

Date: 05.06.2021**Dear Sir,****Sub: Request for Quotation for Comprehensive Onsite Annual Maintenance Contract for hardware installed at various locations under Delhi Zone for the period 15.06.2021 to 14.06.2022.**

Indian Bank invites quotations for Comprehensive Onsite Annual Maintenance Contract for various hardware installed at branches under Delhi Central Zone for the period **15.06.2021 to 14.06.2022**.

Quantity of hardware is enclosed in Annexure I.

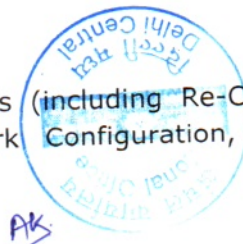
You may submit your quotation in the format specified in Annexure II as per the following procedure. Please note that your quotation is subject to the terms and conditions mentioned below.

I. Procedure for submission of Quotation:

- 1) Part I contains the complete RFQ document.
- 2) Part II (**Annexure – II**) contains the commercial quotation which shall be submitted along with Part – I..
- 3) Part I & Part II to be submitted in original duly signed by the Authorised Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the service provider.
- 4) No column shall be left blank or altered in Part II.
- 5) Your Helpdesk Number, E-mail Ids and Escalation Matrix should be submitted along with Part-I.
- 6) The price to be quoted in Part II should be inclusive of all costs and all levies, duties, freight, insurance, delivery, installation charges and labour charges and AMC, but exclusive of GST. Applicable TDS will be deducted from the payment.
- 7) Part I & Part II shall be inserted in an envelope marked "Quotes for Comprehensive Onsite Annual Maintenance Contract for various hardware items installed at various branches under Delhi Central Zone".
- 8) Envelope containing the Part –I and Part II shall be sent to:
EDP Department, Indian Bank, Zonal Office-Delhi Central, 1st Floor, 17 Parliament Street, New Delhi – 110001,
So as to reach within the time stipulated (i.e 15.00 hours on 11.06.2021).
- 9) Bank has the right to accept or reject any quotation/cancel the process at its sole discretion without assigning any reason thereof.

II. SCOPE OF WORK

1. Resolving hardware/Software related all issues (including Re-Configuration/re-installation of hardware), Operating System, Network Configuration, Installation of Antivirus



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(Symantec)/related software's & their Patches in the PC's, re-installation of OS, installation of printers etc.

2. Configuring printers, Bancslink & other banking software's.

Terms & Conditions:

1. Vendor will submit the Hardware inventory Branch wise within one month from the date of sanctioning of AMC.
2. The AMC will be comprehensive Contract (with parts). In case the parts are to be replaced, the vendor must supply/replace genuine spare parts (Motherboard, RAM, SMPS, CPU FAN, LAN card, Hard Disk etc) of reputed make.
3. The vendor must respond to a service call and commence repair work on the equipment within 12 hours of being notified of equipment malfunction/failure and the desktop computer that is reported to be faulty / malfunctioning should be fully repaired on the same day, if no spares are required and on the next working day, if spares are required..
4. In case the vendor is not able to resolve the hardware/software issue in the stipulated time, the vendor will need to provide a stand-by equipment of same or better configuration till the issue is resolved.
5. The vendor must conduct Preventive maintenance/PM (including inspection, testing, cleaning and removal of dust and dirt from the interior & exterior of the equipment and necessary repairing of the equipment) on quarterly basis.
6. Vendors will deploy sufficient number of resident service personnel to look after our branches. They should be aware of geographical area of New Delhi.

Printer Head of Passbook printer will be covered under AMC.**PENALTY FOR DOWNTIME**

In case the service provider (successful bidder) fails to meet the above standards of service, a penalty of Rs.100 per day or part thereof (till the time computer is brought back to operation or standby arrangement is provided) will be levied from the AMC charges, up to a maximum of 10% of the contract value. Public Holidays as declared at the respective centres are excluded for the above downtime calculation.

III. TERMS OF PAYMENT

AMC will be paid by Zonal Office Delhi Central on post half yearly basis after submission of PM reports.

