



Dated : 28.04.2025

NOTICE

**This Office Tender Notice dated 28.04.2025 for
Comprehensive Annual Maintenance Contract
(AMC) for Computer Hardware and its Peripherals
at Branches and Offices of Indian Bank Zonal Office-
Surat for period 01.06.2025 to 31.05.2026**

**Indian Bank
Zonal Office Surat**

Tender Ref No ZOSURAT/HWAMC/2025-26/01 dated 28/04/2025

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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-Surat for period 01.06.2025 to 31.05.2026*

Tender Ref No ZOSURAT/HWAMC/2025-26/01 dated 28/04/2025

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SECTION-I INVITATION FOR BIDS (IFB)

1. Indian Bank, Zonal Office Surat 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 Surat (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	ZOSURAT/HWAMC/2025-26/01 dated 28/04/2025
2.	Price of RFP (Non-Refundable)	Rs. 500 (Rupees Five Hundred)
3.	Last Date & Time of Submission of bids (Both Technical and Commercial)	15.05.2025 at 03:00 PM
4.	Date and Time of Opening of Technical Bids	15.05.2025 at 04:00 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, Surat, 101-102, 3rd Floor, West Field Square, Vesu, Surat - 395007 E-mail: zosurat@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.

**Asst. General Manager
Indian Bank
Zonal Office, Surat**

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

Descri ption	Desktop PC	Desktop PC under warranty #	Laser Printer	Passbook Printer	High Speed Scanner	Scanner Flatbed
Qty	240	100	80	55	55	19

*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 having presence in Gujarat for a minimum period of 3 (Three) years as on 31-03-2025. 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 500 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. Fill Details in Annexure 2
3.	The bidder should have experience (during 2022 to 2025) of providing AMC of following items in at least three Scheduled	Performance Certificate from Customer required.

Sr. No.	Eligibility Criteria	Documentary Evidence to be submitted to the bank
	Bank (of at least 500 Computers)/PSU / Financial Institution/ Govt. Departments. 1. Desktop PCs- 500 2. Statement/Laser/Passbook Printers- 100 3. Flatbed/ High Speed/ CTS Scanner-50 Or 2 POs of 300 Computers or 3 POs of 200 Computers.	
4.	The bidder should have service support centre in Valsad, Surat, Bharuch, Narmada, Navasari, Baroda, Dang, Chota Udepur, Tapi and Minimum 2 nos. of Permanent service engineers on its payroll at each districts of the Service covered under this Scope. For this project, selected bidder has to provide at least 2 dedicated field engineer in all districts and 1 RE (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 of hardware/ software issues Successful bidder has to provide onsite Engineer support (on own expenses) at Zonal Office level for the AMC period.	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, Surat** ', 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, Surat
- 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 Asst. General Manager
Indian Bank
Zonal Office, Surat**

Having examined the Tender (Ref. No. **ZOSURAT/HWAMC/2025-26/01 dated 28/04/2025**) 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 contract, 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)		

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 nearby district i.e. Valsad, Surat, Bharuch, Narmada, Navsari, Baroda, Dang, Chota Udepur, Tapi along with proof of address.

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

Engineer details (Minimum 2 no of Permanent/ Resident service engineers on its payroll in each District)

Sl No	District	Engineer's Name	Qualification on & Technical Skills	No of Year of Experience with Firm	Mobile No	Address
1	Valsad					
2	Surat					
3	Bharuch					
4	Narmada					
5	Navsari					
6	Baroda					
7	Dang					
8	Chota Udepur					
9	Tapi					

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 Surat 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, Surat				
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 (Dell/Acer etc)		240	
2	Warranty Desktop PC (Dell/Acer etc)		100	
3	Laser Printer / HP/Samsung/Canon/Epson etc.)		80	
4	Pass Book Printer (Epson/Olivetti/ TVS etc.)		55	
5	Flatbed SCANNER (Epson/HP/Canon etc.)		19	
6	ADF Scanner		55	
7	Multi-function printer (Single/ Duplex)		20	
	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 Asst. General Manager
Indian Bank, Zonal
Office Surat

