



# **INDIAN OVERSEAS BANK**

## **REQUEST FOR PROPOSAL (RFP)**

(IOB/RFP/RCC/1/2022-23 dated 25.02.2022)

**FOR**

**ANNUAL MAINTENANCE CONTRACT**

**OF**

**VARIOUS DESKTOPS, PRINTERS AND SCANNERS**

**FOR**

**BRANCHES UNDER**

**REGIONAL OFFICE, BHOPAL**

**Bid Details** – Annual Maintenance Contract for Computer Hardware and peripherals like Desktops, Printers and Scanners of various Make/Models (herein after referred as AMC)

**Table 1:**

1	RFP Reference Number	IOB/RFP/RCC/1/2022-23 dated 25.02.2022
2	Last date and time for seeking clarification from us on the terms & conditions of the RFP	7 <sup>th</sup> March 2022 by 2:00 pm
3	Last date and time for Receipt Of Bidding Document along with supporting documents	21 March 2022 on or before 3:00 pm at the Bank's, Regional Computer Centre, Regional Office, Bhopal. (Should be submitted to the contact officials in person or by Registered Post only).
4	Date, time and venue for opening of Technical Bid	21 march 2022 at 4:00 pm at the Bank's Regional Computer Centre, Regional Office, 2CP Square Malviya Nagar, Bhopal-462003 Phone: 0755-3567573
5	Address for Communication /Submission of Bids	Regional Computer Center (RCC) Indian Overseas Bank, Regional Office, 2CP Square Malviya Nagar, Bhopal-462003 Phone: 0755-3567573
6	EMD	Rs.5000/- (Rupees Five thousand Only) in the form of Demand Draft in favour of Indian Overseas Bank, payable at Bhopal
7	Cost of RFP ( non refundable)	Rs.500/- (Rupees Five Hundred Only) in the form of Demand Draft in favour of Indian Overseas bank, payable at Bhopal
8	Contact officials for any clarification.	Mr. Vizender Singh Vishen (Chief Manager) Telephone – 0755-3567573 Mr. Jai kumar Meena – (Assistant Manager-Systems) Telephone – 0755-3567573
9	Contact e-mail ID	<a href="mailto:2253rcc@iob.in">2253rcc@iob.in</a>

Indian Overseas Bank reserves the right to accept or reject any or all Quote documents without assigning any reasons thereof and the decision of the bank will be final and binding.

## **INSTRUCTIONS TO BIDDER**

### **1. INTRODUCTION**

Indian Overseas Bank, a Public Sector Bank (hereinafter referred to as Bank) has its Central Office at Anna Salai Chennai, Tamil Nadu- 600002 and Regional Office at 2 CP Malviya Nagar, Bhopal-462016 requests for proposal from reputed vendors meeting the eligibility criteria (section 11 of this document) for providing AMC at it's branches/offices at various locations under Bhopal Region.

### **2. SCOPE OF WORK**

Proposals are invited from reputed vendors for providing AMC at it's branches/offices at various locations under Bhopal Region for a period of One year (Pro-Rata basis i.e. AMC will start from expiry of existing AMC given in **ANNEXURE VII** till 31.03.2023 and payment will be done accordingly) from the date of signing of this contract by the successful bidder. Scope involves maintenance of PC's, printers and scanners located at various offices spread **across 57 branches and located in 27 districts of Madhya Pradesh**. Details of branches are given in Annexure VII. Bank has right to terminate The AMC at any point of time during the period of AMC without given any prior Notice.

### **3. SUBMISSION OF BIDS**

Bidder ready to meet the requisite service levels and minimum time to repair, as detailed in section 11 to section 13 of this RFP are required to submit their technical and commercial bids.

Technical and Commercial Bids duly signed and stamped (Company Seal) on all pages by authorised officials capable of binding the company/firm should be submitted in separate sealed covers. Technical bids should be super scribed as **"Technical bid under RFP for AMC of desktops, printers and scanners"**. Technical Bids should not indicate any information on commercial prices quoted by the bidder. Technical bids indicating prices quoted (commercial) will be summarily rejected. Duly signed and stamped commercial bid should be sealed in separate cover and super scribed as **"Commercial bid under RFP for AMC of desktops, printers and scanners"**. Bidders are required to number all pages of the technical and commercial bids. Sealed covers containing technical and commercial bids are to be enclosed in a master cover along with DD of Rs. 500/-towards cost of the document and EMD of Rs. 5000/- along with Annexure I and Annexure II of this document (duly signed and stamped).

The master cover should indicate the name and address of the bidder and should be super scribed as **"Bid documents for RFP for AMC of desktops, printers and scanners"** and should be addressed to:

**The Senior Regional Manager,  
Indian Overseas Bank,  
Regional Office,  
2 CP Square,  
Malviya Nagar ,Bhopal-462003.**

Covers containing bid documents should be submitted through registered post only or should be dropped in the dropbox kept at the RCC. Address is provided in **Table 1**.

