

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Information Technology Department
Chennai Zonal Office
“Star House” 2nd floor, 30 (Old No.17)
Errabalu Street
Chennai – 600 001.

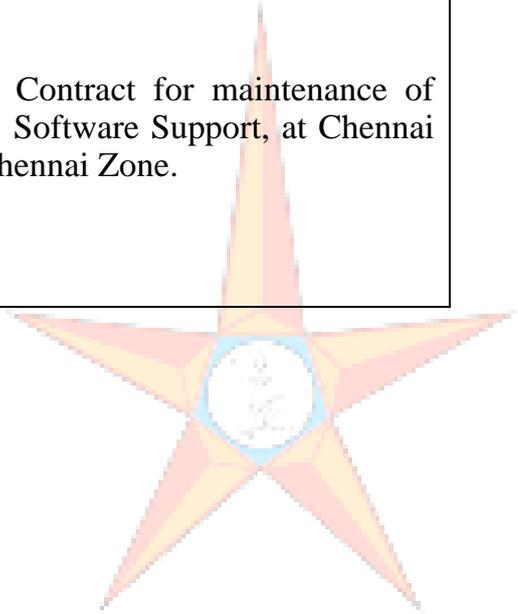
BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Request for Proposal

Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware & Peripherals, Laptops, Software Support, at Chennai Zonal Office and its offices and branches in Chennai Zone.

BOI



Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Tender Reference	BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002
Bid security/Earnest Money Deposit (EMD)	Rs. 1,00,000/- (Rupees One Lakh only) Demand Draft, issued by a Scheduled Commercial Bank in India, drawn in favour of "Bank of India" payable at Chennai
Tender Document Fees (Tender Document Cost as well as Participation fees which is non-refundable irrespective of whether the tender is accepted and contract is awarded or not)	Rs. 5,000/- (Rupees Five Thousand Only) DD to be drawn in favour of "Bank of India" payable at Chennai
Date of Commencement of BID Document in our Website	16-02-2024
Last Date and Time for receipt of tender	26-02-2024 up to 04:00 PM
Date and time of opening of Technical bids	28-02-2024
Date and time of opening of Commercial bids	If Commercial Bid cannot be opened immediately after technical bid opening, then the date and time will be advised to the Participant Bidders.
Contact Person	Mrs. Dhayanithi K (044-66777554, 8122311134) Mr. Aravindh (044-66777513, 7598344762) Email: Chennai.IT@bankofindia.co.in
The Details of Computers, Printers, Passbook Printers, Scanner and other Peripherals	As per Annexure A
Information of Company / Firm to be submitted	As per Annexure B
Commercial Bid to be submitted	As per Annexure C
Non-Disclosure Agreement	As per Annexure D
AMC Agreement Proforma	As per Annexure E
Bid Security Form	As per Annexure F
Performance Security	As per Annexure G
Letter of Undertaking	As per Annexure H
Unconditional Acceptance of the Terms & Conditions of the RFP	As per Annexure I

NOTE:

1. This tender document is the sole property of Bank of India and it is not transferable.
2. This bid document has 44 pages.
3. If a holiday is declared on the dates mentioned above, the bids shall be received /opened on the next working day up to the appointed time/at the same time specified above.

**Chennai Zone
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Date: 14-02-2024

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder(s) or applicants, whether verbally or in documentary form by or on behalf of Bank of India, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer by Bank of India. This RFP is to invite proposals from applicants, who are qualified to submit the Bids ("Bidders"). The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct his/her own investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank of India makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP.

The information contained in the RFP document is selective and is subject to updating expansion, revision and amendment. It does not purport to contain all the information that a Bidder may require. Bank of India reserves the right or discretion to change, modify, add to or alter any or all of the provisions of this RFP document and / or the bidding process, without assigning any reasons, whatsoever. Such change will be intimated to all Bidders. Any information contained in this RFP document will be superseded by any later written information on the same subject made available to all recipients by Bank of India.

Bank of India may in its absolute discretion, and without being under any obligation to do so, update, amend or supplement the information in this RFP.

Bank of India reserves the right to reject any or all the expression of interest / proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Bank of India shall be final, conclusive and binding on all the parties.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Dear Sirs,

Subject: Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware & Peripherals, Printers, Passbook Printers, Laptops, Scanners, Software Support, etc at Chennai Zonal Office and its offices and branches in Chennai Zone.

Calling for Sealed Bids

1. Sealed Bids are invited from reputed companies / Firms for Comprehensive On-Site Maintenance of Computer Systems including PCs, Laptops, Printers, Passbook Printers, Thin Clients, Scanners and other peripherals installed at various Branches/offices of Bank of India situated in the State of Tamilnadu and Pondicherry.

The Details of systems & peripherals is given in Annexure 'A'.

INSTRUCTION TO BIDDERS (ITB)

(i) Language of Bid

The Bid prepared by Bidders, as well as all correspondence and documents relating to the Bid exchanged by the Bidders and Bank of India shall be in English only.

(ii) Clarifications On Bid Document/RFP

Before bidding, the Bidders are requested to carefully examine the Bid Documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy between any of the Bid Documents, they should forthwith refer the matter in writing to Bank of India for necessary clarifications within the specified time. Points raised in pre-bid meeting requiring clarifications shall also be dealt with similarly. Bank of India's decision in this regard shall be final, conclusive and binding on all the bidders or offers.

2. Eligibility Criteria:

The Firms / Companies fulfilling the following Terms and Conditions may submit their bids super-scribed as **"Quotation for Comprehensive AMC of Computer Hardware & Peripherals"** addressed to

**The Zonal Manager,
Bank of India – Chennai Zonal Office,
Information Technology Department,
2nd Floor, No. 30 (Old No. 17), Errabalu Street,
Chennai 600001.**

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

- 2 (a) The eligible bidder should have service centres in the State of Tamilnadu at strategic centres including Chennai. The bidder should have an annual turnover of **Rs. 5 crores or above** from Sales / Services / Maintenance of Computer Hardware and Peripherals in the last three years. Information / Undertakings should be submitted as per the **Annexure B, C, D, F, G, H and I**. The complete service centres address should be provided to the bank, bank officials may visit the service centres and in case of bank officials' visit, the entire cost of visit should be borne by the vendor.
- 2 (b) The bidder should be a profit making or positive net worth company/firm during the last 3 financial years.
- 2 (c) The Firms / Companies should have at least 3 years' experience of undertaking Annual Maintenance Contract in PSU Banks / Financial Institutions handling over 1000 Computers / Peripherals. Reference letter from such clients (**at least two**) regarding services provided by the bidder. **If the bidder did AMC in Bank of India Chennai Zone earlier then reference PO letter and satisfactory letter from Chennai Zonal Office-IT department is mandatory.**
- 2 (d) It should have been registered with Tamil Nadu Sales Tax Department for Work Contract Tax / VAT. **Copies of their PAN, GST No registration certificate to be enclosed and it is mandatory.**
- 2 (e) The bidder should not have been blacklisted by any Public Sector Bank in the last 5years. **A self-declaration letter by the Bidder, on the Company's letter head should be submitted along with the bid.**
- 2 (f) Bidder/SI is **not reported under SMA-2 or NPA**, if enjoying credit facilities from any Bank/FI. A self-declaration letter by the Bidder, on the Company's letter head should be submitted along with the bid.
- 2 (g) The bidder should submit a certificate in support of **ISO9001:2015, ISO/IEC20000-1:2011, ISO27001:2013** in support of Certification of the Services.
- 2 (h) The bidder must have a permanent office in Chennai.
- 2 (i) The Firms / Company will have to provide a list of engineers who will perform the job along with their resume and qualifications once they are selected.
- 2 (j) Bidder/SI has not violated any intellectual property Rights. **A self-declaration letter by the Bidder, on the Company's letter head should be submitted along with the bid.**
- 2 (k) The company should have Pan-India presence.
- 2 (l) Bidder/SI must not have failed in completion of any project with the Bank as per Purchase Order issued during the last 3years. **A self-declaration letter by the Bidder, on the Company's letter head should be submitted along with the bid.**

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

2 (m) No consortium/Joint Venture allowed. **Self – Certification in the Offer Letter (Declaration)**

3. **Submission of Bids**

The Technical / Commercial bids should be in two separate sealed covers clearly marked as **'TECHNICAL BID'** and **'COMMERCIAL BID'**.

- i. **"Technical Bid for Comprehensive Onsite Annual Maintenance Contract** for maintenance of Computer Hardware & Peripherals, Printers, Passbook Printers, Laptops, Scanners, Software Support, etc, at Chennai Zonal Office and its offices and branches in Chennai Zone."

BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002 dated 14-02-2024

- ii. **"Commercial Bid for Comprehensive Onsite Annual Maintenance Contract** for maintenance of Computer Hardware & Peripherals, Printers, Passbook Printers, Laptops, Scanners, Software Support, etc, at Chennai Zonal Office and its offices and branches in Chennai Zone."

BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002 dated 14-02-2024

The bid has to be accompanied by an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh only)** in the form of a demand Draft or payslip in favor of Bank of India, Payable at Chennai. Such Draft or Payslip should be in separate third cover marked as **'EARNEST MONEY DEPOSIT'**. Tenders not accompanied by EMD in appropriate form will be summarily rejected.

- 3 (a) The **TECHNICAL BID** should include the name and address of the Firm / Company, Annual Turnover, details of past experience and the offices where they have been performing such duties along with the supporting documents / certificates. **Technical Bids should not contain any commercial quotes.**
- 3 (b) The **COMMERCIAL BID** should contain the rate against each item separately.
- 3 (c) **Technical and Commercial bids should be in clear words, categorically mentioning each and every terms specifying the rates, etc. Any kind of ambiguous / obscure / unclear terms may lead to the bid being disqualified.**
- 3 (d) The Bank reserves the right to reject any or all the tenders without assigning any reasons.
- 3 (e) The sealed tenders must be submitted by **26-02-2024 by 04.00 PM.**

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

4. Opening of Commercial Bids

Only those bids which are technically found responsive/eligible, will be informed of the Date/Time/Venue of opening of Commercial bids.

4 (a) The Technical Bids will be evaluated as per eligibility criteria. Thereafter the Bank reserves the right of selection of Vendor by Opening of Commercial Bids of vendors, who are found eligible after evaluation of Technical Bids.

4 (b) After opening of commercial bids and declaring the prices, the Bank will evaluate and compare the commercial bids.

4 (c) Arithmetical errors will be rectified on the following basis.

If there is a discrepancy between the unit price and the 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 Successful Bidder does not accept the correction of the errors, its Bid will be rejected, and its Bid security may be forfeited. **If there is a discrepancy between words and figures, the amount in words will prevail.**

4 (d) The Bank's evaluation of Commercial (Price Bid) will take into account in to addition to the Bid price quoted, one or more of the following factors:

- i) Deviations in payment schedule
- ii) Deviations in prices quoted.

5. Terms and Conditions

5 (a) The contract will be on **comprehensive onsite** basis inclusive of repairs and replacement of spare parts including all plastic materials of all hardware, provision of standby hardware on immediate basis without any extra payment. **In case of printers all the components including plastic parts, printer head, logic card, logic board, hammer bank, sprocket, hub kit, drum unit, cover assembly, etc., are to be covered under the scope of AMC Coverage.**

5 (b) **The contract will be effective for a period of one year from the date of awarding contract (i.e 01/04/2024 to 31/03/2025).** The vendor will have to enter into necessary contract with the bank. The format of Annual Maintenance Contract is as per **Annexure E**. Our letter awarding the contract for AMC and your acceptance of the same and/or commencement of maintenance services by the vendor upon receipt of letter of award, shall act as a binding contract between us until execution of a formal contract. The format of Annual Maintenance Contract is as per **Annexure E**. The contract may be renewed for further period/s of specific duration/s as may be mutually agreed upon by the parties hereto.

5 (c) The vendor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his or his employee's part.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

- 5 (d) The vendor should be an authorized service provider for reputed manufacturers and must have requisite expertise in providing maintenance of computers and peripherals of various brands / make.
- 5 (e) Three resident engineer and One team leader should be provided by the bidder **on all working days and when required by the bank even on holidays through the agreement period.** These two resident engineer and one team leader will be placed at Chennai Zonal Office. Out of these Two resident engineer one must possess knowledge in networking. **If needed the resident network engineer will be assigned to the branch related work also.** One resident engineer will be placed at NBG office. Resident Engineer and Team Leader should be equipped with vehicle (two wheelers) at vendor's cost for quick communication.

Firm/Company should have 11 dedicated field engineers in the following locations,

- 3 at Chennai
- 1 at Kancheepuram
- 1 at Karaikal
- 1 at Tiruvannamalai
- 1 at Tiruvallur
- 1 at Tirupattur
- 1 at Vellore
- 1 at Villupuram
- 1 at Pudhucherry Union Territory.

If bank IT team observed that Service engineers and Team Leader are not up to the satisfactory level in service then bank IT team will recommend for replacement of service engineers/Team leader to vendor and the vendor should appoint suitable replacement within 10 days from the date of receipt of e-mail from ZO, IT department, Chennai. Bank may change the resident service Engineer location based on bank requirement. The vendor should abide to the condition and transfer / arrange the resident service engineer at the new location without any cost to the bank

- 5 (f) The engineer should have a minimum qualification of **having passed Diploma exam** of any Board/University and have a certificate of having successfully completed a course in Hardware and Networking.
- 5 (g) The engineer shouldn't insist the branches to help them (vendors) to solve the problem remotely only as the branches do not have the time and expertise to follow the instructions of the vendor engineers on telephone. **Vendor should always endeavour to attend the call by personal visit only. Intimating the vendor's engineer and/or personnel about the hardware problems shall also be treated as registration of complaint. It will be the duty of the Team Leader as well as the vendor company/firm to ensure that all calls are closed within the specified time limit.**
- 5 (h) The vendor is required to carry out Periodic Preventive Maintenance activities and submission of inventory list all the equipment under AMC **at least once in a quarter**

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

failing which Penalty will be incurred. This includes periodic cleaning and replacement of parts that are subject to wear and tear, without any cost to the bank including plastic parts. During this time, the AMC vendor may send helpers to clean-up the computers & related peripherals such as keyboard, mouse etc. No extra amount is payable for any such work conducted by the vendors.

5 (i) **Timings for locations on all working days is:**

Monday to Saturday: From 9:00 am to 7:00 pm. (other than holidays)

The Call should be attended within 4 hours for local calls, 24 hours for outstation calls (Service Timing set as 09.00 AM to 7.00PM, hours can be calculated between the time frame of 09:00 Am to 7:00 PM. So if a call is lodged at 05:00 PM, service engineer has to attend by 11:00 am on the next day. And in case of replacement of required hardware parts should be done within **72 hours from date of call lodgement for local calls and 96 hours from date of call lodgement for outstation calls.** The local call refers to the place where resident service engineers are placed and branches covered in local place within 75 KM radius in all directions. If the resolution is beyond above specified time limit, vendor had to provide standby arrangement for the computer / peripheral till the unit is repaired failing which penalty will be imposed as per the penalty clause in the RFP.

5 (j) It shall be the **responsibility of the vendor to make all the computers, Laptops, Passbook printers, tablets, and peripherals work satisfactorily** throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract **without any extra cost to the Bank.**

5 (k) The vendor will be required to provide maintenance for operating systems, installation or re-installation of operating systems, installation of application software like MS-Office etc., installation / Installation and updation of antivirus software, installation and configuration of peripherals like printers, etc. as and when required by the Bank. The Bank will provide all the required software. The rates quoted should cover onsite maintenance of the operating system, software installation, installation of patches, data recovery, preemptive action against virus detection / removal, configuration of internet / email, configuring applications (client / server), connectivity between computers / laptops, iPads, Blackberry and Peripherals like Printers, Scanners, Modems and Multi-Media projectors for presentations.

5 (l) The vendor would also be required to install and update Bank's licensed version of antivirus and other authorized software like **Barcode Installation, Rajbhasha Unicode, digital pension, WINZIP, WINRAR, EKYC, CKYC, and outlook-MMS, CERSAI, "E-Kuber"** and any other software wherever and whenever required and should be able to configure the Hardware (PCs/Thin Clients etc.) accordingly. Also the vendor is required to configure/ convert all the systems to domain (Active Directory) whenever the operating system is reinstalled in the machine.

5 (m) While shifting any hardware out of the Bank's premises for repairs, the vendor will

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

have to arrange for suitable replacement of the respective hardware i.e. standby hardware should be provided immediately without extra cost to Bank.

- 5 (n) **The vendors will be required onsite maintenance of the operating systems, software installations, installation of patches, upgradations, data recovery, installation, de-installation, re-installation configuration of application and operating software and hardware, pre-emptive action against virus detection and/or removal, configuration of internet / e-mail, connectivity between computers / laptops, and Peripherals like Printers, Biometric devices, Scanners, Modems and Multi-Media projectors for presentations.**
- 5 (o) 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. AMC vendor should keep sufficient spares at our office & at their office and should provide replacement parts including Motherboard, Hard Disks, Processors, SMPS, DVD-Drives, RAM, Keyboard, Mouse, Power Supplies, Monitors etc. within a reasonable period and in no case more than 48 hours. A minimum of 10 PCs, 10 passbook printers and 10 laser printers of latest configuration will have to be provided by the vendor to facilitate temporary replacement immediately after finalization of the contract.
- 5 (p) Bank may decide and reserves the right to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, other peripherals during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case. **The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports', Quarterly Preventive Maintenance Activity Reports from all the user branches / departments. Also, submission of Inventory report of Spares duly signed & checked by Bank Managers/Officer-in-charge.**
- 5 (q) Bank reserves the right to get any hardware repaired by any third party vendor in case the vendor is not able to give immediate service as per the requirement of the Bank. Even after this, the vendor has to give continued services. At its discretion, the Bank can recover such expenses incurred, towards repairing of Hardware from other parties in case of emergency and necessity and when the vendor's service is not prompt, from the AMC amount.
- 5 (r) In case the vendor is not able to accept the contract after it is awarded to him or if he is not able to do the work after accepting the contract, he will be liable to pay damages to the Bank including the extra rate, which the Bank will have to pay to any other vendor for getting such work done.
- 5 (s) **The above act of backing out would automatically debar the vendor from any further dealings with the Bank and the EMD amount would also be forfeited.** No interest or compensation is payable to the vendor on the Earnest Money Deposit amount or any other amount held by the Bank for any period of time.
- 5 (t) **A bank guarantee amounting to 10% of AMC value for 12 months shall be submitted to the Bank once the contract is awarded.** The Earnest Money Deposit would be refunded

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

after submission of the guarantee. Bank Guarantee shall be invoked by the Bank in case of non-performance of any of the terms of RFP/Contract.

