



Dated : 17.02.2025

NOTICE

**This Office Tender Notice dated 17.02.2025 for
Comprehensive Annual Maintenance Contract
(AMC) for Computer Hardware and its Peripherals
at Branches and Offices of Indian Bank Zonal Office-
Mumbai South for period 01.04.2025 to 31.03.2026**

Indian Bank
Zonal Office Mumbai South

Tender Ref No ZOMUMS/EDP/HW _AMC/2025-26/01 dated 17/02/2025

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TENDER NOTICE

Comprehensive Annual Maintenance Contract (AMC) for Computer Hardware and its Peripherals at Branches and Offices of Indian Bank Zonal Office-Mumbai South for period 01.04.2025 to 31.03.2026

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SECTION-I INVITATION FOR BIDS (IFB)

1. Indian Bank, Zonal Office Mumbai South invites sealed bids (Technical and Commercial) for AMC of computer items like Desktop PCs, Printers, other Peripherals etc. for the period of one (1) year, which may be extended at the discretion of the bank for further period of one (1) year.
2. Branches and Offices to be covered under the AMC are about 69, spread across districts like Mumbai (urban & suburban), Raigad and Thane.
3. In this connection, sealed Technical bids and Commercial Bids are invited from eligible bidders for the Maintenance of the items in the following categories-

Sl.No	Category	Items covered
1.	Computer Hardware And Peripherals	PC, High-Speed Dot-Matrix Printer, Dot Matrix Printer, PassBook Printer, Monochrome Laser Printer, Multi function printer, Flatbed Scanner, High Speed Scanner, etc.

4. Complete tender document is available on our website.

5. The details are as under:

Sl. No.	Items	Details
1.	Tender/Bid Ref No	ZOMUMS/EDP/HW_AMC/2025-26/01 dated 17/02/2025
2.	Price of RFP (Non-Refundable)	Rs. 500 (Rupees Five Hundred)
3.	Last Date & Time of Submission of bids (Both Technical and Commercial)	03.03.2025 at 03:00 PM
4.	Date and Time of Opening of Technical Bids	03.03.2025 at 03:30 PM
5.	Date and Time of Opening of Commercial Bids	To be notified subsequently to the technically qualified Bidders
6.	Place of submission and opening of Bids	Indian Bank, Zonal Office, Mumbai (South) 2nd Floor 37, Mumbai Samachar Marg, Fort Mumbai Fort - 400023 E-mail: zomumbaisouth@indianbank.co.in
7.	Bid Validity	90 days from the date of submission of bids

8. This is a Two Bid System tender, wherein the bidder is required to submit Sealed Technical bid & Sealed Commercial Bid in physical form within the stipulated date and time at the aforementioned address.
9. Technical Bids will be opened in the presence of the Bidder's representatives who choose to attend on the specified date and time. Technically qualified bids will be taken up for further processing and the Commercial Bids of technically qualified Bidders will be opened on separate date and time which will be notified separately.

10. MSEs (Micro and Small Enterprises) are exempted from paying the Earnest Money deposit (EMD) amount for which the concerned enterprise needs to provide necessary documentary evidence. For MSEs, the provisions as per Government of India shall be considered while evaluating the tender.
11. No further discussion/ interface will be granted to Bidders whose bids have been disqualified.
12. Indian Bank reserves the right to accept or reject in part or full any or all the offers without assigning any reasons whatsoever.
13. In case of any discrepancy noticed within the Tender Document at a later stage, the discretion of the Bank shall prevail and be binding on the Bidder.
14. **Disclaimer**
 - i. The Tender document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank after completion of the evaluation process detailed in the Tender.
 - ii. While this section is a Preface to the entire document, the following sections are meaningfully segregated for better understanding of the document. The section headings or any other headings do not have any contractual sequence and the submission of responses should be based on the total understanding of the document.
 - iii. The responses should be comprehensive enough to cover the requirements envisaged in the document and all supporting Annexure. The Bidder is advised to consult the Tender document and all its supporting Annexures to arrive at a solution for proposing to the Bank, and in developing technical and commercial responses.
 - iv. The Tender for all intents and purposes is final. However, Bank reserves the right to bring about any changes in requirements / scopes and the same will be communicated to the Bidders well in advance so as to allow the Bidders sufficient time to prepare their proposal.

**Dy. General Manager
Indian Bank
Zonal Office, Mumbai South**

SECTION II- INSTRUCTION TO BIDDERS (ITB)**1. Introduction**

The Bidder is expected to examine all instructions, forms, terms and conditions etc given in the Tender Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Existing Setup:

At present, bidder/s are required to provide onsite AMC for the computer hardware items of 69 no of Branches/Offices. The approximate/tentative inventory of items are as detailed under:

Description	Desktop PC	Desktop PC under warranty#	Multifunction Laser Printer	Passbook Printer	Laser Printer	High Speed Scanner	Scanner Flatbed
Qty	347	224	16	85	146	63	29

*Approximate

For under warranty PCs software support required (OS, Antivirus, Radia, NAC, configuration, etc.) as per scope of work of bid document except replacement of hardware. In case any hardware issue found, vendor has to lodge the complaint with OEM.