#### **4. DEADLINE FOR SUBMISSION OF BIDS**

Bid must be received by the Bank at the address specified in the Bid Document within the specified date and time. In event of the specified date for submission of bids being declared a holiday for the Bank, the bids will be received up to appointed time on next working day.

The Bank may, at its discretion, extend this deadline for submission of bids which will be duly notified through an amendment.

#### **5. BIDDING DOCUMENT**

Technical and Commercial Bids duly signed and stamped (Company Seal) on all pages by authorised officials capable of binding the company/firm should be submitted in a separate sealed cover. All bidders are required to number all pages of the technical and commercial bids. All bidders are required to submit the required duly signed annexure's along with supporting documents requested in the RFP. The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.

#### **6. COST OF BIDDING**

The Bidder shall bear all the costs associated with the preparation and submission of its bid and INDIAN OVERSEAS BANK (here in after referred to as the Bank) will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **7. AMENDMENT OF BIDDING DOCUMENTS**

- a) At any time prior to the deadline for submission of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding documents through an amendment to RFP.
- b) Amendments, if any will be notified through Bank's web site to all prospective Bidders, which have received the Bidding documents and will be binding on them.
- c) In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the Bank may, at its discretion, extend the dead line for submission of bids, if required.

#### **8. CLARIFICATIONS OF BIDS**

To assist in the examination and evaluation and comparison of bids, Bank at its discretion may ask the bidder for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

**9. CONTACTING THE BANK**

Any instance of any bidder trying to influence the bank in the evaluation/comparison process or contract award decision may result in the rejection of the Bidders' bid.

**10. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

**11. ELIGIBILITY CRITERIA:**

Technical bids meeting the following eligibility criteria alone will be eligible for further process of evaluation and commercial bids of those bidders alone will be opened. Bids not meeting the eligibility criteria will be rejected and EMD of bids not meeting the eligibility criteria will be returned and not considered for further process. Technical bids should meet the following minimum eligibility criteria:

- a) Reputed bidders having experience in maintaining computer hardware and peripherals like desktops, printers and scanners of various makes and models, need only apply. The AMC vendor should be in the business of maintenance of computers and its peripherals for at least 5 years (registration certificate/incorporation certificate/other relevant documents evidencing to support this claim will have to be produced in original for verification).
- b) Bidder must have work order for AMC in FY 2018-19, 2019-20 and 2020-21 for minimum of 400 Desktops & its peripherals per order. (Purchase order or work order of same must be attached as proof).
- c) Bidder must have been providing satisfactory AMC/FMS services in the last Five years in Madhya Pradesh State (Last five years Purchase order or work order from reputed clientele of same must be attached as proof).
- d) Bidder must have min. Rs. 20 Crore turnover in services per year for last three financial years i.e. FY 2018-19, 2019-20 and 2020-21.
- e) The bidder should have operating profit during last three financial years. Audited Balance sheet and Profit/Loss statement of the firm to be provided of last three financial years i.e. FY 2018-19, 2019-20 and 2020-21.
- f) The Bidder should be an ISO 9001, 20001 and 27001 Certification.

- g) Bidder must have service centre/support centre at Bhopal and Strong support of technical staff with maximum presence in locations where IOB branches are located with the ability to resolve call within the standard maintenance time mentioned in clause 13(f). Engineer list must be attached with their locations.
- h) The Bidder should not be currently blacklisted by any Government/Government agency/ Bank.
- i) The Bank reserves the right to verify/evaluate the claims made by the vendor independently. Any misrepresentation will entail rejection of the offer.

**12. HARDWARE VOLUME & ANNUAL MAINTENANCE CHARGES :**

The quantity of the Hardware & Peripherals is as mentioned below which may be changed due to inclusion/exclusion of the equipment up to the variation of 25% of the total quantity. The AMC amount will be paid at the end of the quarter as arrear. It's the responsibility of vendor to collect asset details at the beginning of the contract and to maintain the inventory. In case, if any asset is missed out from the AMC contract, the vendor should attend the call for those assets and can include those assets for next payment. If there is mismatch of serial numbers of the asset, the asset serial numbers can be rectified at later stage without any delay in attending the calls.

Particulars	No. of items
Desktop	395
Passbook printer	57
Scanner	59
Laserjet printer	70
MultiFunction Printer	8

The quantity of desktops, printers and scanners are subject to change as per banks disposal and procurement policy.

**Note : The Actual AMC Amount will be calculated by Pro-Rata basis.**

**13. REPAIR AND MAINTENANCE CRITERIA:**

THE VENDOR will maintain the EQUIPMENT in good working order. To serve the said purpose, they have to provide the following repair and maintenance services:

- a) AMC will be Comprehensive. THE VENDOR shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during INDIAN OVERSEAS BANK normal local working hours. In cases, where any part of the EQUIPMENT needs replacement, THE VENDOR shall replace such parts, at no extra cost to INDIAN OVERSEAS BANK, with brand new parts or those equivalents to new parts. If any of the peripherals, components are not available or difficult to procure; the replacement shall be carried out with state of the art technology equipment of equivalent capacity

or higher capacity equipment at no additional charges to INDIAN OVERSEAS BANK.