VI. SETTLEMENT OF DISPUTES

1. If any dispute or difference of any kind whatsoever shall arise between the Bank and the service provider in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
2. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the service provider may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

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3. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the services under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- (a) In case of dispute or difference arising between the Bank and a domestic Service provider relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Service provider; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, which appointment shall be final and binding on the parties.
- (b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Service provider and the Bank, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- (c) Arbitration proceedings shall be held at New Delhi, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
4. Notwithstanding any reference to arbitration herein,
- a) The parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b) The Bank shall pay the service provider any monies due to the service provider

VI. JURISDICTION

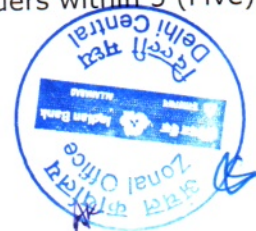
Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Delhi.

VII. PERIOD OF VALIDITY OF QUOTES

Quotes shall remain valid for the period of 90 days after the last date for submission of quote prescribed by the Bank. A quote valid for a shorter period shall be rejected by the Bank as non-responsive.

VIII. ACCEPTANCE OF PURCHASE ORDER AND CONTRACT FORM:

Purchase Order will be issued upto 3 bidders agreeing to the L1 (lowest quoted) rates quoted per item. Acceptance should be submitted by the successful bidders within 5 (Five) days from the date of receipt of Purchase Order.



Date: 05.06.2021**ANNEXURE I****Quantity of Hardware Items**

Number of PC's/systems	Number of Passbook Printer	Number of Laser Printer	Number of Statement Printers	Number of Scanners
649	146	173	65	29



Date: 05.06.2021
Annexure II
Part II (Commercial Quote)
To
Date:

Assistant General Manager
 Indian Bank
 Zonal office-Delhi Central
 17,Parliament Street, New Delhi

Sub: Sub: Request for Quotation for Comprehensive Onsite Annual Maintenance Contract for various hardware items installed at various locations under Delhi Central Zone for the period 15.06.2021 to 14.06.2022.

Referring to your above letter calling for quotations, we submit hereunder the price bid for Comprehensive Onsite Annual Maintenance Contract for various hardware items installed at various locations under Delhi Zone for the period **15.06.2021 to 14.06.2022.**

Item	Make/Model	Final AMC Rate(L-1)
CPU	Any Make/Model	
Passbook printer		
Statement printer		
Laser printer		
Scanner		

Note:

1. Quoted price shall include all costs and all levies, duties, freight, insurance, delivery, installation charges and labour charges and AMC, but exclusive of GST. Applicable TDS will be deducted from the payment.

2. In case of any discrepancy between amount written in words and the amount written in numbers, amount written in words shall prevail.

We submit that we will abide by the details given above and the conditions given in your above Bid document.

We understand that you are not bound to accept the lowest or any quotation you may receive.

Dated this day of 2021.....

Signature of Authorised Person (In the Capacity of)
 Duly authorised to sign the quote for and on behalf of (give below the Name & Address of Bidder)

Mobile No:

Email Address:

Company Seal:

Place:

Date:



Signature of Authorised Person
 Name

.....

ANNEXURE - III
CONTRACT FORM

THIS AGREEMENT made theday of....., ... Between Indian Bank (hereinafter "the Purchaser") of the one part and..... (Name of Service provider) of..... (City and Country of Service provider) (hereinafter called "the Service provider") of the other part :

WHEREAS the Purchaser invited quotes for certain services viz.,..... (Brief Description of Services) and has accepted a quote by the Service provider for the supply of those services in the sum of..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) The Bid Form and the Price Schedule submitted by the Bidder;
 - (b) Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Service provider as hereinafter mentioned, the Service provider hereby covenants with the Purchaser to provide the services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Service provider in consideration of the provision of the services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the AMC services which shall be supplied / provided by the Service provider are as under:

Item	Make/Model	Final AMC Rate(L-1)
CPU	Any Make/Model	
Passbook printer		
Statement printer		
Laser printer		
Scanner		

TOTAL VALUE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For Indian
Bank)

in the presence of:.....

Signed, Sealed and Delivered by the
said (For the
Service provider)

in the presence of:.....