5 (u) In case of equipment's that are not under AMC, but are under warranty / services of some other vendor, the vendor would be required to perform the initial scrutiny / diagnostics only and try to resolve the call / complaint by following up with the respective vendor/s by adhering to laid down call resolution procedure without violating the standard warranty clause / Service Level Agreement of the other vendor/s.

5 (v) In case the call / complaint is not resolved. The vendor will have to log a complaint with the supplier / service provider and monitor the call till its resolution. **The vendor will be required to provide the Bank with Help desk / call resolution statistics on a fortnightly basis.** The details provided should include:

- Calls logged on daily basis with time & allotted call / complaint number / equipment make / model / Sr. Nos.
- Nature of complaint.
- Name of the branch / Office
- Date of Assignment of Call and Engineers name, contact no.
- Statistic on the response time / resolution time.
- Monitoring / follow-up with the supplied service provider in case of equipment under warranty.

5 (w) **The vendor/s (whom the maintenance services are offered to) will have to visit, at their own cost, all the branches and offices falling under Chennai Zone of Bank of India for physical asset listing/verification and have to prepare and submit a branch-wise/office-wise list of inventory mentioning branch/office name, item name, item make & model, item serial number and with a Unique Serial Number within FIFTEEN DAYS of the commencement of AMC contract to arrive at the actual AMC. The list must be approved by concerned branch Head under his seal and signature. Necessary changes shall be made to the list as per Bank's requirement.** The final AMC amount shall be arrived at on the basis of the list so submitted by the vendor after necessary corrections. Vendors/Bidders to note this hardware list may differ from the tentative quantities given in **Annexure A**, as there may be variation (+/-). During this period the vendor should attend calls of the branches. Otherwise entire AMC amount shall not be payable.

The vendor would be responsible to **manage / maintain the Asset Inventory based on the Equipment Unique Serial No.** including the hardware movement information from one location to another. The vendor will be required to check and monitor the progress of next delivery and installation.

The vendor would be required to maintain and submit to our office, on quarterly basis, location wise inventory list, duly updated with details of new installation, if any and incorporating the hardware movement during the period under reference.

5 (x) The vendor may be required to regularly update the antivirus software on all the PCs and perform regular scans and remove the virus in case detected.

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

- 5 (y) The vendors shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 and Other Laws prevailing in the country.
- 5 (z) At any stage during the allotment of AMC and during the AMC Period if the vendor fails to perform the services or withdraws his services (contract), then bank reserves the right to award the contract to next successful vendor on the same terms and conditions which are agreed by the L1 vendor.

Other Terms & Conditions

- Engineers deployed at the site/s, should be equipped with all the necessary hardware/software tools that may be required for trouble shooting.
- All Service Engineers to be posted should have minimum 2-year experience and Team Leader should have experience of more than 5 years.
- L1 Vendor, in their own interest, has to deploy their engineers at least 1 week in advance, before the expiry of the current contract with the existing vendor, in order to understand the job from the existing vendor like adding PCs to domain etc. This would help in your execution of work when the actual contract commences.
- The Computer Systems/machines shall continue to remain covered under AMC agreement during transit as well as at the new location, when moved for maintenance or for any other purpose.
- All calls should be logged into system and call report should be obtained from the users with regard to the calls attended by them.
- Data Recovery from corrupted/infected devices has to be carried out by the successful bidder
- For attending the calls of PCs installed at the residence of the Executives, conveyance charges incurred for the same, would be paid on actuals.
- The vendor has to facilitate the degaussing activity, whenever needed, for which charges would be paid on actuals.
- Engineer should be able to handle issues relating to all types of computer hardware and peripherals such as Printer/Scanner/ Webcams/Projectors etc. and configuring all types of printer functionality e.g. Passbook printer/IOI printers/Laser Printer/Multi-Function Printer as well as all types of scanners, Browser and proxy configuration in Workstation/PCs.
- Engineer should be able to handle different types of e-mail regarding client related issues.
- Engineer shall also co-ordinate with third party vendors in case of issues relating with Thin Clients / Desktop Computers, Servers, Scanners and Printers which are already under Warranty / AMC with different Vendors.
- Coordination with the actual supplier of the hardware, until proper functioning by the hardware/ Scanner/PCs/Printers/Scanners/Storage etc., for systems under Warranty. Loading of specific OS/AV patches for meeting exigencies per node basis
- Engineer should be able to handle issues relating to Operating Software support including Active Directory Services and installation / updation of Antivirus for Windows Operating Systems and OS Patch updation and Drivers for printers/scanners.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

6. Deviation in RFP Response

- 6 (a) Any deviation/requirements other than once state in the RFP shall be discussed in the pre-bid meeting and if necessary appropriate addendum/amendment to the RFP shall be put in place by the bank/purchaser in this regard as it deemed fit.
- 6 (b) Any deviation/requirement or pre-condition other than stated in the RFP including addendum/amendment if it form part of the RFP response shall to that extent be invalid.
- 6 (c) The successful bidder cannot define and limit the Scope of Work mentioned in the RFP including addendum/amendment. If it is necessary to sign the Scope of Work document with successful bidder such scope of work document shall be an exact replica of the Scope of Work stated in the RFP including addendum/amendment.
- 6 (d) If any deviation is noticed thereafter then RFP Scope of Work mentioned in the RFP including addendum/amendment will be final.

7. Information Security:

- 7 (a) The Contractor and its personnel shall not carry any written material, layout, diagrams floppy diskettes, hard disk, storage tapes or any other media out of Bank of India's/Purchaser's premises without written permission from Bank of India/ the Purchaser.
- 7 (b) The Contractor/ personnel shall follow Bank of India's/ the Purchaser's information security policy and instructions in this behalf.
- 7 (c) Contractor/ shall, upon termination of the Contract/Agreement for any reason, or upon demand by Bank of India/ Purchaser, whichever is earliest, return any and all information provided to Contractor/ by Bank of India/the Purchaser, including any copies or reproductions, both hardcopy and electronic.

8. Delay in the Vendor's/Bidder's Performance:

- 8 (a) Performance of the Contract shall be made by the Contractor in accordance with the time schedule specified by Bank of India
- 8 (b) A delay by the Contractor in the performance of its Contract obligations shall render the Contractor liable to any or all the following sanctions:
- i. Invocation of its performance guarantee
 - ii. Imposition of liquidated damages, and/or
 - iii. Termination of the Contract for default
- 8 (c) If at any time during performance of the Contract, the Contractor encounter conditions impeding timely completion of the Service(s) under the Contract and performance of Service(s) / System, the Contractor shall promptly notify Bank of India

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

in writing of the fact of the delay, its likely duration and its causes. As soon as practicable after receipt of the Contractor's notice, Bank of India shall evaluate the situation and may at its discretion extend the Contractor's time for performance, in which case the extension shall be ratified by the Parties by amendment of the Contract.

9. Order Cancellation

The Bank reserves its right to cancel Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions (in addition to the Termination **Clause 10** of Terms and Conditions of Contract):

- 9 (a) Delay in timely resolution of the issues beyond the specified period mentioned in the RFP
- 9 (b) Serious discrepancy noticed during the reference checks.
- 9 (c) Major breach of trust is noticed at any stage of the project.
- 9 (d) Any other appropriate reason in view of the Bank.

In addition to the cancellation of purchase order, the Bank reserves the right to foreclose the Bank Guarantee given by the vendor against the payment made to appropriate the damages.

10. Bid Security

- 10 (a) The Bidder shall furnish, as part of its Bid, a Bid security as given in **Annexure-F**.
- 10 (b) The Bid security is required to protect the Bank against the risk of Bidder's conduct, which would warrant the security's forfeiture.
- 10 (c) The Bid security shall be denominated in Indian Rupees and shall be in one of the following forms:
 - i. A Performance guarantee for 1 year with a claim period of 90 days, issued by a Public Sector / Private Sector / Scheduled Commercial Banks in India (Other than Bank of India), acceptable to the Bank, in the form as per Annexure-N provided in the Bid.
 - OR
 - ii. A Banker's Cheque / Demand Draft, issued by a Public Sector / Private Sector / Scheduled Commercial Banks in India, drawn in favour of Bank of India payable at Chennai.