- b) THE VENDOR shall provide repair and maintenance service in response to complaint lodged through online portal/oral communications, including telephone notice by BANK.
- c) Vendor will have to submit the report quarterly in Soft copy as well as Hard Copy as per ANNEXURE VIII regarding details of call attended and resolved along with the Signoff report duly signed by Branch Manager. This report will be shared with branches and after confirmation of the said report from branches payment will be released.
- d) One residential Engineer has to be provided exclusively at our Regional Office during banking hours. to co-ordinate service calls of our branches effectively. The resident engineer should be qualified Diploma/Engineering graduate with minimum two year experience in Computer Hardware Support.
- e) Salary & perks of resident engineer must be included in the yearly cost of AMC but not mentioned separately in the commercial bid. If resident engineer takes leave then vendor will have to provide substitute for the same and if not provided penalty of 0.1% of total order value for each day will be deducted. This penalty will be in addition to the regular penalty amount mentioned in the clause 13(g).
- f) The maintenance standard expected is that any machine that is reported to be down by 3 p.m. on a given day shall be either repaired or replaced by a temporary substitute (of equivalent configuration) before 12 noon the next day. Also any machine reported down by 6:00 p.m. shall be repaired by 5:30pm the next working day. The vendor should confirm that they are having arrangement of Standby Hardware to the tune of 2% of total number of each item.
- g) In case THE VENDOR fails to meet the above standards of maintenance, THE VENDOR shall be liable for liquidated damages of Rs. 250/ per day of down time per machine after 48 hours of reporting the down call. The temporary substitute, machine/ equipment shall be replaced with the original machine/ equipment duly repaired within a week's time failing which the above damages will be incurred for the number of days exceeding one week. Total Penalty will be calculated individually per breach and it should not exceed 5% of Quarter value order.
- h) All engineering charges generally adopted hereafter by THE VENDOR for equipment similar to that shall be made to the EQUIPMENT at no extra cost to INDIAN OVERSEAS BANK.
- i) All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with THE EQUIPMENT.

- j) The vendor has to maintain proper inventory of Computer Hardware's and Peripherals.
- k) The AMC vendor shall also be responsible for preventive and corrective maintenance of all PCs, peripherals and accessories. It should be carried out in at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out, location wise.
- l) In case the contracting AMC vendor is not able to accept the contract after it is awarded or if they are not able to do the work after accepting the contract such AMC vendor will be liable to pay the damage to the bank including the cost which Bank will have to incur for getting such work done.
- m) The contract can be terminated summarily by the Bank at any time without giving any notice or without assigning any reasons, if the work of the contractor is found unsatisfactory during the tenure of this contract. In this connection the decision of the Bank shall be final and binding on the AMC vendor. However, while terminating the contracts, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.
- n) THE VENDOR will ensure that the disks/Pen Drives used by its engineers during repairs/ maintenance will be free of any virus. In case it is conclusively proved that the machine has been infected with a virus from the engineer's disks/Pen Drive, the expenses incurred by the Bank for recreating the data will be recovered from THE VENDOR.
- o) It shall be the responsibility of the AMC vendor to make all the computers and peripheral's work satisfactorily throughout the contract period and to hand over the systems in working condition to Bank after expiry of the contract.
- p) During the course of the AMC period if the Bank replaces the PC/Peripherals with new hardware, the existing hardware which has been replaced will be deducted from payment from the next quarterly payments. Bank reserves the right to replace the PC/Peripherals. The replacement of the PC/Peripherals will be intimated to the successful bidder.
- q) The Performance of the Bidder under the Annual Maintenance Contract shall be reviewed on a yearly basis in the month of March every year and if found suitable renewed for a further period of one year at a time. However, Bank reserves the right to extend the contract for a further period on expiry, on the same terms and conditions.
- r) THE VENDOR will be checking and updating Antivirus, Clear pass, Asset Management, Operating System Security Patches and all essential software's prescribed by bank etc. The Vendor needs to ensure upgradation of windows to higher version as prescribed by the bank time to time.



#### **14. BID OPENING & EVALUATION**

The Bank will open the Technical bids in the presence of Bidders' representative, who choose to attend at the time and date mentioned in Bid document and at the address mentioned in Para "Submission of Bids". The bidders' representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the appointed time and place on next working day.

The commercial bid shall be opened in the presence of Bidders' representative, whose bids are considered as responsive as per the technical and other qualification criteria as underlined in the bid document and choose to attend.

Date and venue for this purpose will be informed to the short listed vendors.

