

THE NAINITAL BANK LIMITED

Department of Information Technology (DIT)
5th Floor, UPRNN Building, C - 20 / 1a / 7
Sector 62, NOIDA, Uttar Pradesh - 201309
email- it@nainitalbank.co.in



Ref: NTBL/DIT/Vendor Empanelment/FY 2026-27/ 84

Date: 05-02-2026

Empanelment of Vendors for Supply & Installation of Computer Hardware, Software & Peripherals and Hardware & UPS AMC Support Services.

1. Introduction

The Nainital Bank Ltd., one of the premier scheduled commercial bank, has successfully transformed itself into a modern age bank to cater its customers efficiently and effectively. Presently, the Bank has 175 branches operating in Uttaranchal, Uttar Pradesh, Delhi, Haryana and Rajasthan.

To meet its various computer related requirements on ongoing basis, the Bank invites applications on prescribed proforma (Annexure-1) from technically competent and financially sound Vendors for empanelment for supply, installation and commissioning of computer hardware/ software, operating software and peripherals and hardware and UPS AMC support services.

Bank in general purchases following items from empaneled vendors after calling quotes as and when required.

1. Servers
2. Desktops
3. All in One PC
4. Laptop
5. Pass Book Printer
6. Flatbed Scanner
7. Storage devices
8. On-line UPS (1 KVA to 25 KVA) / Offline UPS 600 VA or higher
9. Microsoft Windows software like Windows 11 Professional or Higher, MS Office 2024 of Higher; Windows Server 2022 or Higher, MS SQL Server 2022 or Higher, etc.
10. Networking items like UTP cable, I/O box, Jack Panel, patch cord; etc.
11. Network Rack
12. Managed Switch
13. E-stamping printers like HP LaserJet pro 400 M401D or higher
14. LaserJet Printer like HP LaserJet 1108 or higher
15. CTS scanners like Canon CR190i II UV, ARCA LS 150 UV with 100 DPM speed, etc.
16. Multifunction Printer
17. Multifunction Duplex Printer
18. Network Printer
19. High Speed Scanner (with & without OCR)
20. Other related item

2. Vendors' Eligibility Criteria

Sr.	Description	Compliance Status (Yes/No)
<u>1</u>	<u>Legal & Statutory Compliance</u>	
	<ul style="list-style-type: none">The bidder must be a legally registered entity in India (Company / LLP / Partnership / Proprietorship) and must possess valid GSTIN and PAN	
<u>2</u>	<u>Experience Requirement</u>	
<u>2.1</u>	<u>For Procurement</u>	
	<ul style="list-style-type: none">The bidder must have experience in supply of IT hardware including desktops, laptops, printers, servers and UPS etc.	
	<ul style="list-style-type: none">The bidder must have successfully executed at least two (2) similar contracts during the last three (3) years for Banks. Supporting Work Orders / Completion/Feedback Certificates are mandatory.	



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Sr.	Description	Compliance Status (Yes/No)
2.2	For Hardware AMC <ul style="list-style-type: none">The bidder must have experience in AMC of IT hardware including desktops, laptops, printers, Scanners, servers etc.The bidder must have executed at least two (2) similar AMC contracts for IT hardware (Desktops, Laptops, Printers, Servers) during the last three (3) years for Banks. Documentary evidence is mandatory	
2.3	For UPS AMC <ul style="list-style-type: none">The bidder must have successfully executed at least two (2) AMC contracts for Online / Offline UPS systems during the last three (3) years for Banks/similar organization. Supporting Work Orders / Completion Certificates are mandatory.	
3	<u>Technical Capability</u>	
3.1	For Procurement <ul style="list-style-type: none">Valid OEM Authorization Letter (OAL) for the offered products at the time of bidding and supplyVendor must be authorized Partner/Reseller of the OEMVendor shall confirm that all supplied hardware shall be brand new, unused and is genuine.Vendor shall be fully responsible for OEM warranty coordination, RMA processing and Onsite replacement and logistics during warranty period.	
3.2	For Hardware AMC <ul style="list-style-type: none">The bidder must have qualified technical engineers on payroll to provide on-site support and preventive maintenance within defined SLA.Availability of genuine spare parts during AMC period is mandatoryVendor shall be fully responsible for OEM warranty coordination, RMA processing and Onsite replacement and logistics during warranty period.	
3.3	For UPS AMC <ul style="list-style-type: none">The bidder must have trained UPS service engineers and capability to handle battery replacement, preventive maintenance and breakdown maintenance. Compliance with response and resolution SLA is mandatory.Vendor shall be fully responsible for OEM warranty coordination, RMA processing and Onsite replacement and logistics during warranty period.	
4	<u>Financial Eligibility</u> <ul style="list-style-type: none">Turnover of the bidder from sale of computer hardware/ software, peripherals, operating Systems, application software etc., Hardware AMC and UPS AMC in India should not be less than Rs 50 lac (Fifty Lac) during the last financial year (2024-2025).The balance sheet of the vendor should show profit in last three financial year in last 3 years. i.e. (2022-2023, 2023-2024, 2024-2025)Audited Balance Sheet (provisional, if not audited for 2024-2025) and Profit & Loss Account documents for the years 2022-2023, 2023-2024, 2024-2025 Must be enclosed.	
5	<u>Integrity & Compliance</u> <ul style="list-style-type: none">The bidder must not be blacklisted or debarred by any Bank / PSU / Government authority. A self-certified non-blacklisting certificate is mandatory.	



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Sr.	Description	Compliance Status (Yes/No)
6	Service Presence & Support	
	<ul style="list-style-type: none">Bidder must provide Delivery/Services/Support in Five States where Bank has its Branches /Offices i.e. Uttarakhand, Uttar Pradesh, Delhi, Haryana, Rajasthan	
	<ul style="list-style-type: none">The bidder must have adequate service infrastructure to support all identified locations and shall provide centralized helpdesk and defined escalation matrix.	
	<ul style="list-style-type: none">Bidder should be able to deploy dedicated onsite SPOC at Bank's preferred locations for Hardware AMC.	

Note:

- Bank reserves the right to accept or reject any or all applications without assigning any reason and without incurring any obligation to inform the concerned vendor of the ground for Bank's action.
- Please be advised that empanelment with the Bank does not guarantee any specific volume or commitment of business.
- Vendor empanelment will be applicable for the upcoming 2026-2027 Financial Year. The Bank reserves the right to extend this period in the future, subject to notifying all eligible vendors.
- The rates quoted by all empanelled vendors (in Future) for hardware and software procurement will remain valid throughout the 2026-2027 Financial Year. Additionally, a formal rate agreement will be required for the L1 vendors within each specific category.

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