10 (d) Any Bid not secured, as above, will be rejected by the Bank, as nonresponsive.

10 (e) Unsuccessful Bidders' Bid security will be discharged or returned as promptly as possible but not later than sixty (60) days after the expiration of the period of Bid validity.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

10 (f) The successful Bidder's Bid security will be discharged upon the Bidder signing the Contract and furnishing the Performance Security as per **Annexure-G**.

10 (g) The Bid security may be forfeited:

i. If a Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form

OR

ii. If a Bidder makes any statement or encloses any form which turns out to be false/incorrect at any time prior to signing of Contract

OR

iii. In the case of a successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security as mentioned in this RFP.

11. Deadline for Submission of Bids

11 (a) Bids should be received by the Bank at the address specified, no later than the date & time specified in the Invitation to Bid.

11 (b) Bank shall not be responsible for any Postal / Courier delay in receiving the BID documents at specified address after the deadline for submission of Bids prescribed and such late Bid will be rejected and returned unopened to the Bidder.

11 (c) The Bank may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

11 (d) **Late Bid:** Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

12. Payment Terms:

Payment shall be released on quarterly basis after successful completion of respective quarter subject to the submission of the following by the vendor:

12 (a) Invoice mentioning the Quarter and separately mentioning the items by Branch, Name, Rate, Quantity, Unit Rate and Total Amount.

12 (b) Quarterly Preventive Maintenance Reports and Service Reports with the sign and stamp of branch officer/head after rendering satisfactory services during the quarter by the vendor.

12 (c) There should be no complaint pending for the claim period at the time of quarterly claim submission by the vendor.

12 (d) Advance payment cannot be made in any case whatsoever.

13. Penalty:

13 (a) In case of delay in resolution of the calls logged without replacement of hardware/ spares are beyond 48 hours from date of call lodgement for local (local refers to the place Wherever Resident Engineers are present and within 75 km radius in all directions) and 72 hours from date of call lodgement for out station. **In case of delay in resolution of the calls logged for replacement of hardware is beyond 72 hours for local and 96 hours for outstation, the following Penalty clause will be applied.**

& Passbook Printers	Rs.600/- per machine/per day
PC/Desktop/Laptop	Rs.350/- per machine/per day
Other Printers/Scanners/Others	Rs.200/- per machine/per day

In order to avoid penalty, the vendor may provide alternate device of similar configuration in good working condition to the Bank, so that the Bank's work is not affected.

13 (b) In the event of leave/absence of the Engineer posted at our site, the vendor should arrange for suitable replacement on the same day latest by 10 a.m. **In case, the vendor fails to do so, a penalty of Rs.1000/- per engineer, per day would be levied to the vendor.**

14. Termination:

Bank / the Purchaser, reserves the right to terminate the Contract/Agreement and recover expenditure incurred by the bank by giving the Contractor a prior and written notice of 30 days indicating its intention to terminate the Contract / Agreement under the following amongst other circumstances:

14 (a) Where it comes to Bank's the Purchaser's attention that the Contractor/ (or the Contractor's team) is in a position of actual conflict of interest with the interests of Bank/ the Purchaser, in relation to any of terms of the Contractor's Bid or the Contract/ Agreement.

14 (b) Where the Contractor's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Contractor, any failure by the Contractor to pay any of its dues to its creditors, the institution of any winding up proceedings against the Contractor or the happening of any such events that are averse to the commercial viability of the Contractor.

14 (c) In the event of the happening of any events of the above nature, Bank the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the Service(s) to the next successor Contractor, and to ensure business continuity.

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

- 14 (d) The selected Bidder commits a breach of any of the terms and conditions of the tender/contract.
- 14 (e) The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- 14 (f) If the selected bidder fails to complete the due performance of the contract in accordance with the agreed terms and condition.
- 14 (g) Bidder failing to execute the contract document.

In addition to the cancellation of purchase order under above circumstances, the Bank reserves the right to foreclose the Bank Guarantee / EMD given by the vendor against the payment made to appropriate the damages.

15. Termination for Insolvency:

Bank, the Purchaser may at any time terminate the Contract / Agreement by giving written notice of 07 days to the Contractor indicating its intention to terminate the Contract/Agreement, without compensation to the Contractor, if the Contractor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to Bank, the Purchaser.

16. Prices and Taxes

- 16 (a) Prices payable to the bidder/SI as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges etc.
- 16 (b) The total price quoted should be inclusive of applicable taxes, duties, levies, charges etc., as also cost of incidental services such as transportation, insurance etc. But exclusive of Sales Tax / VAT / Service / GST Tax payable as applicable and Octroi / Entry-Tax payable to Local Government / Municipal Authorities which will be reimbursed on actual basis upon production of original receipts.
- 16 (c) Bidder will be entirely responsible for all applicable taxes, duties, levies, imposts, costs, charges, license fees, road permits etc., in connection with delivery of equipment at site including incidental services and commissioning. Payment of Octroi /entry tax, if applicable, will be made at actual, on production of suitable evidence of payment by the Bidder.
- 16 (d) Income / Corporate taxes in India: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

applicable from time to time in India and the Price Bid by the Bidder shall include all such taxes in the Contract price.

- 16 (e) Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, Purchaser shall effect such deductions from the payment due to the Bidder. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Bidder from his responsibility to pay any tax that may be levied in India on income and profits made by the Bidder in respect of this Contract.
- 16 (f) The Bidder's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Bidder shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.
- 16 (g) The Bidder agrees that he shall comply with the Income-tax Act in force from time to time and pay Income -tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.
- 16 (h) Should the Bidder fail to submit returns/pay taxes in times as stipulated under the Income -tax Act and consequently any interest or penalty is imposed by the Income-tax authority, the Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/ Bidder.
- 16 (i) The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.
- 16 (j) The cost must be indicated as Fixed Price in Indian Rupees only.

17. Performance Guarantee

- 17 (a) Within 7 days of the receipt of PO acceptance of Bid by Bank of India, the successful Bidder shall furnish the Performance Bank Guarantee as per the format provided in **Annexure G**. The Performance Bank Guarantee furnished by the Bidder shall be unconditional and irrevocable.
- 17 (b) The value of the Performance Bank Guarantee will be **10 % of the AMC Value** for **12 months** shall be submitted to the bank once the contract is awarded.
- 17 (c) The Performance Security / Performance Bank Guarantee shall be denominated in Indian Rupees [INR] and shall be in form of a bank guarantee issued by a reputed nationalized bank.

- 17 (d) The Performance guarantee will be invoked by Bank of India as compensation for any loss or damage resulting from the Bidder's failure to complete its obligations under and in accordance with the Contract.
- 17 (e) The Performance Bank Guarantee should be valid till end of one year from the date of agreement of contract.
- 17 (f) Failure of the successful Bidder to comply with the requirement of 'Signing of Contract' as stated above, shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid security.

18. Bidder's Integrity

The bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

19. Bidder's obligations

- 19 (a) The bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.
- 19 (b) The bidder will abide by the job safety measures prevalent in India and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the bidder's negligence. The bidder will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- 19 (c) The bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanours.
- 19 (d) The bidder will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

20. Violation of Terms

Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Vendor from committing any violation or enforce the performance of the covenants, obligations and representations contained in the Contract/RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of the amounts due under this contract and related costs and a right for damages.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

21. Awarding of Contract

- 21 (a) Contract/PO will be awarded to the successful Bidder for the products/items to be procured by the Bank, which may not include all the products/items which is being quoted by the Bidder. Bank may issue multiple PO
- 21 (b) Within seven (7) days of the issuance of Purchase Order and acceptance thereof, successful bidder has to submit Contract Form to the Bank duly dated and signed by the authorized signatory.
- 21 (c) In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Bidder
- 21 (d) No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

22. Consequences of Termination

- 22 (a) In the event of termination of the Contract/Agreement due to any cause whatsoever, [whether consequent to the stipulated term of the Contract/Agreement or otherwise], Bank the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Contractor shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next successor Contractor/ to take over the obligations of the erstwhile Contractor in relation to the execution/continued execution of the scope of the Contract/ Agreement. Bidder is expected to handover all the required APIs using which metadata and documents/images can be extracted for purpose of migrating to a new setup.
- 22 (b) In the event that the termination of the Contract/Agreement is due to the expiry of the term of the Contract/Agreement, a decision not to grant any (further) extension by Bank the Purchaser, the Contractor herein shall be obliged to provide all such assistance to the next successor Contractor or any other person as may be required and as Bank the Purchaser may specify including training, where the successor(s) is a representative / personnel of Bank /the Purchaser to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.
- 22 (c) Where the termination of the Contract/Agreement is prior to its stipulated term on account of a default on the part of the Contractor or due to the fact that the survival of the Contractor as an independent corporate entity is threatened/has ceased, Bank the Purchaser shall pay the Contractor for that part of the Service(s) which have been authorized by Bank the Purchaser and satisfactorily performed by the Contractor up to the date of termination, without prejudice to any other rights, Bank the Purchaser may

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

retain such amounts from the payment due and payable by Bank the Purchaser to the Contractor as may be required to offset any losses caused to Bank the Purchaser as a result of any act/omissions of the Contractor. In case of any loss or damage due to default on the part of the Contractor in performing any of its obligations with regard to executing the Service(s) under the Contract/Agreement, the Contractor shall compensate Bank the Purchaser for any such loss, damages or other costs incurred by Bank the Purchaser. Additionally, the sub-Contractor / other members of its team shall continue to perform all its obligations and responsibilities under the Contract/Agreement in an identical manner as were being performed hitherto before in order to execute an effective transition and to maintain business continuity. All third parties shall continue to perform all/any functions as stipulated by Bank the Purchaser and as may be proper and necessary to execute the service(s) under the Contract/Agreement in terms of the Contractor's Bid and the Contract/Agreement.

