



INDIAN BANK

Zonal Office Jabalpur
P.B. No 9, Residency Road, South Civil
Lines, Jabalpur (M.P.) – 482001

REQUEST FOR PROPOSAL

For Comprehensive Annual Maintenance
Contract of Computers and peripherals
including Printers, Scanners, Passbook
Printers in Branches/Offices under Jabalpur
Zone
For a period of 1 Year

RFP Ref No: IB/ZOJ/IT/AMC/2024-25/12

Dated: 16.08.2024

SCHEDULE

Indian Bank, Zonal Office Jabalpur invites sealed tenders for comprehensive on-site maintenance of Computers, Printers, Scanners and Passbook printers at various Branches/Offices under Jabalpur Zone.

Details of tender are as under:

Particulars	Details
Tender Reference and Date	IB/ZOJ/IT/AMC/2024-25/12 Dated 16.08.2024
Last Date and Time for Submission of Tender	28.08.2024 up to 04:00 PM
Date and Time of opening of Tender	29.08.2024, 11:30 AM
Address of submission of Tenders	Indian Bank, Zonal Office Jabalpur PB No. 9, Residency Road, South Civil Lines, Jabalpur (M.P.) -482001
Contact Person	Mr. Abir Goswami – Mob. 9981714246 (Officer - IT Dept) Email - zojabalpur@indianbank.co.in



CONTENTS

SCHEDULE.....	2
1. Introduction.....	4
2. Scope of Work.....	5
3. Eligibility Criteria.....	6
4. Bidding Process.....	8
5. Performance Security.....	8
6. Period of Validity of Bids.....	8
7. Payment Terms.....	9
8. Conditions for Maintenance Service.....	9
9. Penalty for Downtime.....	10
10. Prices.....	10
11. Taxes and Duties.....	10
12. Agreement Cancellation	11
ANNEXURE I – Commercial Bid for AMC	12
ANNEXURE II - Details of Service / Support center	13
ANNEXURE III - Details of technical staff/Engineers to be deputed for this Project.....	14
ANNEXURE IV – Service satisfaction letter from Other Commercial Bank /Financial Institution.....	15
ANNEXURE V - Declaration against Blacklisting.....	16



1. INTRODUCTION

- 1.1 Indian Bank, Zonal Office Jabalpur, intends to issue this bid document, hereinafter called Request for Proposal or RFP, to the Bidders, to participate in the competitive bidding for "Comprehensive Annual Maintenance of Computers and peripherals including various types of printers and scanners in Branches/Offices under Jabalpur Zone as per the specifications, terms, conditions and scope defined in this RFP.
- 1.2 The Annual Maintenance Contract will be valid for one year that is from 01.09.2024 to 31.08.2025. Bank, however at its discretion, may extend the AMC for a maximum period of three years, if services are satisfactory, or, for unsatisfactory services, Bank reserves the right to terminate the AMC at any time.
- 1.3 The RFP Document may be obtained from the Bank's Website <https://www.indianbank.in/tenders> and the bid should be submitted as per schedule to Indian Bank, Zonal Office Jabalpur (IT Department) PB No. 9, Residency Road, South Civil Lines, Jabalpur (M.P.) -482001.
- 1.4 The Bidder is expected to examine all instructions, forms, terms and specifications given in the RFP. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid.
- 1.5 The RFP document to be submitted must be duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the bid.
- 1.6 Bid/Quotes, which do not conform to our specifications or provide incomplete or false information, shall be liable for rejection.
- 1.7 At any time prior to the deadline of submission of bids, the Bank, for any reason, whether its own initiative or in response to clarification(s) requested by a prospective Bidder, may modify the Bidding Document. The amendments, if any will be published in the website.
- 1.8 Bank reserves the right to accept or reject any or all bids and to withdraw the tender at any stage at its sole discretion without assigning any reason whatsoever.



2. SCOPE OF WORK

- 2.1 Maintenance (through Preventive Maintenance), repair of Computer Hardware, Printers, Scanners, Passbook printer and peripherals of different make and models.
- 2.2 Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or with best quality spares of reputed make. All the spare parts (Hardware and Software) would be covered under AMC except consumables like Printer ribbon/cartridge.
- 2.3 Installation/re-installation and upgradation of operating system, connectivity and configuration of peripherals like PCs, Printers, Scanner, formatting of Client PCs and setting-up of Branch Servers. License/Media will be provided by the Bank.
- 2.4 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, bringing system into Domain (server and Client Machine) and data backup.
- 2.5 FMS (Field management Support) of OS/Banks application software for systems under warranty.
- 2.6 The AMC will cover Indian Bank Branches/Offices at various locations in Jabalpur City, Narsinghpur, Chhindwara, Damoh, Sagar, Balaghat ,Seoni, Mandla, Anuppur, Dindori, Narmadapuram district as per the below distribution.