#### **15. EVALUATION CRITERIA**

Technical bids meeting the above mentioned eligibility criteria (section 11 of this document) will be taken up for further process. EMD of bids not meeting the eligibility criteria will be returned and will not be allowed for further process. Bids received after stipulated last date and time for receipt of Bidding Document shall be summarily rejected. Commercial bids of those successful bidders alone will be opened.

Bids will be evaluated as per the two bid evaluation system as detailed below:

##### **15.1 Evaluation of Technical Bids:**

The Bank's evaluation of the technical bids will take into account the following factors and based on such evaluation the technically qualified bidders will be short-listed:

- a) Conformation to minimum eligibility criteria as per Clause 11.
- b) Compliance of terms and conditions stipulated in the RFP duly supported by certified documentary evidence called for therein.
- c) Submission of duly signed compliance statement as stipulated in Annexure's. Details /Brochures containing infrastructure facilities are to be enclosed.
- d) Review of written reply, if any, submitted in response to the clarification sought by the Bank, if any.
- e) Bank reserves the right to reject an offer under any of the following circumstances:

- i. Bids not accompanied by EMD will be summarily rejected and treated as non-responsive bids.
- ii. Cost of RFP Document is not paid.
- iii. Offer is incomplete and/or not accompanied by all stipulated documents.
- iv. Technical bids indicating prices quoted (commercials) will be summarily rejected.
- v. Offer is not in conformity with the terms and conditions stipulated in this document.

**15.2 Evaluation of Commercial Bids:**

- (a) Indicative Commercial bids of only technically qualified short listed bidders will be opened and evaluated. The financial bid should contain the rate against each item separately. The systems to be maintained by the contractor include PCs, Printers, Scanners DVD/CD writers. (excluding consumable like cartridges, batteries, adaptor, plastic parts, LCD Panels/black spot on LCD, power leads/connecting cables & electrical fittings external to the equipments).
- (b) The L1 bidder will be determined for AMC of Desktop & Peripherals based on the lowest price quoted for Grand Total (column 6c) as arrived in the Annexure IV.
- (c) There will be no negotiation on the price. As such bidders in their own interest should quote most competitive prices. The Bank reserves the right to reject the L1 bid if it finds the same as unreasonable.
- (d) If for any reason the purchase order given to the L1 Bidder does not get executed or the L1 bidder backs out, the Bank will go for fresh bids or can procure through L2 bidder and blacklist the bidder and forfeit the EMD.

**16. OFFER VALIDITY PERIOD**

The offer should remain valid for a period of at least 90 days from the date of the tender opening.

**17. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER.**

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever.

**18. RIGHT TO ALTER QUANTITIES**

The Bank will be free to either reduce or increase the quantity on the same terms and conditions. The Bank reserves the right to alter quantity.

**19. PAYMENT TERMS**

- a) The Actual AMC Amount will be calculated by Pro-Rata basis.
- b) No advance payment will be made against purchase order.

- c) Payment of AMC charges will be paid on Quarterly basis, in arrears. The payment will be made after proper deduction of TDS.
- d) Any payment made in excess will have to be refundable by the Company to Bank in the event of termination of contract.
- e) Payment for any inclusion/deletion of Computer System/Peripherals (other than the scheduled items) will be calculated on pro-rata basis.
- f) The company will not have any legal right to proceed against Bank in the event of late payment due to unforeseen reason.
- g) Bank reserves the right to increase or decrease quantities any time. Accordingly the charges will be increase/decrease on pro-rata basis.

**20. BANK GUARANTEE:**

The Company shall be required to deposit a sum of 10% of the total cost of the contract as security deposit in the form of Bank Guarantee drawn in favour of Indian Overseas Bank payable to any nationalised bank in Bhopal. No interest shall accrue on this amount. The security amount shall be released after satisfactory completion of the contract. Bank Guarantee will be invoked in case of

- Unsatisfactory services
- Service level non maintenance
- Breach in terms and conditions of SLA etc.

**21. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Bank in Bid document or otherwise except for purposes of performing contract.

**22. TERMINATION FOR INSOLVENCY**

The Bank may at any time terminate the Contract by giving written notice to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

**23. 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 1) IP infringement indemnity; 2) Bodily injury (including death) and damage to real property and tangible personal property caused by vendor's negligence. For the purpose of this section, Contract value at any given point of time, means the aggregate value of the purchase orders placed by Bank to the vendor that give rise to claim, under this tender. Bank shall not be liable for any indirect, consequential, incidental or special damages under the agreement / purchase order.

**24. INDEMNITY**

The Vendor shall, at its own expense, defend and indemnify the Bank against all third party claims for infringement of patent, trademark, design or copyright arising from use of proposed product/products or any part thereof.