Dear Sir,

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

Ref: Your Tender ref no. ZOSURAT/HWAMC/2025-26/01 dated 28/04/2025

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

Sr No.	CBS Code	IBGA Code	Branch Name	Address
1	3081	A210	ABRAMA VALSAD	INDIAN BANK VALSAD DHARAMAPUR ROAD KARMABHUMI HEIGHTS OPP.PRAMUKH SANNIDHYA VALSAD GUJARAT-396002
2	1694	A130	ADAJAN	UG -1 SANGHVI TOWER ADAJAN SURAT GUJARAT SURAT GUJARAT-395009
3	5882	A551	AJWA ROAD	DEVKI CHAMBERS NEAR MAHAVIR HALL AJWA ROAD AJWA ROAD VADODARA GUJARAT-390019
4	1011	A071	ALKAPURI	3 VRAJ WADI SOCEITY JETALPUR ROAD NEAR CHIKUWADI ALKAPURI VADODARA GUJARAT-390007
5	3087	A211	ANKLESWAR	Shop No 4 and 5 Near Rajkamal Building Old N. H. No. 8 Ankleshwar GIDC BHARUCH GUJARAT-393002
6	932	A063	ATHWA LINES	SHOP NO. 23-28 CORNER POINT COMPLEX OPP SEJAL APARTMENT CITY LIGHT SURAT GUJARAT-395007
7	390	B011	BARODA	N Z PLAZA GROUND FLOOR GHEEKANTA ROAD NEAR TOWER CHAAR RASTA RAOPURA VADODARA GUJARAT-390001
8	5972	B768	BHARUCH	25-27 GOLDEN PLAZA COMPLEX OPP BSNL OFFICE M G ROAD PANCH BATTI BHARUCH GUJARAT-392001
9	1661	B089	BHATAR	A-42 JIVKOR NAGAR NEAR: SWAMI VIVEKANAND GARDAN BHATAR ROAD BHATAR SURAT GUJARAT-395001
10	5309	B854	BOMBAY MARKET	ADITIYA AWAS BUILDING BOMBAY MARKET UMARWADA UMARWADA SURAT GUJARAT-395010
11	2176	D068	DAMAN	SHOP NO 1 2 AND 3 BUILDING D DUTTA SAGAR AIRPORT ROAD NANI DAMAN NANI DAMAN NANI DAMAN DAMAN DAMAN AND DIU-396210
12	3445	D106	DHARAMPUR VALSAD	APEXA OPP AVA BAI HIGH SCHOOL HALAR ROAD VALSAD VALSAD VALSAD GUJARAT-
13	635	F002	FATEHGUNJ	SHOP NO 2 GF ASTORIA BUILDING NEXT TO 7 SEAS MALL FATEHGUNJ VADODARA GUJARAT-390002
14	1689	G064	GOTRI	001/B KRISIL TOWER OPP. YASH COMPLEX GOTRI ROAD VADODARA VADODARA GUJARAT-390021
15	2674	K276	KARELIBAGH	15-18 DHANLAXMI COMPLEX OPP.MANGALYA HALL AIRPORT CIRCLE KARELIBAUG VADODARA GUJARAT-390022
16	3088	K330	KATARGAM	301 Plot No. A3 A4 and A5 Empire Square Building Opposite Lake Garden KATARGAM SURAT GUJARAT-395004
17	2491	M282	MAKARPURA	17 - 20 Shree kunj Heights Manjalpur Manjalpur BARODA GUJARAT-390011
18	715	A050	MANJUSAR	Mahadev Falia Baroda Savli Road Manjuser Manjuser VADODARA GUJARAT-391776
19	6409	M645	MAROLI	MATRUPITRU KRUPA MAROLI BAZAR MAROLI BAZAR MAROLI 396436 MAROLI BAZAR MAROLI MAROLI NAVSARI GUJARAT-396436

