can trigger invoking of the vendor's performance security.

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

Annexure 6

Commercial Bid Format

Tender for the Onsite Comprehensive AMC of Computer Hardware at Indian Bank, Zonal Office, Mumbai West				
Sl 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	High Speed Dot-Matrix Printer (136 Col)		42	
2	Desktop PC (Dell/Acer etc)		300	
3	Warranty Desktop PC (Dell/Acer etc)		220	
4	Laser Printer /multi-function printer (Single/ Duplex) HP/Samsung/Canon/Epson etc.)		103	
5	Pass Book Printer (Epson/Olivetti/ TVS etc.)		85	
6	Flatbed SCANNER (Epson/HP/Canon etc.)		21	
7	ADF Scanner		66	
	Total Bid Price (AMC Cost			

*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.

Date: _____

Name of the Bidder: _____

Contact Number: _____

Name of the Authorized person: _____

Email Id: _____

Signature & Seal of the Authorized person: _____

Annexure-7
SELF DECLARATION - BLACKLISTING

**To,
The Dy. General
Manager Indian Bank,
Zonal Office**

Dear Sir,

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

Ref: Your Tender ref no. ZOMUMW/EDP/HW AMC/2024-25/01 dated 19/12/2024

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:

ANNEXURE 8
LIST OF BRANCHES /OFFICES

S.no	Branch code	Branch name	Address
1	10	ANDHERI	ANDHERI, , S V Road near railway station, Andheri(west), Andheri(west), GREATER MUMBAI
2	5118	ANDHERI (EAST)	ANDHERI (EAST), , SHOP NO 1 2 AND 3 SHIVKRUPA "H", GROUND FLOOR OPP GOVARDHAN HAVELI, OLD NAGARDAS ROAD ANDHERI EAST, GREATER MUMBAI
3	3455	ANDHERI D N NAGAR	ANDHERI D N NAGAR, , NEW LINK ROAD ABOVE AUDI SHOWROOM, SAHAKAR NAGAR, ANDHERI WEST, GREATER MUMBAI
4	6516	BANDRA (EAST)	BANDRA (EAST), MPSP COLLEGE OF COMMERCE SCIENCE CAMPUS BEHIND TEACHERS COLONY, NEAR VIDIYA NAGRI METRO STATION, BANDRA EAST, BANDRA EAST, GREATER MUMBAI
5	6576	BANDRA (WEST)	BANDRA (WEST), 143, PAULINE SISTER SOCIETY, WATERFIELD ROAD, BANDRA WEST, GREATER MUMBAI
6	6755	BANDRA KURLA COMPLEX	BANDRA KURLA COMPLEX, SHOP NO. 1 GROUND FLOOR, KANAKIA PARIS F BLOCK, BANDRA KURLA COMPLEX, BANDRA EAST, GREATER MUMBAI
7	1745	BHAVANS CAMPUS	BHAVANS CAMPUS, , MUNSHI NAGAR, ANDHERI (WEST), MUMBAI, GREATER MUMBAI
8	1522	BHAYANDAR 90 FEET ROAD	BHAYANDAR 90 FEET ROAD, Shop No.5/6/7 Balda Bhavan, 60Feet -90 Feet Road Junction, Near Porwal High School, Bhayander West, MIRA-BHAYANDAR
9	1924	BOISAR	BOISAR, B 1 A, NAVAPUR ROAD, AMEYA PARK, BOISAR, BOISAR
10	691	BORIVALI (WEST)	BORIVALI (WEST), , Shop No.1 to 5 Ground floor B wing, Building No 1 Ashok Nagar - B, Vazira Naka Borivali West, GREATER MUMBAI
11	6505	BORIVALI BABHAI NAKA	BORIVALI BABHAI NAKA, , L T ROAD, BABHAI NAKA, BORIVALI WEST, GREATER MUMBAI
12	1799	BORIVILI(EAST)	BORIVILI(EAST), , ASHOKVAN, BORIVALI (EAST), BORIVALI EAST, GREATER MUMBAI
13	2546	CHAKALA	CHAKALA, 14 - MEHTA INDUSTRIAL ESTATE, NEAR - W. E. H. METRO STATION, ANDHERI KURLA ROAD, ANDHERI (EAST), GREATER MUMBAI
14	386	DADAR	DADAR, RADHAKRISHNA NIWAS, 11-12 LIBRARY LANE, N C KELKAR ROAD DADAR WEST, DADAR, GREATER MUMBAI
15	6679	DADAR EAST	DADAR EAST, SHOP NO 123 VASANT VIHAR, DADA SAHEB PHALKE ROAD, DADAR EAST, DADAR TT, GREATER MUMBAI