3. ELIGIBILITYCRITERIA:

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
1.	Bidder should be a Registered Pvt ltd Company in Mumbai for a minimum period of 5 (Five) years as on 31-03-2024. In case of mergers / acquisitions / restructuring or name change, the date of establishment of earlier/original partnership firm/limited	Copy of Certificate of Incorporation issued by the ROC and Articles of Association should be submitted.
2.	Bidder should have an average annual turnover of more than INR 50 Lakhs in each of the last three financial years (i.e.2021-22,2022-23,2023-24). Further, their net profit should be positive in the last three financial years and their net worth should also be positive in each of the last three financial years. This must be the individual company turnover and not of any group of	Certificate duly certified by the Chartered Accountant and details as per Annexure - 2
3.	The bidder should have experience (during 2023-24) of providing AMC of following items in at least one Scheduled Commercial	Performance Statement as per Annexure-3 along with Customer credential

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
	Bank (of at least 1000 branches)/PSU / Financial Institution/ Govt. Departments. 1. Desktop PCs- 500 2. Statement/Laser/Passbook Printers- 100 3. Flatbed/ High Speed/ CTS Scanner-100	
4.	The bidder should have service support centre in Mumbai region and Minimum 50 nos. of Permanent/ Resident service engineers on its payroll. For this project, selected bidder has to provide at least 2 dedicated field engineer in all districts (Raigad, Thane, Mumbai) and additional 6 engineers for Mumbai urban and suburban region and Three resident engineer at Zonal Office (Experience 3 years and above) without any extra cost to the bank. The FE engineers should have minimum 2 years of working experience in nationalized banking branch support and should be competent enough to resolve the basic Issues.	Details of service support centre and engineers (District wise) as per Annexure-4
5.	The Bidder should not have been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions and not have been insolvent / bankrupt on the date.	Bidder should submit an Undertaking (To be submitted as Annexure -7).

5. **Two Bid System:**

Bidders are required to submit the Sealed Technical Bid along with sealed commercial bid in physical form on or before the last date and time mentioned in Tender.

The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.

The tender offer should be submitted, in one sealed envelope super-scribed '**Tender for AMC of Computer Hardware/Software in Indian Bank, Zonal Office, Mumbai South** ', which in turn should contain two sealed covers super-scribed as **Envelope I- (Technical Bid) and Envelope II- Commercial Bid**

ENVELOPE - I - Technical Bid

The Technical Bid should be completed in all respects and should contain all information asked for in the exact format given in the Tender, except prices. The Technical Bid must not contain any price information. The Bank, at its sole discretion, may not evaluate a Technical Bid in case of non-submission or partial submission of details. Any decision of the Bank in this regard shall be final, conclusive and binding upon the Bidder.

The Technical bid must be made in an organized and structured manner in the following form:

- a. Tender Cost Rs. 500/- (Rupees Five Hundred) in the Form of DD Payable to Indian Bank, Mumbai
- b. Bid Form as per Annexure-1
- c. Bidder's turnover and profit as per Annexure-2
- d. Performance Statement along with Enclosures as per Annexure-3
- e. Self-certified details of Service support centres, Engineer on payroll and escalation matrix as per Annexure-4
- f. Copy of Registration certificate of the bidder's company / firm signed by authorized signatory.
- g. Self-Declaration on Black Listing as per Annexure-7
- h. Signed and stamped tender document
- i. Any other documents deemed necessary.

ENVELOPE - II - Commercial Bid

The Bidder should submit **Commercial Bid (strictly as per Annexure - 6)** with the prices.

6. Bid Opening and Evaluation of Bids:

The purchaser will open only the Technical Bids as per the schedule mentioned in Tender. The Commercial bids for technically qualified bidders only will be opened on a later date subsequent to the technical evaluation. The Bank will notify the date and time of opening of the Commercial bids to the technically qualified bidders.

6.1 Technical Bid Evaluation

The opened technical Bids will be evaluated by the Bank on the basis of Completeness of the Technical bid (including eligibility criteria, Annexures etc.) in all respects and availability of all information/details.

6.2 Commercial Evaluation

- 6.2.1 The Bids of technically qualified bidders will be commercially evaluated by the Bank.
- 6.2.2 Commercial bid should not have any alteration or overwriting.
- 6.2.3 Evaluation of all eligible bidders will be done in Indian Rupees only. Evaluation will not be based on any conditional / additional discount.
- 6.2.4 For commercial evaluation, **Total Bid Price (AMC Cost for all the items for one year)** quoted by bidder in its **Commercial Bid (Annexure-6)**, will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid & Ranking of bidders will be done accordingly.

