



**TENDER NOTICE FOR INVITING QUOTATIONS FOR AMC OF NOTE COUNTING MACHINES
UNDER ZONAL OFFICE BARASAT**

Indian Bank, Zonal Office, Barasat invites quotations for AMC (Annual Maintenance Contract) of Bundle Note Counting Machines (BNCM), Note Authentication cum counting Machine (NCM) available in our 80 branches and 2 currency chests.

You are requested to submit the same in a sealed envelope super scribing as “QUOTATION FOR AMC OF NOTE COUNTING MACHINES” Machine as per attached format.

Please Note that:

- (i) Quotation may be dropped in the box kept at **Indian Bank, Zonal Office, Barasat, 54 KNC Road, Kolkata-700124, West Bengal**
- (ii) Last date for submission of quotation is 29.04.2024 upto 02:00 PM.
- (iii) Award of contract will be with effect from 01.06.2024 for one year.
- (iv) Bids will be opened on 29.04.2024 at 05.00 PM by the tender opening committee in front of the bidders who wished to be present during tender opening.
- (iv) The firm submitting bids must have own workshop and official set up in Kolkata.
- (v) The firm must have minimum 5 years of past experience of repair & Maintenance of above machines in banking sector, documentary proof i.e. Purchase Order/Service Order/AMC contract shall be submitted along with the bids.
- (vi) Bank has the right to amend/postpone/cancellation of the bidding process without assigning any reason.
- (vii) All entries in the bid form should be legible and filled correctly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.
- (viii) Based on the work experiences, certifications, reputation, location, quoted rates and other factors, one vender (L1) will be selected.
- (ix) Vendors should have valid GSTN number and GST registration No. should be clearly mentioned in the quotation.

Deputy Zonal Manager
Indian Bank, ZO Barasat

Date: 22.04.2024

TERMS OF MAINTENANCE SCHEDULE

Bundle Note Counting Machines (BNCM) and Note Authentication cum Counting Machine (NCM)

1. **The AMC will be COMPREHENSIVE:**

- The firm will maintain all the BNCM and NCM (LNCM and CIS sensor based machines) already available in our branches under the Zone on quarterly basis at branch location.
 - Cost of all spare parts that are replaced in the Note Counting Machines, labour charge, engineer charge, transportation charge, software upgrade charge shall be covered under the AMC. The firm will repair and/or replace the faulty parts **without claiming any extra charges**.
2. Above AMC will be for a period of one year from 01.06.2024 to 30.05.2025.
 3. The successful bidder should visit the installation site for the preventive maintenance checkup of the Note Counting Machines periodically once in 3 months and should clean the machines from dust and other foreign particles during preventive checkup.
 4. All break downs / faults will be attended immediately and up to 48 hours and **NO Extra payment** will be made for such break down calls. Minimum spare parts to be kept standby at vendor's end for immediate replacement. Penalty of Rs. 500/- per day and Max of Rs. 1000/- will be levied per case/complaint for delay over the above 2 working days which will be collected from the AMC payment.
 5. Emergency calls to be attended promptly without fail even on holidays.
 6. Machines which are under warranty period are not covered in above AMC.
 7. In case the machine is required to be taken to the workshop for major repair, a spare machine to be provided and should function until the original unit is replaced.
 8. The AMC will be valid for one year. Based on market rate of products, the rate will be reviewed by the bank and if both parties agree on same then the contract can be extended for further period of another year or more.
 9. The firm should have adequate technicians and well equipped own service center in Kolkata to attend breakdown calls in shortest possible time. The addresses of the service center provided by the firm will be verified by the Bank. In case the service engineers are on leave, the firm should be in a position to engage alternate engineers to avoid delay in attending breakdown call.
 10. The firm should engage service persons at its own cost for survey our branches for inspection of machines and provide us a consolidated data regarding status of machines. Complete inventory maintenance data to be prepared as per undernoted Annexure-I and submit the updated list within 15 days of award of AMC.

Annexure-I

Br. Name	Br. Code	No. of active cash counters	No. of BNCM	No. of LNCM	No. of CIS Based NCM	No. of NCM beyond repairable condition & its type	Data Verification by Branch Head	Vendor's Sign	Remarks if any
			Outside Warranty: Within Warranty: Warranty End Date:	Outside Warranty: Within Warranty: Warranty End Date:	Outside Warranty: Within Warranty: Warranty End Date:				

11. Escalation matrix should be shared with the branches and all the service calls from the branches to be acknowledged duly by giving reference or call log number. The service calls from the branches should be attended and closed promptly. List of earmarked qualified, technically sound and dedicated engineers and to be provided along with their addresses, contact numbers & official e-mail IDs.
12. Stickers should be affixed on the Machines with the AMC vendor contact details & period of AMC.
13. The vendor to prepare branch wise service report duly acknowledged by Branch Manager and the consolidated report to be submitted to Zonal Office. The AMC payment shall be release quarterly from Zonal office.
14. If the services provided by the firm is found to be unsatisfactory or if at any point of time during the contract it is found that the information provided by firm is false, the Bank reserves the right to terminate the contract.

QUOTATION FOR COMPREHENSIVE AMC OF BUNDLE NOTE COUNTING MACHINE & NOTE AUTHENTICATION CUM COUNTING MACHINE AND RATE CHART OF MACHINES and buyback

Sl. No.	Item description	Qty.	Basic Price (Including transportation cost)	GST	Total Price (Incl. all taxes)
1.	Yearly Comprehensive AMC charges for existing Bundle Note Counting Machine available in our Branches.	Per Machine Per year			
2.	Yearly Comprehensive AMC charges for Existing Mix Value Note Authentication cum Counting Machine available in our Branches.	Per Machine Per year			
3.	Yearly Comprehensive AMC charges for Existing CIS Based Note Authentication cum Counting Machine available in our Branches.	Per Machine Per year			
3.	Price of New Bundle Note Counting Machine, Heavy Duty Floor Model	1			
4.	Price of New Bundle Note Counting Machine, Heavy Duty Desk Top Model	1			
5.	Price of New Note Authentication cum Counting Machine, Desk Top Model with MG, UV, MT and IR Sensor. Upgradable to new Denominations.	1			
6	Price of CIS Scanner Based Note Authentication cum Counting Machine Upgradable to new Denominations.	1			
6.	Buy Back Price for Old Bundle Note Counting Machine	1			
7.	Buy Back Price Old Note Authentication cum counting Machine	1			

Other Documents to be submitted mandatorily:-

1. Self-attested copy of PAN Card, GST, Trade License, MSME Registration of the Firm / Bidder.
2. Incorporation Certificate.
3. Proof of Local Business Address.
4. Copies of relative Experiences.

Declaration against Blacklisting:

This is to certify that we, M/s _____ (Bidder Name) have not been debarred/ contract terminated from by any PSB/PSU/Government Department in the past 5 years.

I/We declare that I/We have read and acquainted myself / ourselves with the terms and conditions of Note Counting Machine AMC tender notice dated 22.04.2024. I/We unconditionally agree to the terms & conditions and have submitted this offer accordingly.

Place:

Date:

Signature of authorized signatory With Seal