



Dated : 12.03.2025

NOTICE

Tender Notice dated 12.03.2025 for
Comprehensive Annual Maintenance Contract
(AMC) for Computer Hardware and its Peripherals
at Branches and Offices of Indian Bank,
Zonal Office-Karnal
for period 01.04.2025 to 31.03.2026

Indian Bank
Zonal Office Karnal

Tender Ref No ZOKNL/IT/AMC/2025-26/01 dated 12/03/2025

TENDER NOTICE

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

Tender Ref No ZOKNL/IT/AMC/2025-26/01 dated 12/03/2025

SECTION-I INVITATION FOR BIDS (IFB)

1. Indian Bank, Zonal Office Karnal 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 66, spread across various districts in Haryana.
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, PassBook Printer, Monochrome Laser Printer, Multi function printer, Flatbed Scanner, High Speed Scanner, etc.

4. Complete tender document is available on our website.

The details are as under:

5.

Sl. No.	Items	Details
1.	Tender/Bid Ref No	ZOKNL/IT/AMC/2025-26/01 dated 12/03/2025
2.	Price of RFP (Non-Refundable)	Rs. 500 (Rupees Five Hundred)
3.	Last Date & Time of Submission of bids (Both Technical and Commercial)	27.03.2025 at 03:00 PM
4.	Date and Time of Opening of Technical Bids	28.03.2025 at 03:00 PM
5.	Date and Time of Opening of Commercial Bids	28.03.2025 at 04:30 PM
6.	Place of submission and opening of Bids	Indian Bank, Zonal Office, Karnal 1 st Floor, S.P. Building, Novelty Road, Karnal-132001, Haryana E-mail: zokarnal@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 specified date and time.
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.

**Deputy General Manager
Indian Bank
Zonal Office, Karnal**

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 66 no of Branches/Offices. The approximate/tentative inventory of items are as detailed under:

Description	Desktop PC with monitor	Desktop PC under warranty#	Multifunction Laser Printer	Passbook Printer	Laser Printer	High Speed Scanner	Scanner Flatbed
Qty	254	209	42	72	45	50	26

**Approximate*

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

The quantity stated may vary depending on items becoming obsolete and replacement by new PCs by Bank time to time which shall be informed by Bank on monthly basis for updation of inventory at your end and invoicing accordingly.

3. ELIGIBILITYCRITERIA:

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
1.	The bidder should be a Public/Private Limited Company/LLP and should be in existence in India.	Relevant documents to be submitted

2.	The bidder should have at least executed 03 orders in PSU/BFSI, and must have one single contract of value more than Rs 10 lac (exclusive of GST) or above for Maintenance of computer Hardware and peripherals with any PSU/Public sector bank/Government dept.	Relevant documents to be submitted. Performance statement with customer credentials as per annexure-7
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Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
3.	The bidders who are registered /approved by any govt department will be given preference.	Relevant documents to be submitted
4	All bidders must enclose valid GST/PAN registration and service tax registration certificate along with bid. Also must have ISO registration 9001:2015 & 27001:2002	Relevant documents to be submitted
5.	The bidder should have service support centre in Haryana/Chandigarh/New Delhi and Minimum 15 nos. of Permanent/ Resident service engineers on its payroll. For this project, selected bidder has to provide one resident engineer at Zonal Office Karnal (Experience 2 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-2
6.	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 -5).

7	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.
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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 - Indian Bank, Zonal Office, Karnal**', 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, Karnal
- b. Bid Form as per Annexure-1
- c. Self-certified details of Service support centres, Engineer on payroll and escalation matrix as per Annexure-2
- d. Copy of Registration certificate of the bidder's company / firm signed by authorized signatory.
- e. Self-Declaration on Black Listing as per Annexure-5
- f. Signed and stamped tender document
- g. Any other documents deemed necessary.

ENVELOPE - II - Commercial Bid

The Bidder should submit **Commercial Bid (strictly as per Annexure - 4)** with the prices.