22 (d) Nothing herein shall restrict the right of Bank the Purchaser to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Deed of and pursue such other rights and/or remedies that may be available to Bank the Purchaser under law or otherwise.

22 (e) The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract/Agreement that are expressly or by implication intended to come into or continue in force on or after such termination.

22 (f) In the event of termination of this Agreement for any reason whatsoever, Bank shall have the right to publicize such termination to caution the customers/public from dealing with the Contractor.

22 (g) Termination survives the Contract/Agreement.

22 (h) **Conflict of interest:** The Contractor shall disclose to Bank/ the Purchaser in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Contractor's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

22 (i) **Publicity:** The Contractor shall not make or permit to be made a public announcement or media release about any aspect of the Contract/Agreement unless Bank the Purchaser first gives the Contractor its prior written consent. In case of non-compliance of this clause the Bidder will be debarred for participating any future tender / contract for a period of three years.

In case of termination, Bidder will be provided cure period not exceeding 30 days at the sole discretion of Bank, wherever applicable

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

23. Relationship between the Parties:

- 23 (a) Nothing in the Contract/Agreement constitutes any fiduciary relationship between Bank the Purchaser and Contractor's Team or any relationship of employer-employee, principal and agent, or partnership, between Bank the Purchaser and Contractor
- 23 (b) No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of the Contract/Agreement.
- 23 (c) Bank the Purchaser has no obligations to the Contractor team except as agreed under the terms of the Contract/Agreement.

24. Resolution of Disputes

- 24 (a) The Bank and the bidder/SI shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.
- 24 (b) If, the Bank and the bidder/SI have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.
- 24 (c) The dispute resolution mechanism to be applied shall be as follows:
- 24 (ca) In case of Dispute or difference arising between the Bank and the bidder/SI relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the SI. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the SI.
- 24 (cb) Arbitration proceedings shall be held at Chennai, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- 24 (cc) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and
- 24 (cd) Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by agreement between the parties.

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

25. Governing Language

The governing language shall be English.

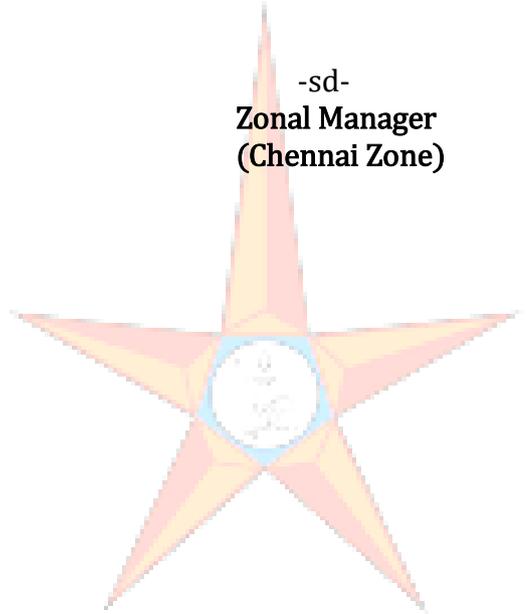
26. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India and the Bidder shall agree to submit to the courts under whose exclusive jurisdiction the Registered Office of the Bank falls.

Yours Faithfully

-sd-
Zonal Manager
(Chennai Zone)

BOI



**Chennai Zone
Information Technology Department**

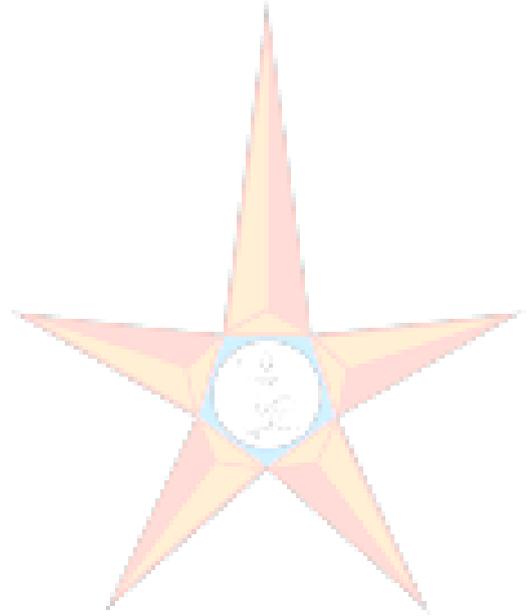
Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Bank of India, Chennai Zone covers branches & offices in the following 9 districts in Tamil Nadu State:

1. Chennai
2. Kancheepuram
3. Karaikal
4. Puducherry
5. Thiruvannamalai
6. Thiruvallur
7. Vellore
8. Villupuram
9. Tirupatthur

BOI



Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE A

Tentative Quantity of the Computer Hardware, Computer Peripherals, Printers and Other Equipment Proposed to Be Covered Under Annual Maintenance Contract at Various Branches/Offices of Chennai Zone

Sl. No	Items with brief details of Make (Different models): Makes and Models may differ but the Vendor has to Quote a Single Rate each type of hardware.	Approximate /Estimated Quantity*	AMC Rate per Unit Inclusive of all Taxes, VAT and All Charges	Total Cost
1	PCs	982		
2	Laptop	14		
3	LaserJet Printers / Office jet Printers / Multifunction printers	307		
4	Dot Matrix Printers/Line Printers.	42		
5	Pass Book Printers.	136		
6	Scanners-Flat Bed	25		
7	Cash Receipt Printers	75		
8	ADF Scanners	94		
9	Software – Windows 10(All versions), MS OFFICE (All version), CERSAI, e-KYC, Bar code, E-Kuber, Windows Domain and other software as and when required by the bank. * Necessary software and documentation apart from Windows Operating System will be provided by the bank.			
	Total	1675		

1. The quantity mentioned above is estimated and not actual quantity. 20-30% quantity may vary.
2. Physical asset verification to be done by the vendor on their own cost.
3. Locations of the Passbook will be given by the bank

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Make and Model of the Hardware available in the zone:

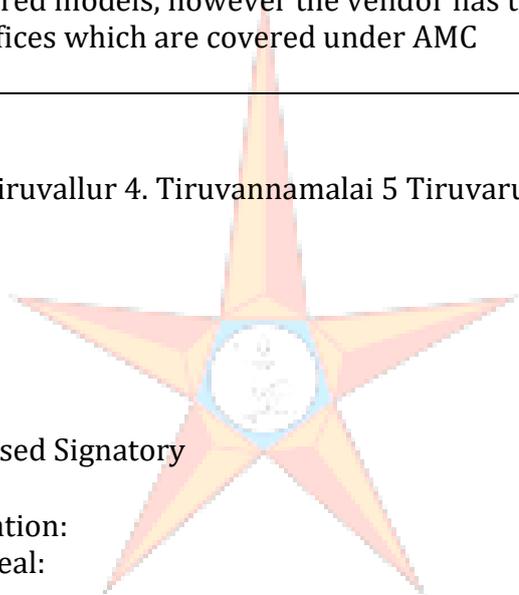
Description of Hardware	Make and Model
Desktop Computers	DELL, Acer, Wipro, HP, Zenith, Zebronics, Foxin, Chirag, Fron Tech, Lenovo
Passbook Printers	Epson, Olivetti, Lipi
Cash Receipt Printers (40 Column Dot Matrix)	TVS, WEP, Epson
Dot Matrix Printers (130 Column Dot Matrix)	Epson, TVS Electronics, WEP
High Speed Printers	Epson, LIPI, TVS
Line Printers	LIPI, Printronics, WEP
Scanners	Bear paw, HP India, Epson
Officejet / LaserJet printers / Multi-Function printers	Brother, Canon, HP, Panasonic, Samsung, Ricoh
Most of the Branches / Offices are using the above referred models, however the vendor has to provide service to all the models present in branches / offices which are covered under AMC Contract	

Districts to be covered: - 1. Chennai 2. Kanchipuram, 3. Tiruvallur 4. Tiruvannamalai 5 Tiruvarur,6. Vellore 7. Villupuram 8. Puducherry 9. Tirupattur, etc

Place
Date:

BOI

Authorised Signatory
Name:
Designation:
Office Seal:



Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE B

VENDOR PROFILE (to be included in Technical Bid Envelope)

1. Name of the Organisation/Firm
2. Address
3. Year of Establishment
4. Status of the Firm
(Whether company/firm/proprietor)
5. Name of Director/Partner/Proprietor
 - 1.
 - 2.
 - 3.
 - 4.
6. Whether registered with Registrar of Companies/
Registrar of Firms. If so, mention number and date.
7. a) Name and Address of Bankers:
b) Enclose Solvency Certificate from the Bankers:
8. Whether registered for Sales Tax purpose. If so,
mention number and date
9. Mention permanent account Number.
10. If you are registered/empanelled/approved with any other organisation/Dept. Banks etc.
Furnish their names, category and date of registration/empanelled.