- 6.2.5 The bidder quoting the lowest **Total Bid Price (AMC Cost for all the items for one year)** in its commercial bid will be declared lowest bidder (L1 Bidder) & subsequent ranking of the other bidders will be done accordingly.

6.3 Clarification of Bid

To assist in the scrutiny, evaluation and comparison of offers the purchaser may, at its discretion, ask some or all bidders for clarification /compliance of their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. If the clarification/compliance sought by the Bank from the bidder is not submitted within the stipulated time period specified to the bidder, The Bank reserves the right to disqualify the bid of that bidder as “non - responsive”.

- 6.3.1 Arithmetical errors will be rectified on the following basis.

“If there is a discrepancy between unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its Bid will be rejected.”

- 6.3.2 The Bank, at its discretion, may waive any minor informality, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all Bidders and Indian Bank reserves the rights for such waivers.

7. Notification of Award

- 7.1.1 After completion of Evaluation of bids, the Bank will notify the successful bidder/s in writing by letter/email, that its bid has been accepted.
- 7.1.2 Within 7(Seven) days of Notification, the bidders shall sign and date the AMC Agreement and return it to the purchaser along with the required performance Security.

9. Period of Contract

The period of contract shall initially be for a period of One (1) year, which may be renewed for further period of one year or less, at the discretion of the Bank, on the same terms and conditions of the Tender & Commercial offer.

10. Confidentiality

The vendor will be exposed to internal business information of the Bank, affiliates, and/ or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. After termination of the contract also they should not divulge any data / information.

11. Limitation of Liability

Vendor 's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a) IP Infringement indemnity

- b) Bodily injury (including Death) and damage to real property and tangible property caused by vendor's gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the vendor that gave rise to claim, under this tender.

12. Bank's right to accept or reject any bid or all bids

Bank enforces the right to accept or reject any bid, and to annul the bidding process and reject any/all bid/s at any time prior to award of Contract.

13. Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

14. Patent Rights

The Service provider shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

15. Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

16. Other Terms and Conditions

The vendor will provide insurance cover to it 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 and loss or damage to their life or person or property while working in the bank.

ANNEXURE 1 - BID FORM

Ref No.:

Date:

**The Dy. General Manager
Indian Bank
Zonal Office, Mumbai South**

Having examined the Tender (Ref. No. **ZOMUMS/EDP/HW_AMC/2025-26/01 dated 17/02/2025**) including all Annexure, the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to provide AMC Services in conformity with the said Tender in accordance with the Schedule of prices indicated in the commercial offer and made part of this bid.

I/We agree to abide by this bid for the period of **90 days after** the date fixed for opening of Technical bid, by the Bank, through the referred Tender or any of the addenda and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal agreement is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contact, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I/We agree that the Bank will have Single Point of Contact with us, at the address stated below, for the entire services to be provided by us in case our bid is accepted.

Name & Address of the Bidder's Official for Single Point of Contact:

.....

.....

We understand that the bank is not bound to accept any/all the bids the bank may receive.

Dated this _____ day of _____ 2025

(Signature)

(In the Capacity of)

Duly authorised to sign bid for and on behalf of
(Name & Address of Vendor) _____

Annexure 2 –Bidder Turnover & Profits
(To be submitted on the letter head of the Bidder)

Name of the Bidder Company / Firm: _____

Details of turnover and profit for last three years:

Sr. No.	Financial parameters of the bidder Business Results	Annual Turnover (INR)	Net Profit / (Loss) (INR)	Net Worth (INR)
1	2021-2022			
2	2022-2023			
3	2023-2024			
	Only Bidder company / Firm audited figures need to be mentioned. <i>(Not to include subsidiary, affiliate or group entities figures)</i>	(Mention the above amount in INR only)		

Certified By:
(Chartered Accountant)

Seal & Signature of authorized signatory
(For Bidder)

Place:

Date:

ANNEXURE – 3 - PERFORMANCE STATEMENT FORMAT (FOR A PERIOD OF LAST ONE YEAR)

Name of the Bidder:_____.

Name and the Full Address of The Purchaser	Order Number and Date	Description and Quantity of ordered items	Value of Order	AMC Period

Attach copy of Purchase Orders & credential letter.