6. Bid Opening and Evaluation of Bids:

The purchaser will open Technical Bids and commercial bids as per the schedule mentioned in Tender.

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-4)**, 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 as per Annexure-3 and return it to the purchaser along with the performance Security for amount of five percent (5%) of the value of the contract in form of bank guarantee from a commercial bank. Performance security should be valid for a period of sixty days beyond the completion of AMC contract period.

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 Bidder is required to comply with all prevailing Statutory provisions/Minimum Wage Act/Contract Labor rules etc framed by Government time to time. 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 Deputy General Manager
Indian Bank
Zonal Office, Karnal**

Having examined the Tender (Ref. No. ***ZOKNL/IT/AMC/2025-26/01 dated 12-03-2025***) including all Annexures, 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 DETAILS OF SERVICE CENTER/ ENGINEERS DETAILS/ ESCALATION MATRIX

Detail of service/ support centre directly owned by the Company / firm in Haryana/Chandigarh/New Delhi

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

Engineer details (Minimum 15 no of Permanent/ Resident service engineers on its payroll)

Sl No	District	Engineer's Name	Qualification & 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-3
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 on **quarterly** 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 Karnal 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), 1 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.

- 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.

15. Comprehensive AMC for the printers :

- 1. Checking the printers or equipment, cleaning of devices etc. so that printers or their equipment work in more efficient manner.
- 2. AMC services for printers will include repair and replacement of logic cards, power supply card, formatter card, DC controller etc.
- 3. Providing of all services under AMC contract shall be the sole responsibility of the vendor. Bank will not be liable for delays/violation from the third party OEMs.
- 4. Printer head, cartridge, Printer ribbon, encoder strip, burnt cases, plastic parts – knobs/Hinges/Flaps/Trays/Cables/Toner/ Ink Cartridge/ Ribbon and other stationary. Above parts can be replaced on chargeable basis which should be reasonable and should not be more than market rate.

- 16.** 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.

- 17.** 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.
- 18.** 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.
- 19.** 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.
- 20.** The vendor should train the engineers regularly as per bank's requirement.
- 21.** No charges will be payable for the movement of engineer from one location to another for attending to service calls.
- 22.** No charges will be payable for carrying the spares/ equipment from site to Bidder's Work and back.
- 23.** Performance Obligation
 - 23.1. 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.
 - 23.2. 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.
 - 23.3. 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.
 - 23.4. 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.
 - 23.5. In case the service provider (successful bidder) fails to meet the above standards of service, a penalty of Rs.300 per day or part thereof (till the time computer/peripheral 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 centers are excluded for the above downtime calculation.

- 23.6. 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 4

Commercial Bid Format

Tender for the Onsite Comprehensive AMC of Computer Hardware at Indian Bank, Zonal Office, Karnal				
Sl 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 with monitor (Dell/Acer/HP etc)		254	
2	Warranty Desktop PC (Dell/Acer/HP etc)		209	
3	Laser Printer / (Single/ Duplex) HP/Samsung/Canon/Epson /Brother etc.)		45	
4	Pass Book Printer (Epson/Olivetti/ TVS/LIPI etc.)		72	
5	Flatbed SCANNER (Epson/HP/Canon etc.)		26	
6	ADF Scanner (EPSON/ALARIS/HP etc)		50	
	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 No: _____

Name of the Authorized Person: _____ email Id: _____

Signature & Seal of the Authorized Person: _____

Annexure-5 SELF DECLARATION – BLACKLISTING

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

Dear Sir,

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

Ref: Your Tender ref no. ZOKNL/IT/AMC/2025-26/01 dated 12/03/2025

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 6
LIST OF BRANCHES /OFFICES