Name of Organisation/ Dept/Banks	Nature of work for which empanelled	Empanelled during the year

11. Detailed description and value of AMC works done including for banks in the past at least during the last 3 years only (**Enclose certificates/proofs in support of your claim**).

Name of Institution	Type of Work Done	When done	Rs. Lacs
			Value of work done

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

12. Furnish the names of the organisation & the responsible representatives who will be in position to certify about the quality as well as past performance of your organisation.

Name of organisation	Name of the representatives

13. No. of Engineers, Technical Qualified Employee employed by the Firm:

Name	Designation	Qualification	Experience	Year with the Firm	Any other

14. Name of Branch/Representative offices in Chennai:

Sr. No.	Address	Name Of Responsible Person	Qualification of Responsible Person

15. Details of service centres in the state of TamilNadu and Puducherry:

Location	Address and Telephone No's of the service centre supporting the destinations in Col.1	Status of Office, Working Days and Hours	Number of Service Engineers	Number of Administrative Staff	Value of Minimum Stock Of Spares available at all times
(Col.1)	(Col.2)	(Col.3)	(Col.4)	(Col.5)	(Col.6)

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

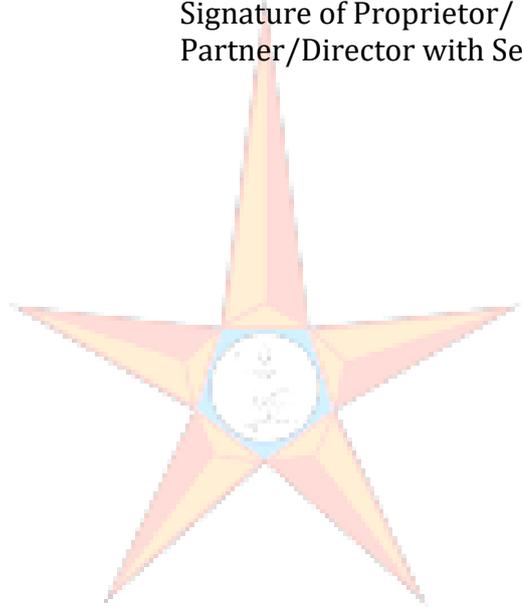
16. Turn Over for the last three years: (Furnish copies of documentary evidence)

Financial Year 2020-2021	Financial Year 2021-2022	Financial Year 2022-2023	Financial Year 2023-2024 (if accounting statement prepared and submitted)

Place:
Date:

Signature of Proprietor/
Partner/Director with Seal

BOI



Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE C

PRICE PROPOSAL FORM (to be included in Commercial Bid Envelope)

Date:

To
The Zonal Manager,
Bank of India – Chennai Zonal Office,
Information Technology Department,
2nd Floor, No. 30 (Old No. 17), Errabalu Street,
Chennai 600001.

Gentlemen,

**Re: Proposal for Annual Maintenance Contract of Computer hardware and
Peripherals installed at various Branches/Administrative Office in Chennai Zone**

Having examined the Proposal Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to carry Annual Maintenance Contract, in conformity with the said Proposal documents for the sum of _____ (*Total Proposal amount in words and figures*) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to execute the Annual Maintenance Contract in accordance with the Terms & Conditions specified in the Bid Document.

If our Proposal is accepted, we will obtain the guarantee of a bank in a sum equivalent to 10 percent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Proposal and the rates quoted therein for the orders awarded by the Bank.

Until a formal contract is prepared and executed, this Proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

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". We understand that you are not bound to accept the lowest or any Proposal you may receive.

Dated this day of 20

(Signature with seal)
(In the capacity of)

Duly authorized to sign Proposal for and on behalf of _____

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE D

NON-DISCLOSURE AGREEMENT

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to offering the Annual Maintenance Contract to Bank of India, having its Zonal office at "Star House" No. 30 (Old No.17), Errabalu Street, Chennai – 600 001., hereinafter referred to as the BANK and,

WHEREAS, the COMPANY understands that the information regarding the Bank's AMC /Information shared by the BANK in their Request for Proposal is confidential and / or proprietary to the BANK, and

WHEREAS, the COMPANY understands that in the course of submission of the offer for the said Annual Maintenance Contract and / or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs / duties on the Bank's properties and / or have access to certain plans, documents, approvals or information of the BANK;

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property / information;

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written authorisation to do so;

The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the said Annual Maintenance Contract, will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The COMPANY shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and / or for the performance of the Contract in the aftermath. Disclosure to any employed / engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Place
Date:

Authorised Signatory
Name:
Designation:
Office Seal:

Agreement For Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware & Peripherals, Printers, Passbook Printers, Laptops, Scanners, Software Support, etc at Chennai Zonal Office and its offices and branches in Chennai Zone.

THIS AGREEMENT made ____ day of _____ 20.... BETWEEN BANK OF INDIA a body corporate constituted under the Banking Companies (Transfer of Undertaking) Act, 1970 (hereinafter called "Bank") which expression/shall include its successors and assigns and incorporated under the Companies Act, 1956 and having its Registered Office at _____ (hereinafter called "THE COMPANY") which expression shall include its successors and assigns. WHEREAS THE COMPANY has agreed to provide and Bank has agreed to accept from THE COMPANY, repair and maintenance service for maintenance of UPS and Batteries at Chennai Zonal Office and its offices and branches in Chennai Zone (hereinafter called EQUIPMENT) listed in **Annexure – A** and thereafter hereto as amended from time to time, subject to the Bank paying charges to the company against satisfactory services by the Company on the following terms and conditions:

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

1. COMMENCEMENT AND TERM:

- 1 (a) This agreement is effective and valid for the period of 1 year from 01-04-2024 to 31-03-2025. It shall, however, be renewable for further period/s of specific duration/s as may be mutually agreed upon by the parties hereto.
- 1 (b) Upon termination as provided under clause 11 hereinafter or after expiration of this agreement each party shall forthwith return to the other all papers, material and other properties of the other held by each for purposes of execution of this agreement. In addition, each party will assist the other party in the orderly termination of this agreement on the transfer of all aspects hereof, tangible and intangible, as may be necessary for the orderly, non-disrupted business continuation of each party.
- 1 (c) Individual items of equipment, and repair and maintenance service charge for such EQUIPMENT, may be added to or withdrawn from **Annexure A** of this Agreement by mutual written consent of both parties; PROVIDED ALWAYS that such consent is not unreasonably withheld. In the event that individual items of equipment are added to

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

Annexure A, it may involve additional maintenance charges. In the event that individual items of EQUIPMENT are withdrawn from **Annexure A**, as described herein, then any monies prepaid on such EQUIPMENT shall be held to the credit of Bank's account.

2. **CHARGES:**

- 2 (a) The charges payable by Bank to THE COMPANY for the repair and maintenance Services described herein, are indicated in **Annexure A** attached and unless provided for elsewhere herein, no additional charges shall be claimed by THE COMPANY.
- 2 (b) THE COMPANY shall submit to the Bank their invoice(s) for payments due in accordance with this AGREEMENT and TCC mentioned in the bid document. The terms of such invoice(s) are that they shall be payable as indicated in **Annexure A**.
- 2 (c) **The AMC charges will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports & Preventive Maintenance Reports' from all the user branches/departments and no advance payment shall be made by the Bank.**
- 2 (d) The Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, other peripherals during the AMC period will be calculated on pro-rata basis.
- 2 (e) All of the prices, terms, warranties and benefits granted by THE COMPANY herein are comparable to or better than the equivalent terms being offered by THE COMPANY to any of its present customers. If THE COMPANY shall, during the term of this agreement, enter into arrangements with any of its other customers providing greater benefits or more favourable terms, this Agreement shall there upon be deemed to be amended to provide the same to Bank as such terms were incorporated herein and are applicable hereto.

3. **REPAIR AND MAINTENANCE SERVICE:**

During the term of this Agreement THE COMPANY agrees to maintain the EQUIPMENT in perfect working order and condition and for this purpose will provide the following repairs and maintenance service:

- 3 (a) THE COMPANY shall rectify any defects, faults and failures in the EQUIPMENT and shall repair and replace worn out of defective parts including all plastic parts of the EQUIPMENT during Bank's normal local working hours i.e. from 09.00 a.m. to 7.00 p.m. on all working days (other than bank holidays). In cases where unserviceable parts of the EQUIPMENT need replacement THE COMPANY shall replace such parts, at no extra cost to Bank, with brand new parts or those equivalent to new parts in performance. Provided that if THE COMPANY is required to replace consumables, being printer

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disc packs, floppy disks, these will incur an additional charge.