Place:

Date:

Seal & Signature
Authorized Signatory

ANNEXURE-4**DETAILS OF SERVICE CENTER/ ENGINEERS DETAILS/ ESCALATION MATRIX**

Detail of service/ support centre directly owned by the Company / firm in and around Mumbai South, Raigad/Thane

Sl no	DISTRICT/ CITY	Complete Postal Address of service/ support centre	Name and Contact details of Centre Head

Engineer details (Minimum 20 no of Permanent/ Resident service engineers on its payroll)

Sl No	District	Engineer's Name	Qualification on & Technical Skills	No of Year of Experience with Firm	Mobile No	Address
1						
2						
3						

ESCALATION MATRIX

Service-Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email Address
1		First Level Contact					
2		Second level contact (If response not received in 24Hours)					
3		Regional/ Zonal Head (If response not received in 48Hours)					

Place:

Date:

Seal & Signature
Authorized Signatory

Annexure-5
STANDARD AMC AGREEMENT

(ON NON-JUDICIAL STAMP PAPER)

(Agreement with Vendor for Annual Maintenance)

This agreement made the ----- day of -----between Indian Bank a body corporate constituted under the Banking Companies Act, (hereinafter called "Bank") which expression/shall include its successors and assigns and

VENDOR M/s _____

hereinafter called the "BIDDER" has agreed to provide and Bank has agreed to accept from the company, to provide comprehensive onsite AMC support/services in response to Bank's Tender Ref No. _____, subject to the Bank paying charges to the company on the following terms and conditions:

1. COMMENCEMENTS AND TERM:

- 1.1 This agreement is effective and valid from ----- to -----with an option with the Bank to extend the contract for a further period of One Year or less on the same terms and conditions.
- 1.2 Upon termination or after expiration of this agreement each party shall forthwith return to the other all papers, materials and other properties of the other held by each for the purpose of execution of this agreement as may be necessary for the orderly non-disrupted business continuation of each party.

2. Payment terms:

The charges payable by Bank to the company for the AMC described herein will be the AMC quoted or agreed by the company in its bid in response to the Tender and no additional charges whatsoever should be claimed by the vendor. The unit-wise AMC finalised price/s are detailed as under:

Item	AMC amount per unit per year	No of units	Total AMC amount of all the units for one year

The charges shall be payable **quarterly on arrear basis** i.e., after each three months AMC period, as on actuals (the exact hardware items maintained during the period) on submission of invoices, preventive maintenance & satisfactory report signed and stamped by the branches by the company for payment due in accordance with this agreement accompanied by all the requisite papers.

The bidder is required to submit satisfactory service support report from the end user branches along with the payment bill as said herein above. The bidder is required to submit the quarterly

preventive maintenance reports of all the Hardware items at every site, duly signed and stamped by the concerned branch as well as the engineer, along with the payment invoice.

The AMC charges shall be made promptly by the Bank within one month, from the date of submission of invoice, subject to submission of satisfactory report(s) from the branches, by the bidder.

3. WORKING HOURS

The maintenance services shall be rendered on all days' subject to the Bank's requirement to keep the equipment in good working condition and order. The service consists of corrective and preventive maintenance and includes carrying out of necessary repairs to the installed equipment.

4. RELOCATION OF SYSTEMS

During the maintenance agreement in force, the Bank may relocate the system and keep the Bidder informed. In case of relocation of equipment, transport and other incidental charges will be borne by Bank. The list of branches provided at annexure '10' is therefore an indicative list of present branches. The Bank may, in future, decide to open more branches and in turn decide to relocate the Hardware elsewhere; the hardware so shifted would be covered by this contract.

5. EXCLUSIONS

The maintenance agreement does not include:

- i. Electrical work external to the equipment or maintenance of accessories, attachments machines or other devices.
- ii. Damage resulting from accidents, fire, lightning, cost of repair or replacement due to these factors. These will be charged for labour as well as parts.

6. TERMINATION FOR CONVENIENCE

The Bank, by 30 days' written notice sent to the Service provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Service provider under the Contract is terminated, and the date upon which such termination becomes effective.

7. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days' written notice of default sent to the Service provider, may terminate this Contract in whole or in part:

- a) If the Service provider fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
- or
- b) If the Service provider fails to perform any other obligation(s) under the Contract.

- c) If the Service provider, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

‘For the purpose of this clause:

“corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

“fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

8. JURISDICTION/ARBITRATION

In case of any dispute or any difference arising at any time between the parties in respect of this agreement, the same shall be resolved by mutual discussion and if not resolved then in accordance with and subject to the provision of the Indian Arbitration Act 1940 and only the Courts of Mumbai shall have jurisdiction in all matters arising out of or connected with this agreement. Further, this agreement is subject to laws of India only.

9. FORCE MAJEURE:

The Successful bidder shall not be liable for forfeiture of its performance security, penalty, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this clause, “Force Majeure” means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case, not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

10. LIABILITIES & INDEMNITIES

The Bidder represents and warrants that the repair and maintenance of products hereby do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The Bidder agrees that it will and here by does, indemnify the Bank from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach.

11. CONFIDENTIALITY

The Bidder acknowledges that all materials and information which has or will come into its possession or knowledge in connection with this agreement of the performance, hereof, consists, of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to Bank. The Bidder agrees to hold such material and information in strictest confidence not to make use thereof other than for the performance of this agreement, to release it only to employees requiring such information, and not to release or disclose it to any other parties. The Bidder shall take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied.