S.No	BRNAME	CBSCODE	Address
1	ALIYASPUR	7361	V ALIYASPUR, POST ZAFFARPUR TEHSIL BARARA ALIYASPUR ZAFFARPUR ALIASPUR district- AMBALA -133206 HARYANA
2	AMBALA CANTT.	4173	SHUKLA BUILDING NICHOLSON ROAD AMBALA CANTT AMBALA CANTT AMBALA SADAR district- AMBALA -133001 HARYANA
3	AMBALA CITY	4472	6, FRIENDS COLONY JAGADHARI GATE JAGADHARI GATE, AMBALA AMBALA district- AMBALA -134003 HARYANA
4	HANSI GATE, BHIWANI	661	AANCHAL PLAZA NAYA BAZAR ROAD HANSI GATE TALUKA- BHIWANI BHIWANI district- BHIWANI -127021 HARYANA
5	BOH	734	ROAD BOH BOH BOH BOH district- AMBALA -133021 HARYANA
6	BADAULI	2428	VILLAGE BADAULI VILL BADAULI BADAULI VPO GANJBARH BADAULI district- PANIPAT -132103 HARYANA
7	BAHAL	6564	TRUST MARKET,Near BUS STAND BAHAL BAHAL BEHAL district- BHIWANI -127028 HARYANA
8	BARA	7360	VPO BARA BARA BARA BARA district- AMBALA -133004 HARYANA
9	BARARA	7406	NEAR SEN GOVT MODEL SCHOOL PREET NAGAR BARARA BARARA district- AMBALA -133201 HARYANA
10	MEHAM GATE, BHIWANI	6511	CIRCULAR ROAD MEHAM GATE BHIWANI BHIWANI district- BHIWANI -127021 HARYANA
11	BIHTA	4577	BIHTA BIHTA BEHTA district- AMBALA -133101 HARYANA
12	BINJALPUR	4637	DOSARKA SADHAURA ROAD BINJALPUR BINJALPUR BINJALPUR district- AMBALA -133206 HARYANA
13	CHARKHI DADRI	2487	NEAR ENFIELD SHOWROOM WARD NO - 16, LOHARU ROAD CHARKHI DADRI CHARKHI DADRI CHARKHI DADRI district- CHARKHI DADRI -127306 HARYANA
14	CHEEKA	6641	KARTAR ENCLAVE, KAITHAL ROAD NEAR ANAJ MANDI, CHEEKA CHEEKA CHEEKA CHEEKA district- KAITHAL -136034 HARYANA
15	CHULKANA	4658	VPO CHULKANA TEHSIL SAMALKHA CHULKANA CHULKANA CHULKANA district- PANIPAT -132101 HARYANA
16	FATEHABAD	2532	SHOP NO. 569 GERA COMPLEX G.T. ROAD FATEHABAD FATEHABAD district- FATEHABAD -125050 HARYANA
17	GHARAUNDA	6558	SHOP NO 179, NEW GRAIN MARKET GHARAUNDA GHARAUNDA GHARAUNDA district- KARNAL -132114 HARYANA
18	HISSAR	1557	SCO 55 Red Square Market, HISSAR HISSAR HISAR district- HISAR -125001 HARYANA
19	HANSI	5942	HANSI HANSI HANSI district- HISAR -125033 HARYANA
20	HISAR GREEN SQUARE MARKET	5990	90 OPPOSITE TAXI STAND, NEAR MAIN ROAD HISAR HISAR HISAR district- HISAR -125001 HARYANA
21	URBAN ESTATE, JIND	2372	SCO-21 DISTT SHOPPING CENTRE HUDA GROUND, NEAR KHARB HOSPITAL JIND JIND district- JIND -126102 HARYANA
22	JAGADHARI	6512	PLOT NO C-7/1101 USHA COLONY AMBALA ROAD JAGADHARI JAGADHARI JAGADHRI district- YAMUNANAGAR -135003 HARYANA