20	5904	S800	NANA VARACHA	G-5-6-7 SARTHI COMPLEX HIRABAUGH VARACHAA ROAD SURAT GUJARAT-395006
21	659	N042	NAVSARI	G-1 Ground Floor Swiss Terminus Nagtalvadi Ashanagar NAVSARI GUJARAT-396445
22	2480	N146	NEW ADAJAN	GROUND FLOOR SIDDHI VINAYAK PARADISE GANGESHWAR MAHADEV MANDIR ROAD ADAJAN SURAT GUJARAT-395009
23	2789	N158	NEW ALKAPURI	18-21 ANANTA TRENDZ NARAYAN GARDEN SOCIETY VUDA ROAD NEW ALKAPURI NEW ALKAPURI VADODARA GUJARAT-390021
24	927	P095	PANOLI	L/913/7 GIDC Panoli Ankleshwar - Industrial Estate GIDC PANOLI BHARUCH GUJARAT-394116
25	2887	P252	PARVAT PATIYA	Ground Floor 9 - 10 Times Square Near Vakil Wadi Surat Kadodara Road Parvat Patiya SURAT GUJARAT-395010
26	4350	R543	RAJMAHAL ROAD	GIRIDHAR CHAMBERS OPP. HATHI POLE RAJMAHAL ROAD VADODARA VADODARA GUJARAT-390001
27	7223	R548	RAJPIPLA	JAISWAL BHAVAN SANTOSH CHAR RASTA RAJPIPLA OPP. SWAMI NARAYAN MANDIR NARMADA GUJARAT-393145
28	1207	S095	SACHIN	1 & 2 Ground Floor SHREE DARSHAN COMPLEX Opp: L D HIGH SCHOOL STATION ROAD SACHIN SURAT GUJARAT- 394230
29	3062	S295	SALABATPUR	SHOP NO. 4 GROUND FLOOR TRADE HOUSE RING ROAD SALABATPURA SURAT GUJARAT-395002
30	5548	S536	SAYAJIGANG	CHAVANS BUNGLOW OPP WORLD TRADE CENTRE BARODA SAYAJIGUNJ VADODARA VADODARA VADODARA GUJARAT- 390005
31	2034	S187	SILVASA	348/3/2 NIKHILESHWAR OPP PRAMUKH DARSHAN NAROLI ROAD SILVASA SILVASA DADRA AND NAGAR HAVELI-396230
32	387	S039	SURAT	Shop No.12 to 15 Reshamwala Market Ring Road SURAT SURAT GUJARAT-395002
33	583	V059	VALSAD	OPP. BAI AVABAI SCHOOL HALAR ROAD NEAR SBI BANK STATION ROAD VALSAD VALSAD GUJARAT-396001
34	786	V037	VAPI IND ESTATE	C-5/47-70 GIDC CHAR RASTA VAPI GIDC VAPI VALSAD GUJARAT-396195
35	3063	V150	VARACHHA	801-A GROUND FLOOR MOHAN NAGAR BLDG. NR. JEEVAN DHARA HOTEL GEETANJALI CHOK VARACHHA ROAD SURAT GUJARAT-395006
36	3101	V153	VASNA ROAD	SHOP NO 12 TO 17 ARISTO NR PRIYA TALKIES VASNA BHAILY CANAL ROAD BARODA GUJARAT-391410
37	2579	V123	VESU	Plot No. 4 AVALON The Business HUB B/H S.D. Jain School Big Bazar Lane Vesu SURAT GUJARAT-395007
38	9643	Z139	ZO SURAT	101-102, 3rd FLOOR, WEST FIELD SQUARE, VESU, SURAT - 395007
39	3368	R227	RAPC SURAT	SHOP NO C 101, AAGAM SHOPPING WORLD, NEAR AGARWAL SCHOOL, CANAL ROAD VESU, SURAT - 395007
40	3242	R147	MAPC SURAT	SHOP NO C 101, AAGAM SHOPPING WORLD, NEAR AGARWAL SCHOOL, CANAL ROAD VESU, SURAT - 395007
41	3732	R363	RAPC BARODA	FIRST FLOOR, N Z PLAZA, GHEE KANTA ROAD, RAOPURA, VADODARA - 390001

42	3623	R298	RAC SURAT	101-102, 3rd FLOOR, WEST FIELD SQUARE, VESU, SURAT - 395007
43	3625	R300	RAC Vadodara	FIRST FLOOR, N Z PLAZA, GHEE KANTA ROAD, RAOPURA, VADODARA - 390001
44	About to open in Jun 2025		Althan	About to open in Jun 2025
45			Bardoli	
46			ChotaUdepur	
47			Dang	
48			Vyara	