

Zonal Office-AMARAVATI अंचल कार्यालय : अमरावती EDP	 इलाहाबाद ALLAHABAD BANKING THAT'S # TWICE AS GOOD	#235/3, JKC COLLEGE ROAD GUJJANAGUNDLA, GUNTUR. #235/3, जे.के.सी कॉलेज रोड गुज्जनगुण्डला, गुंटूर आंध्रप्रदेश Phone : 0863-2387130 E-mail: zoamaravati@indianbank.co.in
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TENDER NOTICE

Inviting Sealed Quotations for Annual Maintenance Contract (AMC) for SYSTEMS/ LASERJET PRINTERS / PASSBOOK PRINTERS/ DD TDR PRINTERS / SCANNERS in Branches/Offices our AMARAVATI ZONE

Sealed quotations are invited by our office from reputed Service providers for Annual Maintenance Contract (AMC).

The details are as follows,

S NO	DEVICE NAME	COUNT OF DEVICES FOR AMC (APPROX)
1	Systems	346
2	Servers	53
3	Laser Printers	81
4	Passbook Printers	68
5	Dot Matrix 80/132 column printer	47
6	Scanners	53

The above list of devices are present in our Indian Bank branches/offices under AMARAVATI Zone covering Guntur, Prakasam, Kurnool Districts.

Herein after the word

System/Server means (1monitor+1mouse+1keyboard+1CPU+2powercables+1vga cable)

Other Peripherals means (Laser jet printer, Passbook Printer, Dot Matrix 80/132 column printer, Scanner)

Period of Contract: 01/12/2021 to 30/11/2022 (1 Year)

Form for quotation submission: Annexure-(i) attached

TERMS & CONDITIONS for participating in the tender

- The sealed quotation, as per the above format, should be super scribed "ZONAL IT-Department -QUOTATION FOR AMC (SYSTEMS/OTHER PERIPHERALS) - AMARAVATI ZONE" and reach the following address either by COURIER or REGISTERED POST along with requisite paper/documents

INDIAN BANK, ZO Amaravati
 #235/3, JKC COLLEGE ROAD,
 GUJJANAGUNDLA, GUNTUR,
 ANDHRA PRADESH-522006
 Ph: 08632387130



- Last date for submission of sealed quotation is 22-11-2021 10:00 Hours

<p>Zonal Office-AMARAVATI</p> <p>अंचल कार्यालय : अमरावती</p> <p>EDP</p>	 <p>इंडियन बैंक</p> <p>ALLAHABAD</p> <p>BANKING THAT'S # TWICE AS GOOD</p>	<p>#235/3, JKC COLLEGE ROAD GUJJANAGUNDLA, GUNTUR.</p> <p>#235/3, जे.के.सी कॉलेज रोड गुज्जनगुण्डला, गुंटूर आंध्रप्रदेश</p> <p>Phone : 0863-2387130 E-mail:zoamaravati@indianbank.co.in</p>
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- The date of tender opening will be **23-11-2021 12:00 Hours**
- Based on the work experience, Certifications, reputation, location, quoted rates and other factors, one vendor (L1) will be selected.
- Terms and conditions for warranty should be clearly specified and any complaint should be resolved within 24 hrs from the time of lodging complaint.
- Bank reserves the right to reject any or all the quotations and stop the process at any point of time without assigning any reason whatsoever.
- Vendors should have valid GSTN number and GST Registration No. should be clearly mentioned in the quotation.

Other Terms & Conditions for AMC

1. A call should be closed within 48 Hours (Max) with a satisfactory report from the Branch Official. If at any time during the contract period, the engineer encounters conditions impeding timely service, the contractor should promptly notify the Bank i.e, Zonal EDP in writing the fact of the delay, its likely duration and its cause(s). Zonal EDP will evaluate the situation and may at its discretion extends the time closing the call.
2. Emergency calls to be attended promptly without fail even on holidays.
3. Minimum spare parts to be kept standby either at ZO-AMARAVATI or at your end for immediate replacement.
4. The equipment replaced must be new and should perform well.
5. Service Engineer to report to designated officer on arrival & on completion of work.
6. Strictly No System/other peripheral should be taken or Moved from the Branch premises without prior permission from Zonal EDP at any case.
7. Minimum 3 engineers must be allotted full-fledged for our Indian Bank AMC works.
8. List of Earmarked qualified & technically sound engineers to be provided along with their addresses, contact numbers & official e-mail IDs.
9. Preventive Maintenance Visit schedule to be given with minimum one visit of service engineer in 6 months.
10. If the services are not satisfactory the contract can be terminated without assigning any reasons after serving 3 notices.
11. Our Indian Bank Andhra Pradesh GST No: 37AAACI1607G2ZX to be included in your database and all further invoices should quote GST no.
12. The AMC includes replacement of all spares and onsite support etc. All costs relating to labour, maintenance (preventive and corrective) and transport charges from and to the Bank's sites where servers are installed will be borne by the respective AMC vendor during the AMC period.
13. Maintenance of hardware includes reloading of software when required or in the event of system/other peripheral crashes/malfunctioning and any other aspect which may have an impact



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on the efficacy of the system. In case of failure relating to system software AMC Vendor shall ensure that system is made operational to the full satisfaction of the Bank within 24 hours in respect of Metropolitan/Urban/Semi Urban Centers and 48 hours in other places, from the time of reporting. If it is not solved within the stipulated time, penalty of Rs. 500/- per day shall be levied which will be collected from the AMC payment. If the same cannot be solved within a day/2 days AMC Vendor should provide standby system/other peripheral till the problem is resolved. The AMC is comprehensive and onsite including replacement of all spares.

14. Stickers should be affixed on the Systems/Other Peripherals with the AMC vendor contact details & period of AMC
15. All General Terms & Conditions relating to Systems AMC are applicable.


DEPUTY ZONAL MANAGER