12. OTHER TERMS AND CONDITIONS

The relationship between the Bank and Successful Bidder/s is on principal-to-principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.

13. SCOPE OF Work and SERVICES

13.1 Selected Bidder/s have to provide one dedicated service engineer (FM), 2 Nos. at Banks Zonal Office on all working days for normal office working hours who shall coordinate with the branches regarding the Maintenance/service-related issues and also responsible to lodge/follow-up the complaints on its' company portal/Toll free number on behalf of the branches till the complete resolution. In case of the above engineer's non- availability, Bidder will provide back-up engineer arrangement. No separate charges will be paid by the Bank.

13.2 All call should be attended within one business day.

13.3 Bidder has to attend the complaints related to:

13.3.1 The vendor will be required to provide maintenance for Hardware items, operating systems, installation or re-installation of operating systems along with OS service packs and critical patches, installation of application software like MS-Office, Anti-Virus, Biometric software, Adobe, NAC agent, eKYC etc., installation and configuration of peripherals like PCs, Passbook Printer, Statement printers, Laser Printers, Servers, Scanner/ CTS scanner etc. with CBS as required by the Bank from time to time & require assistance in data recovery.

13.3.2 In case, if the problematic item is in warranty contract, then the vendor should lodge call with the respective vendor or OEM and should follow up with them to rectify the issue within Turn-around time (TAT). However, TAT penalty will not be applicable if the AMC or Warranty contract vendor is of another company/OEM.

13.3.3 Bringing PC into the Bank's Domain after reinstallation of PC.

13.3.4 Configuration of IP address and establishment of connectivity with LAN/WAN

13.3.5 Browser configuration for application/s.

13.3.6 Configuration of Email.

13.3.6 Creating shortcuts etc as per the requirements of the user.

13.3.7 Restoration of the data backup.

13.3.8 Installation of other software / patches related to banking operation.

13.3.9 Installation of Server/ Oracle as per Bank's requirement.

14. Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. Comprehensive AMC for the printers should cover all parts including printer head/ fuser assembly set /power cables/ connecting cables except toner/ cartridge / plastic parts. (Computer means CPU as well as monitor.) The vendor is required to maintain sufficient spares in their local offices in each district so that there is no delay due to non-availability of parts or replacement parts being indented from bidder's central office.
15. The selected bidder has to perform physical verification of all the hardware items covered under AMC for this Tender and affix stickers (With Name of Successful bidder, AMC period, Contact Details for call logging) on every PC & printer etc. The bidder has to provide complete Hardware Inventory (including the items in warranty) (both branch wise and consolidated) within 15 days from the starting of AMC contract from all the branches/ Offices in the Banks agreed format. Based on re-assessment, the number of hardware items may be increased or decreased during the period of the Contract which may be included or excluded from the list. The assets can also be shifted from one location to another location and the vendor providing maintenance support shall continue the support for such items, on being informed by The Bank. In case of any change in quantity of Hardware, the successful bidder has to provide support at the same rate finalized in this Tender.
16. Preventive Maintenance(PM) of all the hardware items is to be done at least once in a quarter and consolidated report of the same signed by the branches should be submitted to Zonal Office IT department at each quarter end. The payment will be released only after the submission of PM report.
17. Vendor should submit the daily branch wise report of the logged/ attended/ closed/ pending calls. They should also submit the cumulative weekly report of all the calls logged/ attended/ closed/ pending during the week without fail.
18. The vendor should train the engineers regularly as per bank's requirement.
19. No charges will be payable for the movement of engineer from one location to another for attending to service calls.
20. No charges will be payable for carrying the spares/ equipment from site to Bidder's Work and back.
21. Performance Obligation
 - 21.1. All Calls have to be attended within one working day.
 - 21.2. AMC vendor should keep sufficient spares at their office or at our Zonal Office and should provide replacement parts including motherboard, hard disks, SMPS/Power supply, RAM, monitors, print head, logic card, LAN card etc. within two (2) working day.
 - 21.3. If the systems could not be rectified within two (2) working days, standby systems with equal or higher configuration should be provided on next working day.
 - 21.4. If Standby system is provided, then the faulty system must be repaired or replaced with

equal or higher configuration within seven (7) working days excluding the day of reporting.

- 21.5. Violation of performance obligation can trigger invoking of the vendor's performance security.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

Signed, Sealed and Delivered by the

Said _____ (For the Bank)

In presence of

Signed, Sealed and Delivered by the

Said _____ (For the Company)

In presence of

Annexure 6

Commercial Bid Format

Tender for the Onsite Comprehensive AMC of Computer Hardware at Indian Bank, Zonal Office, Mumbai South				
SI No	Description	AMC Amt (Rs) per unit for one year	Qty	Total Price for one year(Rs)
		(A)	(B)	Excluding taxes
				A*B=C
1	Desktop PC (Dell/Acer etc)		347	
2	Warranty Desktop PC (Dell/Acer etc)		224	
3	Laser Printer /multi-function printer (Single/ Duplex) HP/Samsung/Canon/Epson etc.)		162	
4	Pass Book Printer (Epson/Olivetti/ TVS etc.)		85	
5	Flatbed SCANNER (Epson/HP/Canon etc.)		29	
6	ADF Scanner		63	
	Total Bid Price (AMC Cost			

*Total Bid Price: _____ (Rupees _____)

- The payment shall be made as per actual hardware under maintenance (based on inventory of the branch on banks format). There may be a variation in the quantities listed above and the actual.
- *However, for arriving at the L1 bidder, the Total Bid Price above shall be considered.