23	RANI TALAB, JIND	5971	OPPOSITE RANI-TALAB, DIWAN KHANA MARKET TAXI STAND WALI GALI JIND JIND JIND district- JIND -126102 HARYANA
24	MAIN BRANCH, KARNAL	561	SCO NO 78 MAHILA ASHRAM SHOPPING COMPLEX BEHIND BUS STAND KARNAL KARNAL district- KARNAL -132001 HARYANA
25	OLD SABZI MANDI, KAITHAL	1845	CHANDANI CHOWK OLD SUBZI MANDI KAITHAL KAITHAL KAITHAL district- KAITHAL -136027 HARYANA
26	SECTOR 17,KURUKSHETRA	2040	SCO 86 SECTOR 17 CITY CENTRE KURUKSHETRA KURUKSHETRA THANESAR district- KURUKSHETRA -136118 HARYANA
27	KHUDDAKALAN	2190	AMBALA JAGADHARI ROAD AMBALA JAGADHARI ROAD VILL + POST - KHUDDA KALAN KHUDDA KALAN district- AMBALA - 133104 HARYANA
28	KACHHWA	2429	Near Bus Stand V.P.O KACHHWA KACHHWA KACHHWA district- KARNAL -132025 HARYANA
29	AMBALA ROAD, KAITHAL	5946	AMBALA ROAD KAITHAL KAITHAL KAITHAL district- KAITHAL - 136027 HARYANA
30	SECTOR 6, KARNAL	5947	MAIN MARKET, URBAN ESTATE KARNAL KARNAL KARNAL district- KARNAL -132001 HARYANA
31	SECTOR 13, KURUKSHETRA	5940	HUDA MARKEET KURUKSHETRA KURUKSHETRA THANESAR district- KURUKSHETRA -136118 HARYANA
32	LADWA	6640	RADAUR ROAD INDRI CHOWK LADWA LADWA district- KURUKSHETRA -136132 HARYANA
33	MOHRA	735	G T Road DURANA ROAD, MAIN MARKET VPO MOHRA MOHRA MOHRA district- AMBALA -133004 HARYANA
34	MACHHRAULI	2641	VILLAGE & POST MACHHRAULI TEHSIL- SAMALKHA MACHHRAULI MACHHROLI district- PANIPAT -132101 HARYANA
35	MACHCHAUNDA	6422	DRM OFFICE, VILL MACHCHAUNDA MACHCHAUNDA MACHCHAUNDA MACHCHAUNDA MACHHONDA district- AMBALA -133004 HARYANA
36	MADLAUDA	6846	MAIN KAVI ROAD, VILL/ PO MADLAUDA OPP NIDHI NURSING HOME MADLAUDA MADLAUDA MADLAUDA district- PANIPAT - 132113 HARYANA
37	NARWANA	6340	DSS-5, HUDA MARKET,RAILWAY ROAD NARWANA NARWANA NARWANA district- JIND -126116 HARYANA
38	NILOKHERI	6573	NILOKHERI NILOKHERI NILOKHERI district- KARNAL -132117 HARYANA
39	NISSING	6642	VPO NISSING, OPPOSITE CIVIL HOSPITAL KARNAL RAOD NISSING NISSING NISANG district- KARNAL -132024 HARYANA
40	NOORWALA PANIPAT	6901	BARSAT ROAD, NEAR SHALINI GAS AGENCY NOORWALA NOORWALA PANIPAT district- PANIPAT -132103 HARYANA
41	PANIPAT	596	G T ROAD OPP - RAILWAY ROAD PANIPAT PANIPAT district- PANIPAT -132103 HARYANA
42	PREET NAGAR	1544	PREET NAGAR 959, JAGADHRI ROAD AMBALA CANTONMENT AMBALA AMBALA district- AMBALA -133001 HARYANA
43	PHOOSGARH	2188	VPO PHOOSGARH PHUSGARH district- KARNAL -132037 HARYANA
44	PALLUVAS	2231	HARIPUR PALUWAS PALUWAS PALUWAS district- BHIWANI - 127021 HARYANA
45	PEHOWA	7088	OPPOSITE AGARWAL MARBLE, AMBALA ROAD PEHOWA PEHOWA PEHOWA district- KURUKSHETRA -136128 HARYANA