Vendor shall have no objection regarding any such claim based on:

- a) Anything the Bank provides which is incorporated into a Product or Vendor's compliance with any designs, specifications, or instructions provided by the Bank or by a third party on the Bank's behalf;
- b) Bank's modification of a Product's use in other than its Specified Operating Environment.
- c) The combination, operation, or use of a Product with other products not provided by Vendor as a system, or the combination, operation or use of a Product with any product, data, apparatus, or business method that Vendor did not provide, or the distribution, operation or use of a Product for the benefit of a third party outside the Bank;

The Vendor shall also indemnify the Bank against all losses, damages, claims, counter claims, suits, penalties and costs which the Bank may face on account of –

- a) Bodily injury (including death) and damage to real property and tangible personal property caused by Vendor's negligence on the part of the Vendor's employees, agents or representatives.
- b) Any claim or proceeding brought by a third party against the Bank as a consequence of the above.
- c) Any claim made upon and any action taken against the Bank by any statutory authority or Court on account of the Vendor's failure to comply with any laws, orders and regulations applicable to the performance by Vendor of its obligations under this Agreement.

In the event of the Vendor not fulfilling its obligations under this Section within the period specified in the notice issued by the Bank, Bank has the right to recover the amounts due to it under this provision from any amount payable to the Vendor under this Agreement for AMC/Facility Management/ Support Services etc.

Vendor shall be liable for any breach or any non-performance by the Vendor of any of its undertakings, warranties, covenants, representations or obligations under this Agreement, subject to the provisions of Limitation of Liability.

## **25. FORCE MAJEURE**

Notwithstanding the above provisions, the Successful bidder shall not be liable for penalty or termination for default if and to the extent that it's 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 the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by

the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

**26. GOVERNING LAW AND DISPUTES**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modifications or re-enactments thereof and the rules made there under and for the time being in force, shall apply to the arbitration proceedings. The arbitrator shall be appointed with the mutual consent of both the parties. Any appeal will be subject to the exclusive jurisdiction of the courts at Bhopal.

During the arbitration proceedings the Vendor shall continue to work under the Contract unless otherwise directed in writing by the bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Bhopal.

**27. CONFIDENTIALITY**

The vendor shall ensure that all materials and information which may come into its possession or knowledge in connection with this contract or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the AMC/FMS and to release it only to employees requiring such information for the purpose of performing obligations arising out of the AMC/FMS and not to any other party. The Company will keep all the data and information confidential and will not reveal any such information to any other outside party. THE COMPANY agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Agreement are fully satisfied.

**28. ANNEXURE I – Eligibility Criteria**

The minimum eligibility criteria for the bidders are as under: -

S. No.	Pre Qualification Criteria	Compliance (Yes/No)	Detail of proof Attached
a	The vendors should be in this support services field for at least 5 years.		
b	Bidder must have at least three work orders for AMC in FY 2018-19, 2019-20 and 2020-21 of 400 Desktops & its peripherals per order. (Purchase order or work order of same must be attached as proof).		
c	Bidder must have been providing satisfactory AMC/FMS services in the last Five years in Madhya Pradesh State (Purchase order or work order from reputed clientele of same must be attached as proof)		
d	Bidder must have min. Rs. 20 Crore turnover in services per year for last three financial years i.e. FY 2018-19, 2019-20 and 2020-21		
e	The bidder should have operating profit during last three financial years. Audited Balance sheet and Profit/Loss statement of the firm to be provided of last three financial years i.e. FY2018-19, 2019-20 & 2020-21.		
f	The Bidder should be an ISO 9001, 20001 and 27001 Certification.		
g	Bidder must have service centre/support centre at Bhopal and Strong support of technical staff with maximum presence in locations where IOB branches are located with the ability to resolve call within the standard maintenance time mentioned in clause 13(f). Engineer list must be attached with their locations.		
h	The companies or firms, bidding for the above tender, should have not been black listed by any of Government Authority or Public Sector Undertaking (PSUs) due to lack of support/services, poor H/W quality and malpractices. The bidder shall give an undertaking (on their letter head) that they have not been blacklisted by any of the Govt. Authority or PSUs as on date of submission of the tender, otherwise their bid will not be considered.		

**Signature**

**Seal of Company**

**29. ANNEXURE II – ACCEPTANCE OF TERMS AND CONDITIONS**

**(Letter to the bank on the vendor's letterhead)**

To

**The Senior Regional Manager,  
Indian Overseas Bank,  
Regional Office,  
2 CP Square,  
Malviya Nagar,  
Bhopal- 462003**

Dear Sir,

**Sub: RFP for AMC of Desktops, Printers and Scanners**

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for the Maintenance of the equipments as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information /annexure and also photocopy of Technical / Unpriced bid is enclosed.

We also confirm that the offer shall remain valid for 90 days from the date of the offer.

We hereby undertake that the spares/ components replacement will be exactly similar or more than the present configuration/model.

The software's to be installed are to be obtained from the Bank.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the offer in full or in part without assigning any reasons whatsoever.

Yours faithfully,

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

30. **Annexure III**

**Undertaking**

(Letter of Undertaking on Company Letter head)

To

**The Senior Regional Manager,  
Indian Overseas Bank,  
Regional Office,  
2 CP Square,  
Malviya Nagar,  
Bhopal- 462003 Sir,  
Reg.: RFP for AMC of Desktops, Printers and Scanners**

We submit our Bid Document herewith.

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- You may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.
- Vendor means the bidder who is decided and declared so after examination of commercial bids.
- The names of shortlist bidders after completion of first stage (Technical Bid), and the same of successful bidder to whom the contract finally awarded after completion of second stage (Commercial Bid), shall be displayed on the Notice Board at the Indian Overseas Bank, Regional Office Bhopal.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of Month \_\_\_\_\_ 2022

Yours faithfully,

For \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_



**31. ANNEXURE – IV**

**(Commercial bid format to be submitted on Company Letter Head in an separate Sealed Cover-Mentioning “Commercial Bid for AMC of Desktops, Printers and Scanners”)**

S.No.	Item Description	Approximate Quantity (A)	Unit Price per year (inclusion of all taxes)(Rs.) (B)	Total Price (Rs.) C= A x B
1	Desktop	395		
2	Passbook printer	57		
3	Scanner	59		
4	Laserjet printer	70		
5	MultiFunction Printer	8		
<b>6</b>	<b>Grand Total (S.No. 1 to 5)</b>	<b>589</b>		

Total in words: \_\_\_\_\_

**Note : The Actual AMC Amount will be calculated by Pro-Rata basis.**

Authorized Signatories

(Name & Designation, seal of the firm)

Date:

**32. ANNEXURE V**

**BIDDERS INFORMATION**

Name \_\_\_\_\_

Constitution \_\_\_\_\_

Address \_\_\_\_\_

Names & Addresses of the Partners if applicable

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Contact Person(s) \_\_\_\_\_

Telephone, Fax, e-mail \_\_\_\_\_

Number of years of experience in Server/PC business \_\_\_\_\_

GST Number \_\_\_\_\_

Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.

<b>Year</b>	<b>2018-19</b>	<b>2019-20</b>	<b>2020-21</b>
Operating Profit			
Total Turnover			

**Signature**

**Seal of company**

**33. ANNEXURE VI – DECLARATION FOR COMPLIANCE**

All Terms and Conditions including scope of work except technical specifications

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. (Any deviation may result in disqualification of bids).

Signature:

Seal of company

Technical Specification

We certify that the services offered by us for tender confirms to the terms & Conditions stipulated by you with the following deviations

List of deviations

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

4) \_\_\_\_\_

Signature:

Seal of company

(If left blank it will be construed that there is no deviation from the specifications given above)

**34. ANNEXURE VII – List of Branches**

**Banches is indicative only and other branches may be included/ excluded in case of availability of warranty /non-warranty PC**

Sr. No.	BRANCH/Code/ Pop.Cate/ Classification	AMC PC Period	Branch Address
1	Arera Colony- 3728 M/S	01.04.2022 to 31.03.2023	Plot No: R 4 , E- 6 , Arera Colony, Near Sai Baba Road, Bhopal, MP PIN : 462016
2	Balaghat-2873 SU/M	01.11.2022 to 31.03.2023	Ward No 15, In Front Of Bank Of Maharashtra, Main Road City, Balaghat MP PIN:481001
3	Betul - 3782 SU/S	01.12.2022 to 31.03.2023	Plot No. 8/2, Baboo Chowk, College Road, Betul Ganj, Betul MP PIN: 460001
4	Bhawar Kua - 1505 M / M	01.07.2022 to 31.03.2023	4-5-6, Sidharth Nagar, Bhawar Kua, A.B. Road, Indore, MP PIN: 452 017
5	Bhind - 2656 U / S	01.04.2022 to 31.03.2023	House No 363, Ward No 12, Gwalior Main Road City, Bhind, District –Bhind, MP PIN :477001
6	Bhopal - 639 M / L	01.09.2022 to 31.03.2023	12, Hamidia Road (Near Sangam Talkies) Bhopal, MP PIN : 462001
7	Borda, Bhopal 3209 R/ S	01.04.2022 to 31.03.2023	Kolar Main Road, Borda Village Bhopal MP, PIN: 462042
8	Chartola - 921 R / M	01.09.2022 to 31.03.2023	Hindustan Copper Ltd Co. Malajkhand Copper Project Chartola, Dist : Balaghat , MP PIN: 481116
9	Chattarpur - 2954 SU / S	01.04.2022 to 31.03.2023	Plot No- 2 And 3, :Ward No 24, Jawahar Marg, Chhatarpur, MP PIN:471001
10	City Centre - 3283 U / S	20.12.2022 to 31.03.2023	75 Kailash Vihar, City Centre, Gwalior, MP PIN: 474011
11	CPRI, Bhopal - 2171 M / M	01.04.2022 to 31.03.2023	Central Power Research Institute, Govindpura, Bhopal, MP PIN : 462023
12	Dabra Gwalior - 3482 SU/S	01.04.2022 to 31.03.2023	S.No.17/1/1 Gwalior -Jhansi Main Road, Dabra, MP PIN: 475110
13	Datia - 2640 SU / M	01.04.2022 to 31.03.2023	House No 99/2- :Nagar Palika Bhavan City, Datia MP PIN:475661
14	Deen Dayal Nagar - 3772	15.12.2022 to 31.03.2023	Plot No-1 Block-B, Shatabipuram, Aadiyapuram Village, Gwalior, MP PIN : 434005
15	Dewas-2414 U/S	01.04.2022 to 31.03.2023	01, Malwa Shehnai Complex, In Front Of Apex Hospital, Tilak Nagar, A.B. Road Dewas, MP PIN:45500
16	Dimni - 2536 R/S	01.04.2022 to 31.03.2023	House No 67, Nagara Dev Road, PO Dimni, Dist Morena, MP PIN 476134
17	Govindpura, Bhopal - 2233 M / M	20.08.2022 to 31.03.2023	C- PSC Tower, Punjabi Bag, Raisen Road, Bhopal, MP PIN: 462023
18	Guna - 2956 U / S	01.06.2022 to 31.03.2023	Plot No 96- :Opposite Canara Bank, Main Road, City :Guna-District:Guna State :MP-PIN :473001
19	Gwalior - 351 U / L	20.10.2022 to 31.03.2023	1, Shivaji Marg, Lashkar, Gwalior, MP PIN : 474009
20	Gwalior-Thatipur 2655 U/M	01.04.2022 to 31.03.2023	88, Mayur Market, Thatipur, Gwalior MP PIN :474011
21	Harda - 3781 SU/S	01.12.2022 to 31.03.2023	Subhash Ward, Opp. G. P. Mall Bus Stand Road, Harda Harda MP PIN Code: 461331
22	Hoshangabad-2416 SU/S	10.09.2022 to 31.03.2023	Plot No 1, Anand Nagar, Hoshangabad, MP PIN: 461001
23	Indore - 662 M / VL	01.07.2022 to 31.03.2023	Corporate House, U.G.F., 169, RNT Marg, Indore, MP PIN: 452001

24	Indore-MID Corporate -2639 M / EL	01.04.2022 to 31.03.2023	Sanghi Manor First Floor, Rani Sati Gate, Opposite Talvalkar Gym, Yashwant Niwas Road, Indore, MP PIN: 452003.
25	Jabalpur - 589 U / M	01.09.2022 to 31.03.2023	Kachanar Shikhar Complex, Marhatal, Opp. Vineet Talkies, Jabalpur, MP PIN: 482 001
26	Jouri - 2958 R / S	01.04.2022 to 31.03.2023	Opposite Beej Bhandar, Joura Road City, Village Jouri, District- Morena, M.P PIN :476001
27	Katara - 3536 R/S	15.08.2022 to 31.03.2023	Shop No.12-14, First Floor, Spring Valley Arcade, Village Katara Bhopal, MP PIN: 462043
28	Khandwa - 3771	15.10.2022 to 31.03.2023	Karamvir Complex Bhavan , Jawahar Ganj , Khandwa, MP PIN: 450001
29	Kolar Road, Bhopal - 3338 M / S	01.07.2022 to 31.03.2023	1,2,3,6,7,8 Windsor Madhya, Mandakini Society, Kolar Road Bhopal, MP PIN:462042
30	Lalghati, Bhopal - 2413 M / M	20.12.2022 to 31.03.2023	39, Janaki Nagar,Gufa Mandir Road, Gufa Mandir, Lalghati, Bhopal, MP
31	Mandideep - 2327 SU / M	10.10.2022 to 31.03.2023	Indira Nagar, Opp. Heg Mandideep, Dist. Raisen, Bhopal, MP, PIN: 462046
32	Mandsour - 2957 U / S	01.04.2022 to 31.03.2023	83,Chandaraj , sahakari colony , nayiabadi , Mandsour, MP PIN:4580012A,
33	Morena-2417 U / S	01.04.2022 to 31.03.2023	160/3, Ward No 34, In Front Of SP Bunglow, M.S Road, Morena , M.P, PIN: 476001
34	MP Nagar, Bhopal - 1115 M / L	01.09.2022 to 31.03.2023	R-12, SBI Colony, Zone II, M P Nagar, Bhopal , MP, PIN: 462011
35	Murwara Katni-2418 U / M	01.05.2022 to 31.03.2023	Bardsley English School Campus, Murwara Mission Chowk, Katni, Ward No- 5 Chandrashekhar Azad Ward, House No-436 To 436/9 Katni , M. P. PIN: 483501
36	Nainod - 3131 R / S	01.04.2022 to 31.03.2023	Plot No 139 Gandhinagar, Village Nainod, Indore MP PIN: 453112
37	NCL - 1647 U / M	15.09.2022 to 31.03.2023	968, Church Of North India, Jabalpur Dio Compound, Ncl Jabalpur, MP PIN: 482001
38	Neemuch - 2936 U / S	15.11.2022 to 31.03.2023	Door No-21, Scheme No – 01, Town Hall Road, Neemuch MP PIN :458441
39	Palasia - 2135 M / M	20.11.2022 to 31.03.2023	New palasia , near SRL Diagnostics , new palasia , Indore, MP PIN : 452001
40	Pipliya Bajkhan, Bhopal - 3133 R / S	15.08.2022 to 31.03.2023	Plot No 7 & 8, Pipliya Bazkhan Road, Bhanpur, Village Pipliya Bazkhan Bhopal, MP PIN: 462010
41	Purani Chawani - 2953 R / M	01.04.2022 to 31.03.2023	Survey No – 892, A.B.Road, Near Tata Mobile Tower, Gwalior State, M.P. PIN : 474010
42	Purasani - 3132 R / S	01.05.2022 to 31.03.2023	H.No 3733, A Block Near Sitholi Railway Station, Opposite Railway Spring Factory, Village: Purasani, Post Office ITM College Gwalior, MP PIN – 474001
43	Rairu - 2533 R / S	01.04.2022 to 31.03.2023	10 And 11 Ramji Market, Kulaith Road, Near Milawai Railway Station, Rairu, Dist Gwalior, MP PIN: 474001
44	Raisen Road, Bhopal - 1573 M / M	01.09.2022 to 31.03.2023	Kartar Arcade , Main Raisen Road, Bhopal, MP PIN : 462023
45	Ratlam - 1420 U / M	22.11.2022 to 31.03.2023	81, Ground Floor, New Road , Ratlam, MP PIN : 457001
46	Rewa - 2872 U / M	01.09.2022 to 31.03.2023	Beside Aditya Hotel, NH 7, New Bus Stand City , Rewa, MP PIN :486001
47	Sagar - 2190 U / M	01.04.2022 to 31.03.2023	26, National Highway, Jhansi Road , Makronia Sagar , Dist : Sagar, MP PIN : 470004
48	Satna - 3188 U / S	01.04.2022 to 31.03.2023	Khasra No 252, Satna Building, Rewa Road, Satna, MP PIN: 485001
49	Sehore-2419 S U / M	01.08.2022 to 31.03.2023	House No - 40, Jayanti Colony, Near Sekdakhedi Road, Sehore, MP PIN: 466001
50	Seoni - 2959 SU / S	01.04.2022 to 31.03.2023	House No 436, In Front Of Mahavir Mariya, G N Road, Mangli Peth, Azad Ward, Seoni, MP PIN : 480661
51	Shivpuri-2420 U / M	01.04.2022 to 31.03.2023	House No -1326, Ram Arcade, Jhansi Tiraha, A.B. Road, Shivpuri, M.P, PIN: 47355
52	UDA - 1550 U / M	01.04.2022 to 31.03.2023	Bharatpuri Admn. Complex, Dewas Road, Ujjain, MP PIN : 456010
53	Ujjain - 680 U / M	01.04.2022 to 31.03.2023	Ujjain Engg. College Campus, Sanwer Road, Ujjain, MP PIN : 456010

54	Ujjain Engg Col - 2172 U / M	15.07.2022 to 31.03.2023	1/1050, Steel House, Dabri Pitha, Nai Sarak Ujjain, Ujjain, MP PIN : 456006
55	Vidisha -2167 U / M	15.10.2022 to 31.03.2023	Plot No. 60, Ward No. 7, NH – 86, Near Bus Stand, Vidisha, MP PIN : 464001
56	Vijay Nagar - 1785 M / M	01.04.2022 to 31.03.2023	LG – 12 , BCM Heights, Plot No A- 5, Scheme No – 54 , Vijay Nagar, Indore , MP PIN : 452010
57	Virpur - 3189 R /S	01.04.2022 to 31.03.2023	Imli Naka, Virpur, Gwalior, MP PIN: 474001 Bottom of Form
58	RO Bhopal 2253	01.07.2022 to 31.03.2023	2 CP Square malviya Nagar Bhopal-462002

**35. Annexure VIII**

Indian Overseas Bank, Regional Office, Bhopal  
Report of Call attended & Resolved for the period.....

S l . N o .	Branch Code	Branch name	Complaint ID	Complai nt Date	Complai nt Ti me	Problema tic Area (Mother Board, hard Disk, RAM, Software, OS, etc	Proble m Descrip tion	Complai nt Resoluti on Date	Complai nt Resolu tion Time	Complai nt resolve d in how many hours	Complai nt resolut ion time is > 48 hrs (Y/N)	Rem arks if SLA Brea che d