District	No. Of Branches And Offices
Jabalpur	28
Narsinghpur	7
Chhindwara	9
Damoh	3
Sagar	8
Balaghat	4
Seoni	2
Mandala	4
Anuppur	2
Dindori	1
Narmadapuram	4
Total	72

3. ELIGIBILITY CRITERIA:

S.No.	Eligibility Parameters	Supporting Documents to be Submitted
3.1	The Vendor must be a registered/incorporated company in India under the Companies Act 1956 /2013 or a reputed firm having business in India during the last 5 years.	Certificate of Incorporation
3.2	The Vendor should be an ISO Certified company in respect of rendering of support/maintenance services	ISO 9001:2015 for Quality Management Services and ISO 20000 for IT Service Management
3.3	The vendor must have minimum one Service Center/Office in Jabalpur City.	Annexure-II
3.4	The vendor must allocate at least 7 qualified Service Support Engineers (of at least 3 years' experience in similar projects), out of which one should be permanent resident engineer at ZO Jabalpur, for coordination with Field Engineers and branches over telephone and for Remote support to the branches.	Annexure-III
3.5	The service support engineers must be a local resident of Jabalpur, Narmadapuram, Chhindwara, Balaghat, Sagar, Narsinghpur District for attending calls without delay at different branches of that and nearby area.	Details of such Engineers with Name, Contact Details, Address, Qualification, Experience, Company's Appointment letter etc must be enclosed as Proof.

3.6	The service engineers must have completed his/her graduation or a relevant advanced computer/networking degree.	Copy of Degree/ Certificate of service engineers.
3.7	The service engineers should be on the firm's payroll.	Relevant proof to be submitted along with technical bid
3.8	The vendor should have at least 3 years' experience of undertaking Annual Maintenance Contract in Commercial Banks /Financial Institutions.	Annexure-IV
3.9	At least 1 contract must be active as on date with a PSB/Financial Institutions having 50 or more branches (with more than 1000 peripherals) and contract value of Rupees Five lacs & above within the states of MP/Chhattisgarh.	Copy of POs
3.10	The Bidder must have a centralized web based/ e- mail/telephonic call logging system.	Complete Details of Call Logging System and Procedure to be submitted
3.11	The vendor should not have been debarred or any Contract terminated or blacklisted by a Public Sector Bank/PSU/Government Dept. in the last 2 years.	Annexure-V
3.12	The Bidder should have GST registration certificate.	Copy of GST registration certificate.
3.13	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.



4. BIDDING PROCESS

- 4.1 The bidders are required to submit the Bids in a big cover containing two separate sealed envelopes. The First envelop, super-scribed as “**Technical Bid**”, will contain the documents in support of eligibility criteria and other required documents except Price Schedule. Second envelop super-scribed 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. Please note that all the information desired needs to be provided in sealed tenders and incomplete information may lead to rejection of bid.
- 4.2 Commercial bids of only technically qualified short listed Bidders will be opened for finalization of L1 Bidder.
- 4.3 Vendors who do not accept all the terms and conditions of the tender as well as the AMC agreement will be disqualified in the technical bid. If it is found that even after qualifying in the technical bid, the vendor concerned did not quote accordingly in the commercial bid, the rate quoted by the vendor will not be accepted for comparison with the rates quoted by the other vendors.
- 4.4 Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.

5. PERFORMANCE SECURITY

- 5.1 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 5 % of the AMC Value.
- 5.2 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.

6. PERIOD OF VALIDITY OF BIDS

The Bids Offer should remain valid for a period of 30 days from the date of commencement of RFP.



7. PAYMENT TERMS

Payment will be released on Quarterly basis (deferred mode) by Zonal Office on submission of Invoice, Call reports, PM reports and Satisfaction Letter.

8. CONDITIONS FOR MAINTENANCE SERVICES

- 8.1 The maximum response time for maintaining/attending/rectifying complaint from any of the destination specified in the scope of work/schedule of requirements shall not exceed 6 hours and the maximum time for closure of call, in any case, should not exceed 48 hours, including replacement/repairing of any part.
- 8.2 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.
- 8.3 The firm shall be responsible for taking backup of data available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
- 8.4 Call Logging System: The vendor must have a proper web based/ e-mail/telephonic call logging system and Escalation Matrix for service complaints. Calls from call Center must be allotted to service engineers within 2 Hours and the complaint number should also be informed to the respective branch or office.
- 8.5 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 for all hardware items covered under AMC in addition to the normal maintenance required and the report of each PM should be enclosed with each Quarterly Invoice, without which the invoice would not be processed.



8.6 No extra cost would be paid for PM, attending Calls or for replacement of faulty parts under normal wear and tear.

9. PENALTY FOR DOWN TIME

- 9.1 The maximum permissible downtime for any equipment is 24 hours for city branches and 48 hours for the remote branches. 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.
- 9.2 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 for subsequent quarter or bank guarantee held with the Purchaser.
- 9.3 The Bank, at its discretion, may impose penalty and/or invoke the termination clauses of the AMC agreement in case of unsatisfactory service by the vendor. The Bank will also have the option to blacklist the vendor for future AMCs.

