

The Indian Bank, Zonal Office Satna invites bid for providing Comprehensive Onsite Maintenance Service of Desktops, Passbook Printers, Laser Printers, ADF Scanners and CTS Scanner of all branches under Zonal Office Satna.

The Schedule of bid is as under:

Last Date & Time of Submission of Bid	30.06.2025, 14:00 Hours IST
Date and Time of Opening of Technical Bid	30.06.2025, 13:30 Hours IST
Place of Opening of Bid & Address for Communication	Indian Bank Zonal Office Satna Indian Bank Building Jai Stambh Chowk 2nd Floor, District - Satna, Madhya Pradesh, PIN – 485001 Mr. Pawan Kumar – 8630322639 E-mail : zosatna@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 including CTS Scanner and peripherals of different make and models, defective items viz. Motherboard, SMPS, RAM, Processor, Passbook Printer logic/PS card/Printer Head, Fast Scanner, Pass Book Printer, Laser Printer and other Parts etc.
- 1.2 Address / rectify OS Level issue, re-installation of Windows Operating System (OS) in Client PCs and Making of Branch Servers. Software will be provided by Bank however USB (Media) needs to be arranged by Service Provider at their own cost.
- 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, putting system into Domain (Client Machine), System Compliance and data backup.
- 1.4 **Replacement of parts will be done at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares.**
- 1.5 The AMC project will cover Indian Bank Branches/offices at various locations in Satna, Maihar, Rewa, Mauganj, Sidhi, Singrauli, Katni, Panna, Chattarpur, Shadhol, and Tikamgarh district as per the below distribution.



S.NO	DISTRICT	NUMBER OF BRANCHES / OFFICES
1	SATNA	20 + 01 (ZO)
2	MAIHAR	08
3	REWA	13
4	MAUGANJ	03
5	KATNI	06
6	PANNA	03
7	CHATTARPUR	03
8	SINGRAULI	06
9	SIDHI	05
10	SHAH DOL	03
11	TIKAMGARH	01

## 2. ELIGIBILITY CRITERIA:

	Eligibility Parameters	Supporting Documents to be Submitted
2.1	The Vendor must be Private / Public Limited Company of Repute having registered Office in India and should be in existence for minimum Five years.	Certificate of Incorporation
2.2	The Vendor should be an ISO Certified company in respect of rendering of support/maintenance services	ISO 20000 and ISO 27000 for IT equipment AMC services
2.3	The BIDDER must have minimum one Service Center Point in Satna, Maihar, Rewa, Mauganj, Sidhi, Singrauli, Katni, Panna, Chattarpur, Shadhol Districts. The Bidder must have Local Office at Satna District and their agreement date is before tender date.	Annexure - II
2.4	The vendor must allocate at least 08 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 Satna, for coordination with Field Engineers and Branches over telephone. There should be local engineers residing in Satna, Maihar, Rewa, Mauganj, Sidhi, Singrauli, Katni, Panna, Chattarpur, Shadhol, and Tikamgarh 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 10 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 Ten lacs & above. At least 2 contracts must be active as on date in and around Satna Districts.	Annexure-IV, Copy of PO
2.6	The Bidder must have a centralized web based/ e- mail/telephonic call logging system.	Complete Details of Call Login 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.
2.9	The AMC is initially for a period of 1 year which may be /may not be renewed further for a period of one year based on the performance, evaluation and feedback.	
2.10	All the Engineers deputed for this Project must be on Full Time Payroll of the Bidder.	
2.11	The Bidder is required to comply with all prevailing Statutory Provisions/Minimum Wage Act/Contract Labor rules etc framed by Government time to time.	

### 3. BIDDING PROCESS:

The bidders are required to send the Bids in two separate sealed envelopes. The First envelop, supers cribbed as "Technical Bid", will contain the documents in support of eligibility criteria and other required documents except Price Schedule. Second envelop supers cribbed 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 30 days from the date of commencement of RFP.



## 5. PAYMENT TERMS:

- Payment will be released on half-yearly basis i.e. on 31.12.2025 and 30.06.2026 by Zonal Office on submission of Invoice, Call reports and PM reports and satisfactory feedback report from each branch.

## 6. CONDITIONS FOR MAINTENANCE SERVICES:

- 6.1. 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/repair of any part. In case of delay of more than 24 hours penalty of Rs. 200 per day will levied up to a maximum of AMC value of that hardware and same will be deducted from AMC payment.
- 6.2. 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.
- 6.3 The firm shall be responsible for taking backup of data available on PCs before re-installation of OS and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
- 6.4 **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
- 6.5 0.5% 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.
- 6.6. 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 Invoice, without which the invoice would not be processed.
- 6.7. No extra cost would be paid for PM, attending Calls or for replacement of faulty parts.





- 6.8. The vendor must provide proper Call logging procedure and Escalation Matrix.

**7. PENALTY FOR DOWN TIME:**

- 7.1. 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.
- 7.2. 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 or bank guarantee held with the Purchaser.

**8. PRICES:**

- 8.1 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.

**9. 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.

**10. AGREEMENT CANCELLATIONS:**

**The bank reserves its right to cancel the agreement within period**

10.1 Notwithstanding, anything herein contained, the Bank reserves the right of termination of contract by giving 30 (thirty) days prior notice to your agency, within contract period.

10.2 Any change in corporate policy regarding AMC of hardware, we may cancel the contract with proper notice.



**Other Terms and Conditions**

1. The Vendor will provide insurance cover to its workmen/resident engineers in the bank. The workmen/engineers or their legal heirs shall not claim any insurance benefit from the bank in case workmen/engineers suffer any loss or damage to their life or person or property while working in the bank premises.
2. NOTE – Mentioned inventories of computer hardware items is as per last year AMC data. Fresh (exact) inventory of total computer hardware items in our zone will be preparing by AMC vendor after give the AMC tender of FY 2025-26. and AMC amount will may have effective as per fresh inventory.

**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.

**Annexure-II**

**Details of Service / Support center**

Details of service/support center directly owned by the company/firm in and around Satna, Maihar, Rewa, Mauganj, Sidhi, Singrauli, Katni, Panna, Chattarpur, Shadhol, and Tikamgarh District.

Sr No	Area/District	Complete Postal Address of Service / Support Center	Name and Contract details of Center Head
1			
2			
3			
4			
5			
6			
7			

**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**

Sr No.	Engineer Name	Deputed as Residential/Field Engg.	Qualification & Technical Skills	No. of Year of Experience with Firm	Mobile No.	Address
1						
2						
3						
4						
5						
6						
7						

**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-V**

**Declaration Against Blacklisting**

This is to certify that we, [M/s Bidder's Name], have not been debarred/contract terminated from by any Public Sector Bank/PSU/Government Dept. in the past 3 Years.

**Date:-**

**Name:-**

**Seal of the Company:-**

**Signature:-**