16	4184	DADAR MARKET	DADAR MARKET, , SENAPATI BAPAT MARG, DADAR WEST, DADAR POST OFFICE, GREATER MUMBAI
17	3039	DAHANU ROAD	DAHANU ROAD, GROUND FLOOR PAREKH PLAZA, DAHANU MAIN ROAD, DAHANU ROAD WEST, , DAHANU
18	6754	DAHISAR (EAST)	DAHISAR (EAST), , SHOP NO E1 E2 NL COMPLEX, ANAND NAGAR DAHISAR EAST, DAHISAR EAST, GREATER MUMBAI
19	2798	DAULAT NAGAR	DAULAT NAGAR, , ROAD NO 10 DM SCHOOL, DAULAT NAGAR, BORIVALI EAST, GREATER MUMBAI
20	2269	DINDOSHI	DINDOSHI, , RAJNIGANDHA SHOPPING CENTRE, OPP KRISHNA VATIKA MANDIR GOKULDHAM, GOREGAON EAST, GREATER MUMBAI
21	14	GOREGAON	GOREGAON, A Wing Ashoka Super Market, S V Road Aarey Road Jn, Goregaon w, Station Road Post Office, GREATER MUMBAI
22	5048	GOREGAON (WEST)	GOREGAON (WEST), KIRAN INDUSTRIAL ESTATE M G ROAD GOREGAON WEST, M G ROAD, GOREGAON WEST, , GREATER MUMBAI
23	2530	GOREGAON EAST	GOREGAON EAST, , CORPORATE AVENUE, PLOT NO 488/1 SONAWALA MAIN ROAD, NEAR UDYOG BHAVAN GOREGAON EAST, GREATER MUMBAI
24	1869	IRANIWADI	IRANIWADI, SHOP No 2 - 8 GR FLOOR, FOGLA HOUSE HEMU KALANI ROAD NO.2, IRANIWADI NO 2, KANDIVALI WEST, GREATER MUMBAI
25	5047	JOGESHWARI(WEST)	JOGESHWARI(WEST), FIRST FLOOR, HEENA SHOPPING ARCADE SV ROAD, JOGESHWARI WEST, JOGESHWARI WEST, GREATER MUMBAI
26	4523	JUHU VILE PARLE	JUHU VILE PARLE, PLOT NO.A-2 GHAZAL MODEL COOP HSG SOCIETY VILLE PARLE WEST, GULMOHAR ROAD, MUMBAI, JUHU, GREATER MUMBAI
27	977	JUHU VILE PARLE DEVELOPMENT SCHEME	JUHU VILE PARLE DEVELOPMENT SCHEME, , Juhu Vile Parle Development Scheme, JUHU Andheri (W), JUHU, GREATER MUMBAI
28	4186	KALINA	KALINA, A H WADIA TECH INSTT, BLDG 292/11, CST ROAD KALINA, KALINA, GREATER MUMBAI
29	6112	KANDEVALI (EAST)	KANDEVALI (EAST), LAXMI SADAN OPPOSITE THAKUR PUBLIC SCHOOL THAKUR VILLAGE KANDIVALI(E) MUMBAI-400101, LAXMI SADAN STREET, THAKUR VILLAGE, KANDIVALI EAST, GREATER MUMBAI
30	6886	KANDIVALI (WEST)	KANDIVALI (WEST), , S V ROAD, KANDIVAL WEST, KANDIVALI, GREATER MUMBAI

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31	1617	KANDIVLI (EAST)	KANDIVLI (EAST), Shop No.60-66 Jupiter Building No.9, Evershine Millenium Paradise, Thakur Village, Kandivali East, GREATER MUMBAI
32	4302	KHAR	KHAR, , SHOP NO 14, AMORE COMMERCIAL COMPLEX, 4 ROAD KHAR WEST, GREATER MUMBAI
33	1856	MAHAKALI CAVES ROAD	MAHAKALI CAVES ROAD, Shop No 1 and 2, Paras Palace, Mahakali Caves Road, Andheri East, GREATER MUMBAI
34	288	MAHIM	MAHIM, , 1&1A RAJMAHAL CHS M M C ROAD, MAHIM WEST, MAHIM, GREATER MUMBAI
35	450	MALAD	MALAD, , Shop No A1 to A4 Sahakar Villa CHS, S V Road Next to Simplex khushangan, Near RBL Bank, GREATER MUMBAI
36	4720	MALAD (WEST)	MALAD (WEST), 34, SHIVRAM APPARTMENT, RAMCHANDRA LANE, MALAD WEST, GREATER MUMBAI
37	1902	MALAD EAST	MALAD EAST, , RANI SATI MARG, NEAR WESTERN EXP HIGHWAY, MALAD EAST, GREATER MUMBAI
38	7080	MANOR	MANOR, JIVDANI APARTMENT WADA PALGHAR ROAD NEAR OLD BDO OFFICE MANOR PALGHAR DISTT THANE MAHARASTRA 401403, MANOR PALGHAR, MANOR, MANOR, MANOR
39	3237	MAPC MUMBAI (WEST)	MAPC MUMBAI (WEST), Ist Floor B - 101, Neo Vikram CHSL, Sahkar Nagar New Link Road, Andheri west, GREATER MUMBAI
40	2106	MAROL	MAROL, , OPP TO AWESOME HEIGHTS, ASHOK NAGAR, OFF MILITARY ROAD MAROL, GREATER MUMBAI
41	2404	MIRA ROAD	MIRA ROAD, , HARYAS DREAM PARK CHS LTD, OFF MIRA BHAYANDAR ROAD, HATKESH BUS STAND MIRA ROAD EAST, THANE
42	6110	MIRA ROAD (EAST) THANE	MIRA ROAD (EAST) THANE, S6 POONAM SAGAR COMPLEX BLDG NO 143/44 SHANTI NAGAR, SECTOR 9, MIRA ROAD EAST, MIRA ROAD, MIRA-BHAYANDAR
43	1579	NALASOPARA	NALASOPARA, , SHREEJI APT(SOPARA CENTRAL HALL), NEAR DANGE TOWER STATION ROAD, NALASOPARA (WEST), VASAI-VIRAR CITY
44	1038	OSHIWARA	OSHIWARA, 128, Lokhandwala Complex, Oshiwara Andheri West, ANDHERI P.O., GREATER MUMBAI

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45	3382	PALGHAR	PALGHAR, SHOP NO 4-10 JAYGURUDEV COMMERCIAL COMPLEX, DEVISHA ROAD OPPO AMBA MATA MANDIR, PALGHAR WEST, PALGHAR, PALGHAR
46	776	PRABHADEVI	PRABHADEVI, Ground Floor Aman Chambers, Veer Savarkar Marg, Near Gammon House opp.Datta Mandir, Prabhadevi, GREATER MUMBAI
47	349	PRARTHANA SAMAJ	PRARTHANA SAMAJ, , Tribhuvan Road, Opp. Dreamland Cinema, Grant Road East, GREATER MUMBAI
48	3353	RAPC MUMBAI WEST	RAPC MUMBAI WEST, FIRST FLOOR B WING, 101 NEO VIKRAM CHSL, SAHKAR NAGAR NEW LINK ROAD, D.N.NAGAR ANDHERI WEST, GREATER MUMBAI
49	332	SANTA CRUZ	SANTA CRUZ, PLOT NO D-19 VEER BUILDING, DATTATREYA ROAD, BRAHMAKUMARI CHOWK, SANTACRUZ (WEST), GREATER MUMBAI
50	1521	SIDDHARATH NAGAR	SIDDHARATH NAGAR, Vivek Vidhyalaya Campus, Siddharth Nagar Road No.2, Siddharth Nagar, Goregaon(W), GREATER MUMBAI
51	6543	VASAI	VASAI, 1 HOMAGE BHAVAN RICHMOND TOWN - II, BHABOLA NAKA, VASAI WEST, VASAI, VASAI-VIRAR CITY
52	2977	VASAI EAST	VASAI EAST, , NEAR RANGE OFFICE, GOKHIVARE, VASAI EAST, VASAI-VIRAR CITY
53	1515	VASAI ROAD	VASAI ROAD, , STATION ROAD, NAVGHAR, VASAI ROAD (WEST), VASAI-VIRAR CITY
54	2266	VERSOVA	VERSOVA, , TIRUPATI APARTMENT, 7 BUNGALOWS JP ROAD, VERSOVA ANDHERI WEST, GREATER MUMBAI
55	20	VILE PARLE	VILE PARLE, , 1st Floor, Nehru Road, Vile Parle (East), GREATER MUMBAI
56	1930	VILE PARLE WEST	VILE PARLE WEST, 101-106 FIRST FLOOR, HEMU ARCADE, OPP RAILWAY STATION, VILE PARLE (WEST), GREATER MUMBAI
57	6893	VIRAR	VIRAR, , NEW VIVA COLLEGE ROAD NEAR D MART, VIRAR WEST, VIRAR WEST, VASAI-VIRAR CITY
58	9732	ZONAL OFFICE MUMBAI (WEST)	ZONAL OFFICE MUMBAI (WEST), , 101-NEO VIKRAM CHSL, SAHAKAR ROAD NEW LINK ROAD, ANDHERI WEST, GREATER MUMBAI