- 3 (b) THE COMPANY agrees that special arrangements may be made by Bank to have such maintenance service provided outside the hours specified in 3.1 (a) above; in such event Bank shall pay to THE COMPANY an additional charge calculated on the basis of the hourly rate for providing maintenance service to equipment similar to that covered by this Agreement, subject to such hourly rate being comparable or lesser than the rates on the equivalent terms offered by THE COMPANY to any of its customers at the material time.
- 3 (c) THE COMPANY shall provide repair and maintenance service, in response to oral, including telephone notice by Bank, within 24 hours (not including intervening Sundays and Bank holidays) after such intimation during the hours set forth in clause 3.1 (a) and (b) above.
- 3 (d) THE COMPANY shall ensure that faults and failures intimated by Bank as above are set right within 48 days of being informed of the same.
- 3 (e) THE COMPANY shall ensure that the full configuration of the EQUIPMENT is available to Bank in proper working condition for 98% of the time in every month.
- 3 (f) THE COMPANY shall ensure that the mean time between failures (including any malfunctioning, breakdown or faults) in the EQUIPMENT or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.
- 3 (g) Preventive Maintenance: THE COMPANY shall, in addition to attending the complaint calls of the branches/offices, conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, and necessary repairing of the EQUIPMENT) once within the first 15 days of the commencement of the maintenance period and once within the first fifteen days of every subsequent quarter during the currency of this Agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing, THE COMPANY recognizes Bank's operational needs and agrees that Bank shall have the right to require THE COMPANY to adjourn preventive Maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
- 3 (h) All engineering changes generally adopted hereafter by THE COMPANY for equipment similar to that covered by this AGREEMENT, shall be made to the EQUIPMENT at no cost to Bank.
- 3 (i) All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.
- 3 (j) The Bank shall maintain a register at its site in which, the Bank's operator / supervisor shall record each event of failure and / or malfunction of the Equipment. The Company's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the Company's engineer shall make, effect in duplicate, a Field Call Report which shall be

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

- signed by him and thereafter countersigned by the Bank's official. The original of the Field Call Report shall be handed over to the Bank's official.
- 3 (k) Any worn or defective parts withdrawn from the EQUIPMENT and replaced by the COMPANY shall become the property of THE COMPANY; and the parts replacing the withdrawn parts shall become the property of Bank. The replaced parts should be equal or higher in quality than the replaced parts.
- 3 (l) THE COMPANY's maintenance personnel shall, subject to clause 7 herein, be given access to the EQUIPMENT when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- 3 (m) THE EQUIPMENT shall not be shifted to an alternate site and installed there at during the currency of this Agreement without prior written notice to the COMPANY. However, if Bank desires to shift the EQUIPMENT to a new site and install it thereat urgently, THE COMPANY shall be informed the same immediately. Bank shall bear the charges for such shifting and reinstallation and THE COMPANY shall provide necessary assistance to Bank in doing so. This Agreement, after such shifting and reinstallation would continue to be binding on THE COMPANY and Bank provided that the two parties may agree to amend charges for the maintenance service after such an event. The COMPANY shall continue to provide services without any extra cost to the Bank.
- 3 (n) No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether expressed or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
- 3 (na) If, in any month, THE COMPANY does not fulfil the provisions of clauses 3.1(c), (d), (e) and (f) only the proportionate maintenance charges for that month will not be considered payable by Bank without prejudice to the right of the bank to terminate the contract as per the provisions of clause 11 hereinafter. In such event THE COMPANY will credit the proportionate maintenance charges for that month to Bank against future payments if due or refund the amount forthwith to the Bank on demand by the Bank.
- 3 (o) The vendor would also be required to install and update Bank's licensed version of antivirus and other authorized software like Barcode Installation, Rajbhasha Unicode, digital pension, EKYC and outlook-MMS, CERSAI, PBK Software, CTS Software and any other software wherever and whenever required and should be able to configure the Hardware (PCs/Thin Clients etc.) accordingly. Also the vendor is required to configure/convert all the systems to domain (Active Directory) whenever the operating system is reinstalled in the machine.
- 3 (p) While shifting any hardware out of the Bank's premises for repairs, the vendor will have to arrange for suitable replacement of the respective hardware i.e. standby hardware should be provided immediately without extra cost to Bank.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

3 (q) 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. AMC vendor should keep sufficient spares at our office & at their office and should provide replacement parts including Motherboard, Hard Disks, Processors, SMPS, DVD-Drives, RAM, Keyboard, Mouse, Power Supplies, Monitors etc. within a reasonable period and in no case more than 48 hours. A minimum of 10 PCs, 10 passbook printers and 10 laser printers of latest configuration will have to be provided by the vendor to facilitate temporary replacement immediately after finalization of the contract.

3 (qa) Bank may decide and reserves the right to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner, other peripherals during the AMC period will be calculated on pro-rata basis. No advance payment of AMC charges will be made in any case. The payment will be released on quarterly basis, subject to the vendor submitting to our office, 'Satisfactory Service Reports' from all the user branches / departments. Also, submission of Inventory report of Spares duly signed & checked by Bank Managers/Officer-in-charge.

3 (qb) Bank reserves the right to get any hardware repaired by any third party vendor in case the vendor is not able to give immediate service as per the requirement of the Bank. Even after this, the vendor has to give continued services. At its discretion, the Bank can recover such expenses incurred, towards repairing of Hardware from other parties in case of emergency and necessity and when the vendor's service are not prompt, from the AMC amount.

4. **PENALTY:**

4 (a) In case of delay in resolution of the calls logged without replacement of Hardware / spares is beyond 48 hours from date of call lodgement for local (local refers to the place Wherever Resident Engineers are present and within 75 km radius in all directions) and 72 hours from date of call lodgement for out station. In case of delay in resolution of the calls logged for replacement of hardware is beyond 72 hours for local and 96 hours for outstation, the following Penalty clause will be applied.

& Passbook Printers	Rs.600/- per machine/per day
PC/Desktop/Laptop	Rs.350/- per machine/per day
Other Printers/Scanners/Others	Rs.200/- per machine/per day

4 (b) In the event of leave/absence of the Engineer posted at our site, the vendor should arrange for suitable replacement on the same day latest by 10 a.m. In case, the vendor fails to do so, a penalty of Rs.500/- per engineer, per day would be levied to the vendor.

5. FORCE MAJEURE:

Neither PARTY SHALL BE liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure, Act of God, or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The parties shall use all reasonable endeavours to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall insofar as may be practicable under the circumstances complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned event shall preclude THE COMPANY from meeting any or all of its obligations hereunder, for a period of more than 3 months, from the date of occurrence of such act, it shall be open to either party to rescind this contract by giving 1 month's notice.

6. SUBCONTRACTING:

THE COMPANY will not subcontract or permit anyone other than THE COMPANY personnel to perform any of the work, services or other performance required of THE COMPANY under this Agreement without the prior written consent of the Bank.

7. EQUIPMENT ATTACHMENTS:

Bank shall have the right to make changes and attachments to the equipment, provided such changes or attachments do not prevent proper maintenance, from being performed, or unreasonably increase THE COMPANY cost of performing repair and maintenance service.

8. SECURITY:

THE COMPANY agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at Bank's premises and externally for materials belonging to Bank.

9. CONFIDENTIALITY:

THE COMPANY acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to bank will at all times be held by it in strictest confidence and it shall not make use there of other than for the performance of this Agreement and to release it only to employees requiring such information, and not to release or disclose it to any other 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.

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

10. LIABILITY AND INDEMNITIES:

- 10 (a) THE COMPANY represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. THE COMPANY agrees that it will, and hereby doth indemnify the Bank from any claim, or demand, action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- 10 (b) Notwithstanding anything contained in the presents, the Bank shall not be liable for any loss/compensation/damages, etc. Whatsoever in connection with/relating to the accident / injury / death of any employee of the Company who is/are deputed for any maintenance / service under this agreement either in the premises of the Bank or elsewhere.

11. BUSINESS TERMINATION:

- 11 (a) Bank, the Purchaser reserves the right to terminate the Contract/Agreement and recover expenditure incurred by the bank by giving the Contractor a prior and written notice of 30 days indicating its intention to terminate the Contract / Agreement under the following amongst other circumstances:
- 11 (aa) Where it comes to Bank's the Purchaser's attention that the Contractor/ (or the Contractor's team) is in a position of actual conflict of interest with the interests of Bank/ the Purchaser, in relation to any of terms of the Contractor's Bid or the Contract/ Agreement.
- 11 (ab) Where the Contractor's ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Contractor, any failure by the Contractor to pay any of its dues to its creditors, the institution of any winding up proceedings against the Contractor or the happening of any such events that are averse to the commercial viability of the Contractor.
- 11 (ac) In the event of the happening of any events of the above nature, Bank the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the Service(s) to the next successor Contractor, and to ensure business continuity.
- 11 (ad) The selected Bidder commits a breach of any of the terms and conditions of the tender/contract.
- 11 (ae) The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.

**Chennai Zone
Information Technology Department**

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

11 (af) If the selected bidder fails to complete the due performance of the contract in accordance with the agreed terms and condition.

11 (ag) Bidder failing to execute the contract document.

11 (b) **In addition to the cancellation of purchase order under above circumstances, the Bank reserves the right to foreclose the Bank Guarantee given by the vendor against the payment made to appropriate the damages.**

12. TERMINATION OF THIS AGREEMENT:

12 (a) This Agreement may be terminated by either party in any of the following circumstances:

12 (aa) Under the provision of clause 1.1 of this Agreement, unless renewed by mutual consent of the parties hereto.

12 (ab) If Bank do not make payments due to THE COMPANY under this Agreement in terms of clauses 2.1 and 2.2 above.

12 (ac) Under the provision of clause 2.4 of this Agreement.

12 (ad) Under the provision of clause 4.1 and/or 10 of this Agreement.

12 (ae) By giving one month's notice of such termination to the other by either of the parties to this Agreement.

13. ARBITRATION:

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 each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration to be governed by the provisions of the Indian Arbitration Act.

14. GENERAL:

14 (a) Marginal notes and headings are for guidance only and are not intended to be read or construed as part of this Agreement.

14 (b) No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorised representatives of both parties.

14 (c) Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement, and the person signing this Agreement on behalf of each has been properly authorised and empowered to enter into this Agreement. Each party further acknowledged that it has read this Agreement, understands it, and agrees to be bound by it.

14 (d) Words importing the singular include the plural and vice versa.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

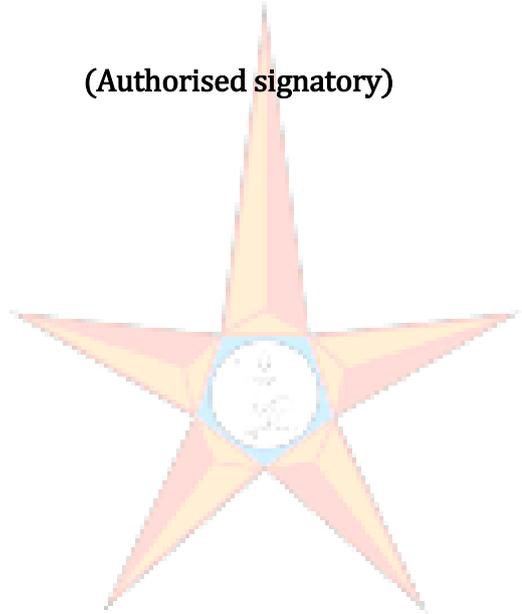
IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE ABOVEMENTIONED DATE.

Seal of the Company affixed in the presence of Shri
(Director) Shri
(Director) of the company (in accordance with the Articles of Association of the Company) **(Authorised signatory)**

Bank by its representative:

(Authorised signatory)

BOI



Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE F

(To be included in Technical Bid in case Bid Security is in Bank Guarantee form)

BID SECURITY FORM

Whereas(*hereinafter called "the Bidder"*) has submitted its Bid dated (*date of submission of Bid*) for the AMC of the Hardware (*name and/or description of the Products/system*) (*hereinafter called "the Bid"*).

KNOW ALL PEOPLE by these presents that WE (*name of Bank*) of (name of country), having our registered office at (*address of Bank*) (*hereinafter called "the Bank"*), are bound unto (*name of Purchaser*) (*hereinafter called "the Purchaser"*) in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ___ day of _____ 20__.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including ninety (90) days after the period of the Bid validity, i.e. up to _____, and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the Bidder's Bank)

Note: Presence of restrictive clauses in the Bid Security Form such as suit filed clause/clause requiring the Purchaser to initiate action to enforce the claim etc., will render the Bid non-responsive.

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE G

PERFORMANCE SECURITY FORM (to be included in Technical Bid Envelope)

To: (Name of Purchaser)

WHEREAS..... (Name of Bidder) (hereinafter called "the Bidder") has undertaken, in pursuance of Contract No..... dated, 20_. To provide Comprehensive Onsite maintenance of Hardware..... (Description of Products and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the bidder shall furnish you with a Bank Guarantee by a recognised Bank for the sum specified therein, as security for compliance with the SI's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the bidder a Guarantee:

THEREFORE, WE hereby affirm that we are Guarantors and responsible to you, on behalf of the SI, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (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 theday of.....

Signature and Seal of Guarantors (SI's Bank)

.....

Date.....

.....

.....

Address:

.....

.....

Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE H

Letter of Undertaking (On the company's letter head)

To:
The Zonal Manager,
Bank of India – Chennai Zonal Office,
Information Technology Department,
2nd Floor, No. 30 (Old No. 17), Errabalu Street,
Chennai 600001.

Sir,
Reg.: Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware & Peripherals, Laptops, Passbook Printing Kiosks, Software Support, at Chennai Zonal Office and its offices and branches in Chennai Zone.”

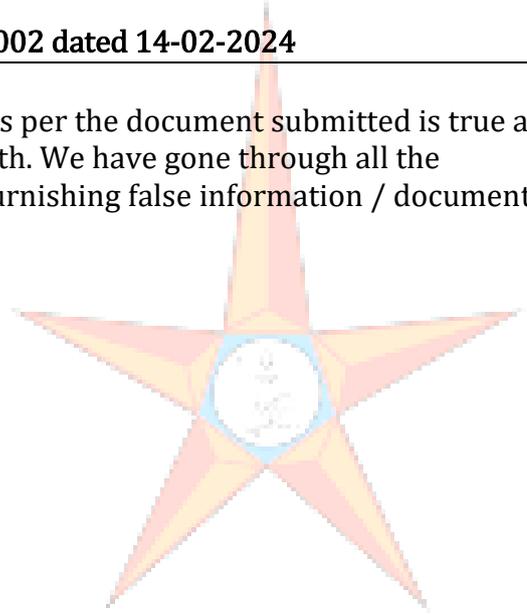
Ref: Your RFP Ref. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002 dated 14-02-2024

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and is liable to any punitive action for furnishing false information / documents.

Dated this ____ day of _____ 20__

Signature with company seal:
Name of Authorised Representative:
Designation:
Email:
Mobile:
Tel. No:

Fax No:



Chennai Zone
Information Technology Department

Ref. No. BOI: CZO: IT: JL: 2023-24: CHN-AMC: 002

Date: 14-02-2024

ANNEXURE I

UNCONDITIONAL ACCEPTANCE OF THE TERMS & CONDITIONS OF THE RFP
(To be Submitted On the Company's Letter Head)

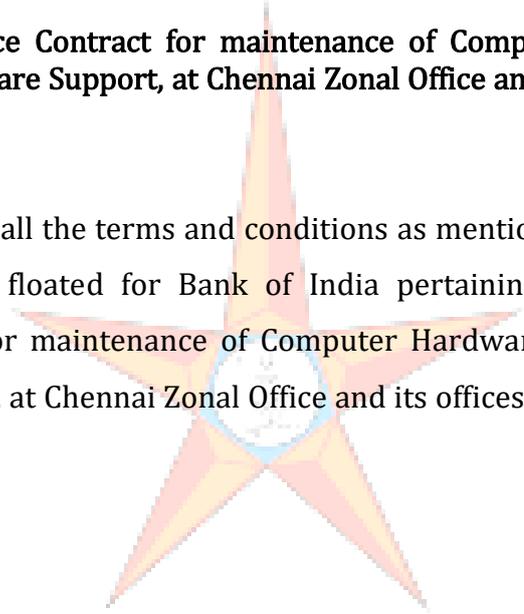
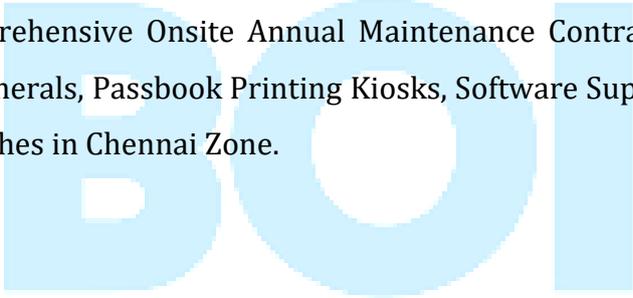
Date:

To

The Zonal Manager,
Bank of India – Chennai Zonal Office,
Information Technology Department,
2nd Floor, No. 30 (Old No. 17), Errabalu Street,
Chennai 600001.

Ref: RFP for Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware & Peripherals, Passbook Printing Kiosks, Software Support, at Chennai Zonal Office and its offices and branches in Chennai Zone.

This is to confirm that we unconditionally accept all the terms and conditions as mentioned in the said RFP including all addendum/amendment floated for Bank of India pertaining to Comprehensive Onsite Annual Maintenance Contract for maintenance of Computer Hardware & Peripherals, Passbook Printing Kiosks, Software Support, at Chennai Zonal Office and its offices and branches in Chennai Zone.



(Name)

Designation

Seal/Stamp of the Contractor