Date: _____

Name of the Bidder: _____

Contact Number: _____

Name of the Authorized person: _____

Email Id: _____

Signature & Seal of the Authorized person: _____

Annexure-7
SELF DECLARATION - BLACKLISTING

To,
The Dy. General
Manager Indian Bank,
Zonal Office

Dear Sir,

Sub: Tender for Annual Maintenance Contract (AMC) for Computer Hardware and its Peripherals at Branches and Offices of Indian Bank Zonal Office-MUMBAI SOUTH

Ref: Your Tender ref no. ZOMUMS/EDP/HW _AMC/2025-26/01 dated 17/02/2025

We hereby certify that; we have not been debarred/ blacklisted for corrupt and fraudulent practices by the Govt. of India / State Governments / Regulatory Agencies / PSU/other institutions and not have been insolvent / bankrupt on the date.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:

ANNEXURE 8
LIST OF BRANCHES /OFFICES

S N	IBGA	Branch code	BRANCH	Address
1	A170	2405	AIROLI	Shop No 10 To 14 Pratik Corner Plot No 49 Ground Floor Sector 8 A Airoli Navi Mumbai-400708 Thane Maharashtra
2	A600	7187	AMBARNATH SHIV MANDIR ROAD	Mari Gold Shiva Ganga Road Ambarnathambarnath Ambarnath-421501 Thane Maharashtra
3	A156	2194	AMBARNATH SHIVAJI CHOWK	Swanand Shopping Complexb Cabin Road Shivaji Chowk Ambarnath(East) Ambarnath-421501 Thane Maharashtra
4	B188	2891	BADLAPUR EAST	Shop No 1- 4 Jineshwar Apartment Midc Road Gandhi Chowk Badlapur € Badlapur-421503 Thane Maharashtra
5	B525	6874	BADLAPUR WEST	Shop No 12-15 Ground Floor Gauri Krishna Apartment Belawali Badlapur (W)Badlapur West Badlapur-421503 Thane Maharashtra
6	B102	1814	BHANDUP (WEST)	Lake Road Near Police Station Bhandup West Bhandup Mumbai 400078 Greater Mumbai-400078 Mumbai Maharashtra
7	B789	7152	BHINGAR	Bhingar Village Ajivali Bhingar-410221 Raigad Maharashtra
8	B050	679	BHIWANDI	N Arcade Opp.S T Bus Stand Bhiwandi Nizampur-421302 Thane Maharashtra
9	B110	1889	BRAHMAND	Ground Floor Universal High School Brahmand Phase 6 Dharmachapada Ghodbunder Road Thane (W)Thane-400607 Thane Maharashtra
10	C074	1513	CBD BELAPUR	Shop No.9.10 And 11 Balaji Bhavan Sector 11 Cbd Belapur Near Railway Station Navi Mumbai-400614 Thane Maharashtra
11	C012	11	CHEMBUR	N G Acharya Marg Chembur Mumbai Greater Mumbai-400071 Mumbai Maharashtra
12	C035	415	CUFFE PARADE	Ground Floor Lalit Building 37 Nathala Parekh Marg Colaba Greater Mumbai-400001 Mumbai Maharashtra
13	C036	414	CUMBALA HILL	Cumbala Hill Branch 56 Jewellers Apartments Dr. Gopalrao Deshmukh Marg Greater Mumbai Greater Mumbai-400026 Mumbai Maharashtra
14	D049	1644	DHARAVI	Shop No 20 Ground Floor Dhuri Towers 90 Feet Road Greater Mumbai-400017 Mumbai Maharashtra
15	D047	1231	DOMBIVELI EAST	Sudama Plaza Manpada Road Dombivli (East) Dombivli Kalyan-Dombivli-421201 Thane Maharashtra
16	D653	6567	DOMBIVELI WEST	Priyadarshini Apartment Dombivali West Dombivali West Kalyan-Dombivli-421202Thane Maharashtra
17	G126	3030	GHANSOLI	Shop No. 5 Trishul Gold Coast Sector-9 Ghansoli Navi Mumbai-400701 Thane Maharashtra
18	G008	13	GHATKOPAR	Smeat Apartments Upashraya Lane Ghatkopar (East)Ghatkopar Greater Mumbai-400077 Mumbai Maharashtra
19	K300	2890	KALAMBOLI	Shop No 2-5 Pali Road Sector-20 Pratik Harmony Sector-20 Kalamboli Navi Mumbai Panvel Raigarh-410218 Raigad Maharashtra
20	K065	637	KALYAN AGRA ROAD	Above Ramdev Hotel' A` Wing- I St Floor Agra Roadkalyan (West)Kalyan-Dombivli-421301Thanemaharashtra
21	K544	5215	KALYAN SHIL ROAD	Shop No10 Sundra Plaza Bail Bazar Kalyan Shil Road Kalyan -Dombivli-421301 Thane Maharashtra
22	K226	2216	KAMOTHE	Shop No 7-10 Grd Floor Shree Shraddha Avenue Plot No- 65 Sector- 20 Kamotthe Navi Mumbai Panvel Raigarh-410209 Raigad Maharashtra
23	A123	1619	KHARGHAR SECTOR 2	No. 28 To 30 Grow More Tower Plot No. 5 Sector 2 Kharghar Navi Mumbai Kharghar Panvel-410210 Raigad Maharashtra
24	K691	6768	KHARGHAR SECTOR 6	Shop No 11-15 Shah Corner Sector 6 Kharghar Distt Raigarh Navi Mumbai Maharastra 410210 Raigad Maharashtra
25	K262	2529	KHOPAT-THANE	Office No.7 Ground Floor Akruiti Smc Lbs Marg Khopat Thane West Thane-400601 Thane Maharashtra
26	K038	15	KING`S CIRCLE	Shanmukhananda Hall Building 292 Jayashankar Yagnik Margking`S Circlesion East Greater Mumbai-400022 Mumbai Maharashtra
27	K316	3029	KOPARKHAIRNE SECTOR 17	Ground Floor Moraj Casa Grande Sector - 17 Plot 57 Koparkhairane Koparkhairane Navi Mumbai-400709 Thane Maharashtra
28	K789	7336	KOPARKHAIRNE SECTOR 2 A	Sector-2A Koperkhairane Koparkhairnenavi Mumbai-400709 Thane Maharashtra

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29	K844	6643	KURLA	B No 86 Nijdhm Chs Ltdnehru Nagar Kurla East Kurla Greater Mumbai-400024 Mumbai Suburban Maharashtra
30	M013	16	MANDVI	281/287 Kanmoor House 1St Floor Narsi Natha Street Mandvi Masjid Bunder West Greater Mumbai-400009 Mumbai Maharashtra
31	M049	18	MATUNGA BAZAAR	Deodhar Roadmatunga Bazaar Matunga Eastgreater Mumbai-400019 Mumbai Maharashtra
32	M059	688	MULUND	Opp Old Sampson English School R H B Road Mulund (West)Mulund (West)Greater Mumbai-400080 Mumbai Maharashtra
33	M764	4261	MULUND (EAST)	Ground Floor Sai Imperia Gopal Krishna Gokhale Road Sai Imperia Mulund East Greater Mumbai-400081 Mumbai Suburban Maharashtra
34	F523	4182	MUMBAI - FORT	37 Mumbai Samachar Marg Post Box No 282 Mumbai Samachar Marg Allahabad Bank Buildin Gold Custom House Greater Mumbai-400023 Mumbai Maharashtra
35	B761	4624	MUMBAI BHANDUP	Shop No 23 To 27 Mayuresh Shristilbs Margbhandup Westbhandup Westgreater Mumbai-400078Mumbai Suburbanmaharashtra
36	B027	12	MUMBAI FORT	United India Building Sir P M Roadnear Rbi Museum Fort Mumba Igreater Mumbai-400001 Mumbai Maharashtra
37	M665	5692	MUMBAI MATUNGA	Taikla Wadi Matunga Rd West Matunga Greater Mumbai-400016 Mumbai Maharashtra
38	P578	4187	MUMBAI PAREL	Dr Ambedkar Road Parel Post Box No 6610 Hiramani Super Market Lal Baug Lower Parel Greater Mumbai-400012 Mumbai Maharashtra
39	M216	2003	MUMBRA	Surme Plaza. Ground Flooropp: Millennium Hospital Old Mumbai Pune Roadkausa Mumbbrathane-400612 Thane Maharashtra
40	N052	867	NARIMAN POINT	210 Mittal Tower"B" Wing Ground Floor Nariman Point Mumba Igreater Mumbai-400021 Mumbai Maharashtra
41	N123	1977	NAVY NAGAR COLABA	Retail Issue Shop Navy Nagar Colaba Greater Mumbai-400005 Mumbai Maharashtra
42	N034	612	NEPEAN SEA ROAD	37B B.G. Kher Marg Ridge Road Walkeshwar Greater Mumbai-400006Mumbai Maharashtra
43	N581	6703	NERUL SECTOR 19	Sector 19 Nerul (E)Navi Mumbai Navi Mumbai-400706 Thane Maharashtra
44	N110	1664	NERUL SECTOR 7	Shop No3 4 5 6 7 Moreshwar Plaza Plot No 19 Sector 29 Nerul East Navi Mumbai Navi Mumbai-400706 Thane Maharashtra
45	N120	1931	NEW PANVEL	Daffodils Building Panvel-Matheran Road Sector -12 Plot No.24 New Panvel Navi Mumbai Panvel-410206 Raigad Maharashtra
46	P568	6689	PANVEL	Plot No 24 Tanishq Heights Rupali Cinema Circle Mtnl Road Old Panvelpanvel-410206 Raigad Maharashtra
47	S302	3169	SEAWOOD DARAVE	Shop No4 5 6 & 7 Neelkhanth Residency Plot No 2 Sector 46 A Nerul Navi Mumbai Thane-400706 Thane Maharashtra
48	S633	7155	SHAHPUR	1 Agrawal House Pandit Nakashiv Shakti Mill Compound Shahapur - 421601 Thane Maharashtra
49	S028	19	SION	Maryland Corner Sion (East)Sion Greater Mumbai-400022 Mumbai Maharashtra
50	S314	3299	SION CIRCLE	Satyam Sivam Sundaram Chs Opposite Pvr Cinema Sion Circle Sion Mumbai Greater Mumbai-400022 Mumbai Maharashtra
51	S190	2057	SPECIALISED CREDIT BRANCH DHARAVI	Shanti Towers 90 Feet Road Dharavi Greater Mumbai-400017 Mumbai Maharashtra
52	T199	3028	TALOJA	Plot No. 22 Sector 4 Taloja Phase 1 Taloja Panvel-410208 Raigad Maharashtra
53	T552	4479	THANE NAVPADA ROAD	408 Prakash Bhavan Gokhale Road Naupada Thane-400602 Thane Maharashtra
54	T129	1591	THANE WEST	G-1 Hamilton A Hiranandani Estate Patlipada Ghodbunder Road Thane (West)Thane-400607 Thane Maharashtra
55	C060	1449	TILAK NAGAR (MUMBAI)	65 Matoshree Bldg.Kurla Terminus Road Tilaknagar Chembur Greater Mumbai-400089 Mumbai Maharashtra
56	N124	1978	ULHAS NAGAR EAST(NEW ERA SCHOOL)	Shop No-11 &12 Ground Floor Shree Krishna Sardha Tower Lal Chakki Chowk Ulhasnagar-4 Ulhasnagar -421004 Thane Maharashtra
57	U016	1085	ULHASNAGAR	Murlidhar Compound Central Hospital Road Ulhasnagar 421003 Ulhasnagar-421003 Thane Maharashtra
58	U044	3694	ULWE SECTOR 19	Shop No 123 Saipride Plot No 153 Sector 19 Ulwe-410206 Raigad Maharashtra

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59	V093	85	VASANT GARDEN (MATUNGA MAIN S R)	Malabar Hill Road Vasant Garden Mulund (West)Greater Mumbai-400082 Mumbai Maharashtra
60	V079	1487	VASHI JUHU ROAD	2-1 Land Marks Ector 14 Juhu Nagar Vashi Navi Mumbai Navi Mumbai-400703 Thane Maharashtra
61	V514	5975	VASHI SECTOR 17	Unit No 2 Arenja Arcad Esector 17 Vashi Navi Mumbai Vashi Navi Mumbai- 400703 Thane Maharashtra
62	W501	4792	WADALA	No 10 Wadala West Wadala Greater Mumbai-400031 Mumbai Maharashtra
63	Z042	9602	ZONAL OFFICE	Second Floor 37 Mumbai Samachar Marg Fort Mumbai Greater Mumbai- 400023 Mumbai Maharashtra
64	R715	7551	MAPC MUMBAI SOUTH	Second Floor 37 Mumbai Samachar Marg Fort Mumbai Greater Mumbai- 400023 Mumbai Maharashtra
65	R211	3352	RAPC MUMBAI SOUTH	Second Floor 37 Mumbai Samachar Marg Fort Mumbai Greater Mumbai- 400023 Mumbai Maharashtra
66	R309	3658	RAPC NAVI MUMBAI	2 Plot 9 & 10 Annex Building Banking Complex Sector 19A Vashi-400703 Navi Mumbai Maharashtra
67	R268	3588	RAC MUMBAI SOUTH	Second Floor 37 Mumbai Samachar Marg Fort Mumbai Greater Mumbai- 400023 Mumbai Maharashtra
68	R355	3719	RAC NAVI MUMBAI	2 Plot 9 & 10 Annex Building Banking Complex Sector 19A Vashi-400703 Navi Mumbai Maharashtra
69	Z104	9015	ZONAL STATIONARY DEPOT	C F C Building No 2 Gala no -7 & 7A sector 19 APMC vashi- 400705