46	MAPC KARNAL	3232	URBAN ESTATE SECTOR 6 MAIN MARKET, KARNAL KARNAL district- KARNAL -132001 HARYANA
47	RAPC KARNAL	3338	SECTOR 6 KARNAL KARNAL KARNAL district- KARNAL -132001 HARYANA
48	RAC KARNAL	3612	KARNAL KARNAL KARNAL district- KARNAL -132001 HARYANA
49	RASULPUR	4667	VILLAGE RASULPUR RASULPUR RASULPUR RASULPUR district- YAMUNANAGAR -133204 HARYANA
50	RATIA	6337	SCF 22,MANDI TOWNSHIP URBAN ESTATE RATIA RATIA RATIA district- FATEHABAD -125051 HARYANA
51	AMBEDKAR CHOWK, SIRSA	1504	Seth Nanak Chand Tule Ram Jhunthra Trust Bldg. Ambedkar Chowk SIRSA SIRSA district- SIRSA -125055 HARYANA
52	SECTOR 9 KARNAL	2187	S.C.O. 3, SECTOR 9 URBAN ESTATE KARNAL KARNAL district- KARNAL -132001 HARYANA
53	SHAHABAD MARKANDA	2298	RAMA VIHAR G.T. ROAD SHAHABAD MARKANDA SHAHBAD district- KURUKSHETRA -136135 HARYANA
54	SAHA	2501	NEAR BUS STAND SAHA LINK ROAD SAHA SAHA district- AMBALA -133104 HARYANA
55	SECTOR 12 PANIPAT	2502	SCO NO 10 HUDA MARKET SECTOR-12 PANIPAT PANIPAT district- PANIPAT -132103 HARYANA
56	SECTOR 13, HISSAR	2698	SECTOR -13, MARKET HISSAR HISSAR HISAR district- HISAR -125001 HARYANA
57	SADAURA	4174	Thane Wali Gali SADHAURA SADHAURA SADAURA district- YAMUNANAGAR -133204 HARYANA
58	SAFIDON	6339	SAFIDON SAFIDON SAFIDON district- JIND -126112 HARYANA
59	SAMALKHA	6591	BENIWAL COMPLEX MAIN GT ROAD SAMALKHA SAMALKHA SAMALKHA district- PANIPAT -132101 HARYANA
60	SHAHPUR	4582	VILL. P.O. SHAHPUR VIA - KULDIPNAGAR SHAHPUR district- AMBALA -133004 HARYANA
61	ANAJ MANDI, SIRSA	5941	66 ADDITIONAL GRAIN MARKET JANTA BHAWAN ROAD SIRSA SIRSA SIRSA district- SIRSA -125055 HARYANA
62	TARAORI	6663	SONKARA ROAD TARAORI TARAORI TARAORI district- KARNAL -132116 HARYANA
63	TOHANA	6748	556, RATIA ROAD TOHANA TOHANA TOHANA district- FATEHABAD -125120 HARYANA
64	UJJANA	6310	NEAR H.C.T.M AMBALA ROAD, 5TH MILE STONE UJJANA KULTARAN UJANA district- KAITHAL -136027 HARYANA
65	YAMUNA NAGAR	491	SHOW ROOM NO.2,PLOT NO.B-5/386 GANPATI BUILDING YAMUNANAGAR JAGADHARI ROAD, YAMUNANAGAR YAMUNANAGAR district- YAMUNANAGAR -135001 HARYANA
66	ZONAL OFFICE KARNAL	9634	1st Floor, SP Building , Behind Indian Oil Petrol Pump, Novelty Road, KARNAL district- KARNAL -132001 HARYANA

ANNEXURE - 7
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