10. PRICES

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.

11. TAXES AND DUTIES

The Vendor will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, road permits etc. in connection with delivery of goods at site including incidental services and commissioning.



12. AGREEMENT CANCELLATION

The Purchaser reserves the right to cancel the agreement in the event of one or more of the following circumstances -

- Abnormal Delay in services.
- Breach by the Vendor of any of the terms & conditions of the tender.
- If the vendor goes into liquidation voluntarily or otherwise.
- Any change in corporate policy regarding AMC of hardware, we may cancel the contract with proper notice.

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.



(Annexure-I)

**Commercial Bid for AMC
(TO BE SUBMITTED IN SEPARATE SEALED
ENVELOPE)**

To,
The Zonal Manager
Indian Bank
Zonal Office Jabalpur
P.B. No-9, Residency Road
South Civil Lines,
Jabalpur (M.P.) – 482001.

Ref: RFP No. IB/ZOJ/IT/AMC/2024-25/12 dated 16.08.2024

We hereby quote the AMC Prices of the hardware items as below

Sl. No.	Item Description	Quantity (Approx)	Item Wise AMC Price(Rs.) (Exclusive of taxes)	Total Cost (Rs.) (Exclusive of taxes)
1	PCs	212		
2	Laser Printers	114		
3	Pass Book Printers	46		
4	Fast Scanners	68		
TOTAL BID PRICE (Inclusive of taxes)				

Total Bid Price (in words): Rupees: (**Exclusive** of Taxes)

Note:

- We have gone through all the terms and conditions in the tender document and agree with the same. We understand that in event of non- compliance of the terms and conditions of the tender, our tender can be cancelled at any time of the tender process.
- The item price is inclusive of all misc. charges like transportation, labor, or any other expenses.
- Each Quoted Price and Total Bid Price is exclusive of all taxes. Taxes as applicable will be paid extra.
- We understand that the Bank is not bound to accept the tender either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Date:

Name:

Seal of the Company:

Signature:



Annexure-II

To,
The Zonal Manager
Indian Bank
Zonal Office Jabalpur
P.B. No-9, Residency Road
South Civil Lines,
Jabalpur (M.P.) – 482001.

Ref: RFP No. IB/ZOJ/IT/AMC/2024-25/12 dated 16.08.2024

Details of Service / Support center

Details of service/support centre directly owned by the company/firm in and around Jabalpur City.

Sl No	Area	Complete Postal Address of Service/Support center	Name and Contact details of Centre Head

Note:

In case if any discrepancy is found in the above mentioned information, the quotation will be liable for rejection.

Date:

Name:

Seal of the Company:

Signature:



Annexure-III

To,
The Zonal Manager
Indian Bank
Zonal Office Jabalpur
P.B. No-9, Residency Road
South Civil Lines,
Jabalpur (M.P.) – 482001.

Ref: RFP No. IB/ZOJ/IT/AMC/2024-25/12 dated 16.08.2024

Details of technical staff/Engineers to be deputed for this Project

Sr No.	Engineer/ Team Lead Name	Deputed Team Lead /Field Engineer.	Qualification & Technical Skills	No. of Year of Experience with Firm	Mobile No.	District Allotted
1		Team Lead				Jabalpur (ZO)
2		Field Engineer				Jabalpur
3		Field Engineer				Narmadapuram
4		Field Engineer				Chhindwara
5		Field Engineer				Balaghat
6		Field Engineer				Sagar
7		Field Engineer				Narsinghpur

Note:

In case if any discrepancy is found in the above mentioned information, the quotation will be liable for rejection.

Date:

Name:

Seal of the Company:

Signature:



Annexure-IV

To be submitted on the letter Head of Other Commercial Bank/Financial Institution

To whomsoever it may concern

This is to certify that <M/s Bidder's Name> has been awarded AMC contract from our Institution for the period _____ for maintenance of Computer Hardware items at a total Cost of Rs. _____/-.

The Service support of <M/s Bidder's Name> has been satisfactory.

Date:

Name:

Seal of the Company:

Signature:

अंचल कार्यालय ZONAL OFFICE
सिविल लाईंस CIVIL LINES
जबलपुर JABALPUR- 482001
Email-ID: zojabalpur@indianbank.co.in
Phone No: 0761-4002289/4009745



Annexure-V

To,
The Zonal Manager
Indian Bank
Zonal Office Jabalpur
P.B. No-9, Residency Road
South Civil Lines,
Jabalpur (M.P.) – 482001.

Ref: RFP No. IB/ZOJ/IT/AMC/2024-25/12 dated 16.08.2024

Self Declaration against Blacklisting

This is to certify that we, <M/s Bidder's Name> have not been Debarred/Blacklisted by any Public Sector Bank /PSU/ Government Department in the last 2 years.

Date:

Name:

Seal of the Company:

Signature: