

इलाहाबाद बैंक  
(भारत सरकार का उद्योग)  
विश्वास की परम्परा



ALLAHABAD BANK  
(A Govt. of India Undertaking)  
A tradition of trust

ANNUAL MAINTENANCE CONTRACT OF  
DESKTOP, PRINTERS AND SCANNERS

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# ALLAHABAD BANK

**REQUEST FOR PROPOSAL (RFP)**  
**REF No:-ZO/HAM/DIT/2018-19/N/64**  
**DATED:-26.11.2018**

**ANNUAL MAINTENANCE CONTRACT FOR  
COMPUTER HARDWARE AND PERIPHERALS**

**BRANCHES AND OFFICES IN HAMIRPUR, BANDA  
AND MAHOBA DISTRICTS, STATE UTTAR PRADESH  
UNDER ZONAL OFFICE HAMIRPUR**



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<b>BID DETAILS :-AMC OF COMPUTER HARDWARE AND PERIPHERALS</b>	
Last Date and Time for Receipt of Bidding Document	13.12.2018 Time:-17:00 hrs.
Date and Time of Bid Opening	14.12.2018 Time:- 15:00 hrs.
Place of opening Bids	Allahabad Bank Zonal Office Hamirpur 10/379, Rameni, Tarauns, District:-Hamirpur, Uttar Pradesh.
Address for Communication	Allahabad Bank Zonal Office Hamirpur 10/379, Rameni, Tarauns, District:-Hamirpur, Uttar Pradesh.

This RFP is being issued with no financial commitment and customer reserves the right to change or vary any part thereof at any stage. Customer also reserves the right to withdraw the RFP, should it become necessary at any stage.



## INSTRUCTION TO BIDDER

### 1. INTRODUCTION

Allahabad Bank, a Public Sector Bank, Head Office at 2 N. S. Road, Kolkata, West Bengal. The Allahabad Bank, Zonal Office Hamirpur invites offer for providing comprehensive on-site maintenance services of Desktops, Printers and Scanners of all branches and offices spread across Hamirpur, Banda and Mahoba districts falling under its jurisdiction.

- The vendor having Franchise arrangement cannot quote.

### 2. SCOPE OF WORK

The objective of this RFP is to enter into rate contract with L1 Bidder for maintenance of computer hardware items listed in this RFP Annexure-VII. Bank will initially enter into contract for a period of one year (15.12.2018-14.12.2019) with the following scope:-

A. The scope of work covers comprehensive on-site maintenance of Desktops, Printers (Passbook Printer, Laser Printers) and Scanners etc mentioned in Annexure VII of this RFP.

B. The replacement of all the spares ( excluding consumable items like printer ribbons and toner cartridges only ) is included under the AMC. The replacement of defective spares with genuine new spares of same or higher configuration shall be done without any extra cost.

C. The vendor shall maintain adequate spare machines and other spares at the site to facilitate any temporary replacement.

D. The scope of work also includes software issue like Operating system (Windows), reinstallation of OS, Antivirus, software patches, configuration of machine as if required taking Data Backup before formatting the machines, configuring printers, Scanners, Biometric devices, bringing PC to Bank domain after reinstallation of PC, installation/configuration of all software's provided by Bank like Antivirus and its update, software patches, MS office, Acrobat, Java patches, Electronic cheque clearing system(ECCS) and email client configuration in client machine etc.

E. The scope of work covers provision of two technically qualified service engineers with experience of not less than 3 years in computer hardware as well as software maintenance, at the disposal of Zonal Office, Hamirpur and at Banda Main branch from 10:00 to 18:00 hrs on all working days and if required, on Saturdays and Sundays and also after 18:00 hrs on working days if required. The resident engineers at zonal office and Banda main branch will not visit any branch or office. The resident engineers will provide online support for immediate solution and liaisons with field engineers deputed for branches.



F. In case of leave/absence of resident engineer, other engineer will be arranged by the firm otherwise a penalty of Rs.500 per day will be imposed and penalty amount will be deducted from AMC payment.

G. The vendor should ensure that the equipment reported down (including due to OS related problems) on any working day is set right within 24 hours of reporting the complaint and in no case later than three working days. In case, the hardware cannot be repaired within the stipulated period, the vendor should provide replacement of the same till the hardware is returned duly repaired.

H. The Bidder shall maintain the equipments as per manufacturer's guidelines and shall use standard new and genuine components for replacement.

I. The timely updating of machine serial numbers (within fifteen days from awarding contract) will be responsibility of the vendor so that our branches can log the complaint on the call center without any problem and delay.

J. Complaint can be registered either telephonically or by e-mail by respective branch/Office and proper record of the complaints to be maintained by the firm.

K. The engineers deployed for branches will get signed branch-visit report from Branch managers/officers and submit one copy to branch. All the copies of **branch-visit reports** are to be submitted to Zonal Information Technology cell (at Zonal office) within 3 days of every month-end.

L. A logbook shall be maintained in which the company/firm shall record all the complaints made and parts taken out of branches/office for repair. The vendor shall submit copy of **consolidated complaint reports** furnishing the details of branch-wise breakdown calls lodged/attended and its status on monthly basis to Zonal Information Technology Cell, Hamirpur. **The Non-submission of branch-visit reports, consolidated complaint reports within 3 days of every month-end to our office will attract penalty of Rs 100 per day.**

All the complaints received shall be attended in following manner.

- Minor faults immediately with telephonic support.
- Major faults which require visit to branch within 24 hrs.
- The firm shall be responsible for taking backup of data available on PCs before formatting the system and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.



- Repairing and servicing of equipments shall be carried out at customer site. In case the equipment is required to be transported to the firm's/manufacture's service workshop for repair, the same shall be undertaken at the risk and cost of the firm.

- **No hardware items or parts will be taken out for repair without prior written approval of Branch Manager only.**

**M.** The AMC co-coordinators of company must ensure their presence during monthly meeting with Zonal Information Technology cell to share progress on pending issues of branches in order to make maintenance service more effective, ensuring best services to the branches/offices.

**N.** The firms shall have the required drivers (CDs/DVDs) for maintaining the PCs and peripherals and for configuring them.

**O.** The **quoted rate** should also cover the maintenance of operating system, software installation provided by bank, installation of patches, configuration of applications (clients) etc.

**P.** The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare without any extra payments. The firm shall carry out preventive maintenance (PM) on quarterly basis and shall plan as per available quantities, such that maintenance is carried out in each equipment. A separate logbook should be maintained to record the preventive maintenance carried out on available equipment. The firm has to submit the preventive maintenance report along with satisfactory service letter from branches signed by branch manager only, to Zonal Office Information Technology Cell, Hamirpur on **quarterly basis** for release of AMC payment.

**Q.** The schedule of preventive maintenance shall be as follows:-

- To ensure computer hardware and peripherals are working properly in branch and no call pending in branch.
- Checking of power supply source for proper grounding and safety of equipment.
- Ensuring that the covers, screws, switches etc are firmly fastened in all equipments.
- Shifting of equipment as and when required in office/branches.
- The sufficient free disk space is available in systems. Temporary file and cookies are deleted from systems.

**R.** The vendor shall make AMC services available on all days as and when requested by the Bank.



S. The scope of work will also include the provision of engineer for reinstallation of computer hardware in case of shifting of branch premises or others.

T. It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Branch/office after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.

### 3. ELIGIBILITY CRITERIA

A. The bidder should be a **company** registered in India under the Companies Act, 1956 and should have local office in Tri-City Hamirpur/Mahoba/Banda or Kanpur/ Lucknow (Proof to be submitted along with technical bid).

B. The bidder should have **minimum 3 years experience** in the maintenance of computers/Printers and scanners with at least two Public sectors Banks handling over 300 Computers / Peripherals (Proof to be submitted along with technical bid).

C. Applicant/Firm must provide **customer satisfaction letters** from at least two Public sector Banks while submitting the technical bids (Submit proof).

D. The company should have at least single contract of value 3.0 Lac or above for the maintenance of computer hardware and peripherals with Public sector bank/Govt. dept.

E. The bidder should have at least one **service support center** across the mentioned area for maintenance of hardware and software. The bidder should be capable to provide efficient and effective support at the centers, so as to attend calls at all branches and office under Zonal Office Hamirpur within stipulated time frame as mentioned in this RFP.

F. The vendor must have **at least 5 qualified service support engineer at center**. The name and contact number of engineer should be submitted with offer.

G. **Call Logging System:** The vendor must have a web based/ e-mail/telephonic call logging system for service complaints and should be easy/less time consuming (not more than 5 minutes) to bank. Calls from call Center to be allotted to service engineers within 2 Hours and the complaint number should also be informed to the respective branch or office.

H. Bidders, who have not satisfactorily completed any of the earlier contracts issued by Allahabad Bank, will not be eligible for participation in this tender. The bidder shall give an undertaking (on their letter head) that they have satisfactorily completed all the earlier contracts order with Allahabad Bank.

I. Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU).The vendor shall give an undertaking on their letter head that they have not been black listed by any of the Govt. Authority or PSU as on date.

J. The firms should have valid GST registration (submit proof).



**K. Vendors having franchise arrangements or 3rd party service support cannot quote (submit undertaking on letter head).**

Vendor must comply with the above mentioned criteria. Non-compliance of any of the criteria can entail rejection of the offer. Self certified photocopies of relevant documents/certificates should be submitted as proof in support of the claims made for each of the above mentioned criteria. The Bank reserve the right to verify/evaluate the claims made by the vendor independently. **Any miss-representation will entail rejection of the offer.**

**4. BIDDING DOCUMENT**

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.

**5. COST OF BIDDING**

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

**6. AMENDMENT OF BIDDING DOCUMENT**

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 by amendments.

B. Amendments, if any will be notified through Bank's web site to all prospective Bidders 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 Purchaser may, at its discretion, extend the dead line for submission of bids.

**7. TERMS OF EXECUTION**

A. All the hardware assets are in working conditions and in use in branches and offices. The L1 bidder shall be given 15 days time to verify the working and hardware inventory before commencement of AMC.









**B. COMMERCIAL BIDS:-**

- Commercial bids of only technically qualified short listed bidders will be opened.
- Bank's evaluation of the commercial bids will take into account the status of compliance of terms and conditions.
- The maintenance charges including all costs for each item need to be quoted as per **Annexure-VII** format, in case charges not quoted for any item, the bid will be rejected.
- The charges quoted for items should include the cost of comprehensive AMCs and resident/field engineers.

**C. DETERMINATION OF L1 BIDDER AND AWARDING OF CONTRACT:-**

On completion of evaluation process of technical bids, Bank will open commercial offers of successful bidders and contract will be awarded to the lowest bidder. **The lowest bidder will be considered on the basis of consolidated AMC price of all items.**

The final decision on the vendor will be taken by the Bank. The Bank reserves the right to reject any or all proposals without assigning any reason whatsoever. Similarly, it reserves the right not to include any vendor in the final short-list without assigning any reason whatsoever.

**11. VALIDITY PERIOD**

The offer should remain valid minimum for a year from date of order.

**12. OPENING OFFERS**

Technical Offers will be opened as per date / time mentioned above. The representative of the bidder can be present for the opening of the Technical Offers. No separate intimation will be given in this regard to the vendors, for deputing their representative.

**13. NO COMMITMENT TO ACCEPT ANY TENDER**

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

**14. LATE BIDS**

Any bid received by the purchaser after the deadline for submission of bid prescribed by the purchaser will be rejected and/or returned unopened to the Bidder, if bidder desire so.





## **20. USE OF CONTRACT DOCUMENTS AND INFORMATION**

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

## **21. PAYMENT TERMS**

- Maintenance charges after deducting penalty will be paid on RVBSUFSMZ **basis after submission of requisite document, invoices, satisfactory service letter from all branches and offices and on submission of preventive maintenance reports.**
- **TDS will be levied as per the rate applicable at the time of payment.**
- No advance payment will be released against the service order.
- The vendor shall draw invoices for payment of RVBSUFSMZ maintenance charges at Zonal Office, Hamirpur.
- Maintenance charges payable by Bank are inclusive of all duties, taxes etc.

## **22. PERIOD OF CONTRACT**

The contract will be valid for one year from the effective date of contract. Please note that Contract can be cancelled unilaterally by the customer in case services are not received as per quality and standard specified in this RFP and contract within the contracted period. The contract shall initially be for a period of one year, extendable upto 3<sup>rd</sup> year without change in AMC rates on the basis of performance of last year at the discretion of Bank. If the vendor desires or not desire to renew the existing contract, he shall express his desire by giving three months prior notice before expiry of contract.

## **23. SIGNING OF AGREEMENT AND SUBMISSION OF PERFORMANCE SECURITY**

The vendor shall be required to submit and sign an Agreement as per **Annexure-IX** on stamp paper of requisite amount and shall submit the performance security (in the form of BG) for an amount of 10% of order value valid up to 30 days beyond the AMC period of one year. **The contract shall come into effect on the date of signatures of both the parties on the contract** and submission of performance security (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries, supplies and performance of the services shall commence from the effective date of the contract. However, unless and until a formal contract is prepared and executed, this bid together with written acceptance of parties thereof shall constitute a binding contract between us.

## **24. TRANSFER AND SUB-LETTING**

The firm/bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the contract or any part thereof, as well as to give or to let a third party take benefit or advance of the present Contract or any part thereof.



## **25. TERMINATION OF CONTRACT**

- The vendor may terminate the contract by giving three months notice in writing.
- The bank may terminate the contract by giving one month notice.
- The bank shall have the right to terminate this Contract in part or in full in any of the following cases.
- The maintenance service has to be started by the successful bidder (vendor) in accordance with time schedule specified by the bank. Any delay in performing the obligation by the vendor will result in imposition of liquidated damage and/or terminating the rate contract.
- The delivery of the services is delayed for more than 3 days after the scheduled date of signing of contract.
- The contractor is declared bankrupt or becomes insolvent.
- If the services are not found satisfactory as per RFP/contract.
- **The customer has noticed that contractor has sub-let and transfer the contract or taking services of third party for completion of contract.**
- In case any hardware parts are replaced with hardware of lower configuration, the bank can terminate the contract.

## **26. ASSIGNMENT**

The contractor shall not assign, in whole or in part, its obligations to perform under the contract except with the bank's prior written consent.

## **27. DELAYS IN THE VENDOR'S SERVICES:-**

The maintenance service has to be started by the successful bidder (vendor) in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages or termination of contract.

## **28. ORDER CANCELLATION**

- If the vendor fails to deliver services within the stipulated time schedule or the extended date communicated by the Bank, it will be a breach of contract.
- The Bank reserves its right to cancel the order in the event of breach of contract.

## **29. SUBMISSION OF BIDS**

The bid should be submitted in sealed cover addressed to purchaser at the following address:-  
**ALLAHABAD BANK ZONAL OFFICE HAMIRPUR, 10/379, RAMENI, TARAUNS, HAMIRPUR,  
DISTRICT:-HAMIRPUR, UTTAR PRADESH. PIN:-210301**



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

Bid must be received by the Purchaser at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to appointed time on next working day.

The purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

### **31. PATENTS RIGHTS**

The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.

### **32. TERMINATION FOR DEFAULT**

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate this Contract in whole or in part, if the Bidder fails to perform any obligations(s) under the Contract.

### **33. 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.

### **34. 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 the 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.

### **35. UNDERTAKING BY VENDOR**

The successful bidder must give an undertaking that all components to be used for parts replacement will be original and not re-furnished. This must be submitted along with the Invoices.

### **36. PENALTY FOR LACK OF SERVICE SUPPORT**

Bank expects proper service support during contract period. The Hardware should be set right within 24 hours of reporting the complaint. In case the machine is down for more than 3 working days and no substitute is provided by the vendor. The penalty per day may be charged as under.

**Hardware reason:** The maximum penalty due to hardware fault Rs. 1500 per case.

S No.	HARDWARE ITEM	PENALTY AMOUNT (IN Rs.)
1.	DESKTOP	100.00
2.	LASER PRINTER	50.00
3.	PASSBOOK PRINTER	50.00
4.	SCANNER	50.00

**Other reasons:** The penalties per day due to other reasons are as under.

S No.	REASON	PENALTY AMOUNT (IN Rs.)
1.	Non submission of engineer branch visit reports/consolidated monthly complaint log sheet to regional computer cell within 3 days of after every month end.	100.00
2.	Unauthorized absent of resident engineer and replacement not provided	500.00

The penalty may be recovered from the amount payable to the vendor by the Bank. The vendor can provide substitute/standby equipment for a maximum of 15 days. Incase vendor could not repair/replace the hardware items within 15 days, the bank can get it repair from outside agency and cost of repair will be recovered from AMC payment.





### **37. RIGHT TO ALTER QUANTITIES**

The Bank reserves the right to alter the hardware quantities mentioned in offer. The bank also reserve the right to add or delete one or more item from the list of items specified in offer. Bank also reserves the right to add or delete name of any branch. The Branches where hardware is currently under warranty period may be later on added under ongoing AMC at the same price, terms and conditions, after expiry of warranty period of such hardware. Similarly, branches where in old hardware is replaced with new hardware will be deleted from AMC purview.

### **38. GOVERNING LAW AND DISPUTES**

All disputes and differences of any kind whatever arising out of or in connection with this agreement shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement the Bank shall appoint an arbitrator and the decision of the arbitrator shall be final. Such arbitration is to be governed by the provision of the Indian Arbitration Act.

### **39. 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.



**ANNEXURE I -PRE QUALIFICATION**

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

Sr No.	Pre Compliance Criteria	Compliance (Yes/No)	Detail of proof attached
1.	The bidder should be a <b>company</b> registered in India under the Companies Act.		-Copy of Incorporation certificate
2.	The bidder should have <b>minimum 3 years experience</b> in the maintenance of computers/Printers and scanners with at least two Public sectors Banks handling over 300 Computers / Peripherals		-Certificate from the customer clearly stating that they are satisfied with the service and duration of the services rendered.
3.	<b>The company should have</b> at least single contract of value 3.0 Lac or above for the maintenance of computer hardware and peripherals with Public sector bank/Govt. dept.		-Copy of the work order.
4.	The bidder should have at least one <b>service support center</b> across the mentioned area for maintenance of offered hardware and software.		-Details of service centers must be submitted as a part of bid.
5.	Applicant/Firm should not be blacklisted by any Govt. Authority or Public Sector Undertaking (PSU)		-The bidder should give the undertaking for the same.
6.	Bidders, who have not satisfactorily completed any of the earlier contracts issued by Allahabad Bank, will not be eligible for participation in this tender.		-Bidder should give the undertaking for the same.

Date:-

Name:-

Seal of the Company:-

Signature:-

**ANNEXURE II -ACCEPTANCE OF TERMS AND CONDITIONS**

(Letter to the bank on the vendor"s letterhead)

To

Assistant General Manager,  
Allahabad Bank  
Zonal Office Hamirpur, U.P.

Dear Sir,

**Subject:- RFP for AMC of Desktop, Printers and Scanners**

With reference to the RFP ZO/HAM/DIT/2016-17/N/68 dated 18.11.2016 , having examined and understood the instructions, scope of work, terms and conditions forming part of the RFP, we hereby enclose our offer for AMC 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.

**We hereby undertake that the parts to be replaced during AMC period will be brand new and legally obtained.**

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.

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 purchaser to do so, a contract in prescribed form and bank guarantee of specified amount as in RFP in 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 responsible for the due performance of the contract.

Yours faithfully,

**Authorized Signatories**

**(Name & Designation, seal of the firm)**

**Date:**



**ANNEXURE III -LETTER OF UNDERTAKING ON COMPANY'S LETTER HEAD**

To

Assistant General Manager,  
Allahabad Bank  
Zonal Office Hamirpur, U.P.

Dear Sir,

**Reg.: AMC of Desktop, Printers and Scanners**

We submit our Bid Document herewith.

We understand that you are not bound to accept 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 purchaser to do so, a contract in the prescribed form and bank guarantee of specified amount as in RFP in 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 responsible for the due performance of the contract. We will submit the **bank guarantee in favor of Allahabad Bank valid up to 30 days beyond the completion of performance obligation period, of amount equal to 10% of value of AMC amount** in the form prescribed by the Bank. We undertake that we don't have any franchise arrangement for the services and will provide direct company service support to branches under AMC.

Vendor means the bidder who is decided and declared so after examination of bids.

We undertake that we have not been black listed by any of the Govt. Authority or PSUs as on date of submission of the tender.

Yours faithfully,

Date:-

Name:-

Seal of the Company:-

Signature:-



**ANNEXURE IV –APPLICANT’S PROFILE**

Sr No.	<b><u>(BASIC INFORMATION)</u></b>	
1	Name of Applicant/firm/company	
2	Incorporation status of firm (Public limited/ private limited, etc.)	
3	Whether Registered with registrar of companies.	
	Year of Establishment & Details of Registration (attach Documentary Proof)	
4	Whether in technical collaboration with foreign company? If so give details	
5	Number of years experience in AMC Business	
6	<b>ADDRESS:-</b> <b>HEAD OFFICE:-</b> <b>LOCAL ADDRESS IN TRICITY HAMIRPUR/BANDA/MAHOBA OR KANPUR/LUCKNOW</b>	
7	<b>Telephone Number</b>	
8	<b>Fax Number</b>	
9	<b>Email Address</b>	
10	Key person (s) with contact details a) Head Office / registered Office	
11	Authorized Official with Name, Designation, Contact Phone No/Mobile No / FAX No. etc for RFP	
12	PAN Number	
13	Service Tax Registration Number	
14	Whether blacklisted by Government Authority, Public Sector Undertakings or Banks in India	
15	No. of Employees in company/firm	

**(Wherever applicable submit documentary evidence to facilitate verification)**

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our offer is liable to be rejected.

**Signature of the Authorized Signatory with Date & seal**



**ANNEXURE V- WORK CAPABILITY AND EXPERIENCE**

A. List of important projects completed during last 3 years costing above 3.0 Lac.

Sr No.	Name of Client and full address	Client Contact No.	Govt/PSU/Pvt/Others	AMC Amount	Period of AMC with Dates	Present status of contract	Whether Performance certificate enclosed

**Note: Enclose certificates/proofs in support of your claim.**

Yours faithfully,

Date:-

Name:-

Seal of the Company:-

Signature:-



**ANNEXURE VI - Details of Service / Support center and Technical staffs**

(A) Detail of service/support centre directly owned by the company/firm in our area (Hamirpur/Mahoba/Banda or Kanpur/Lucknow).

Sr No.	AREA	Address of Service Head	Name and Contact details of Centre Head

(B) Detail of technical staff/Engineers deputed on each center.

Sr No.	Service Centre	Engineer Name	No. of Year of Experience with Firm	Mobile No.

Note: In case any discrepancy found in the above mentioned information is liable to rejection of offer.

**Date:-**

**Name:-**

**Seal of the Company:-**

**Signature:-**



**ANNEXURE VII - Commercial bids**

The Annual maintenance charges for all items distributed at various branches and offices under Zonal Office Hamirpur will be as under.

S No.	Items	Cost per Items in Rs. (Approx.)	No. of Items	AMC Rate per items in Rs. (Without Taxes)	Total Amount (In Rs.)
1.	Desktop (HCL/Wipro/Acer etc.)	30000.00	363		
2.	Laser Printer (Samsung/HP/Ricoh)	7000.00	68		
3.	Passbook Printer (Lipi/Epson/Olivetti)	15000.00	50		
4.	Scanner (Canon/HP)	4000.00	45		

- AMC rate quoted above should include all charges except taxes.
- Unit AMC price of all items as well as TCO must be quoted in WORDS AND FIGURES.
- In case of any discrepancy, unit price quoted in words will be considered for computation of TCO.
- Cost comparison will be on the basis of Total Cost of Ownership calculated for all above mentioned items. L-1 bidder will be decided on the basis of Grand Total (TCO value) of all items in above table.
- The quantities mentioned above are estimated and not actual quantity. There may be variation of 5 to 10% in quantity.
- Some Desktops, Passbook Printer and Laser printer are under warranty and AMC charges shall be calculated only for remaining period while awarding the AMC contract.
- Before start of the contract, physical asset verification to be conducted by the vendor at their own cost.

**Date:-**

**Name:-**

**Seal of the Company:-**

**Signature:-**



**ANNEXURE VIII- PERFORMANCE SECURITY FORM**

(BANK GUARANTEE FORMAT)

(ON NON-JUDICIAL STAMP PAPER OF RS 100.00)

Bank Guarantee No.

Date:-

To,

**Allahabad Bank**  
-----

**WHEREAS** \_\_\_\_\_ (**Name of the Empanelled Vendor**) hereinafter called "the Empanelled Vendor" has undertaken, in pursuance of Purchase Order No. \_\_\_\_\_ **Date** \_\_\_\_\_ **to supply** (Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Empanelled Vendor shall furnish you with a Bank Guarantee by a recognized Bank for the sum specified therein as security for compliance with the Empanelled Vendor's performance obligations under the contract.

AND WHEREAS we have agreed to give the Empanelled Vendor a Guarantee.

THEREFORE WE hereby affirm that we are Guarantors and responsible to you on behalf of the Empanelled Vendor , up to a total of Rs \_\_\_\_\_ (Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Empanelled Vendor to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. \_\_\_\_\_ (Amount of guarantee.) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

Signature and seal of Guarantors.

Date:-

Address:-

- Note: 1) Empanelled Vendor should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.  
2) Stamp paper is required for the bank guarantees issued by the banks located in India.



## Annexure - IX STANDARD AMC AGREEMENT

### (Agreement with Vendor for Annual Maintenance)

This agreement made the ----- day of ----- 200\_ between Allahabad 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** \_\_\_\_\_  
INCORPORATED UNDER THE COMPANIES Act, 1956 and having its  
registered office at -----

hereinafter called THE COMPANY has agreed to provide and Bank has agreed to accept from the company, repair and maintenance service for the computer hardware/software (hereinafter called EQUIPMENT) listed in ANNEXURE-A hereto as amended from time to time, subject to the Bank paying charges to the company on the following terms and conditions:

In consideration of the premises it is agreed between the parties as follows:

#### 1. COMMENCEMENTS AND TERM:-

- This agreement is effective and valid for an initial period of one year from ----- to ----- it Shall however be renewable every year, for a minimum period of three years (or as finalized under the terms of empanelment contract/PO referred to above).
- Upon termination as provided under clause 1.1 above 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.

Request for Proposal (RFP) ZO/HAM/DIT/2016-17/N/68 dated 18.11.2016, Technical and commercial bids submitted by the vendor, AMC related order issued by bank, under which this agreement is signed shall be deemed to form and construed as part of this Agreement.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED 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 \_\_\_\_.