

Supply, Installation & Maintenance of Computer Hardware & Peripherals at Paschim Banga Gramin Bank -Rate Contract 2013-14



PASCHIM BANGA GRAMIN BANK

Department of Information Technology

Head Office

HOWRAH

Tender Document

Supply, Installation & Maintenance of Computer Hardware & Peripherals at Paschim Banga Gramin Bank.

The information provided by the bidders in response to this Request for Proposal (RFP) will become the property of Paschim Banga Gramin Bank and will not be returned. The Bank reserves the right to amend, rescind, cancel or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding upon them. The Bank also reserves its right to accept or reject any or all responses to this RFP without assigning any reason whatsoever.

This document is prepared by Paschim Banga Gramin Bank for Supply, Installation & Support of Hardware on Rate Contract Basis. It should not be reused or copied or used either partially or fully in any form.

DISCLAIMER

While the document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by UCO Bank or any of its employees, in relation to the accuracy or completeness of this document and any liability thereof expressly disclaimed. The RFP is not an offer by UCO Bank, but an invitation for supplier/service provider's responses. No contractual obligation on behalf of UCO Bank, whatsoever, shall arise from the offer process unless and until a formal contract is signed and executed by duly authorized officials of UCO Bank and the Bidder.

**Rate Contract
1-09-2013 to 31-08-2014**



Information on Pre-Qualification

Paschim Banga Gramin Bank, Department of Information Technology, Head Office Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101 invites application from vendors for Empanelment for Supply of Computer Hardware & Peripherals, UPS, Servo controlled voltage stabilizer and Isolation transformer for a period up to 31st August , 2014 on Rate Contract for its various branches & Offices covering remote rural locations spread over the four Regions viz, Howrah (Howrah & Part of Hooghly Dist.), Hooghly (Hooghly and Part of Bardhaman Dist), Bardhaman (Bardhaman and Part of Birbhum Dist.) & Suri (Birbhum Dist.)

Hardware & peripherals to be supplied are classified into three groups, vide Annexure -I. A vendor may be interested for supply of computer hardware & peripherals under any group(s), but must offer all the items of that particular group(s), if any, otherwise their offer for that group will summarily be rejected. In other words, if a vendor offers computer hardware & peripherals for a particular group, he must offer all the items with different configurations under that group. Only those vendors, who satisfy the eligibility criteria as mentioned herein below need, respond.

Eligibility Criteria:

- The Vendor should be Original Manufacturer of hardware and peripheral items, Dot Matrix Printer, Laser Printer, UPS, Passbook Printer, Line Printer or Authorised Distributor, Channel Partner or Reseller of those items.
- The vendor should have positive Net Worth. The vendor should have reputed background and should be established in Computer Hardware & peripherals business for at least three consecutive years with Computer Hardware & Peripheral, Passbook Printers' turnover of at least Rs.5 Crore per year during last 3 years. For UPS (including Servo controlled voltage stabilizer, Isolation Transformer) the said turnover should be at least Rs. 1 Crore
- The Vendor should be a financially sound company, earning net profit for last three consecutive years.
- The Vendor should have executed at least three Purchase Orders each amounting to not less than Rs.50 lac, for supply of Computer Hardware & peripherals, Passbook printers , Line Printer, DMP in last three years (one in each year), Rs.20 lac for UPS (including Servo controlled voltage stabilizer, Isolation Transformer), , covering multiple remote rural locations. One of such Purchase orders must be from a PSU Bank/Regional Rural Bank.
- The vendor should have Offices/Support Centers at all the 4(four) Regions viz Howrah, Hooghly, Bardhaman and Suri (Annexure-IV) or at a place within a distance of 50 k.m. from the respective District Head Quarter. In case the vendor do not have its own office at some of the above locations and wishes to provide support services through partner/ Franchisee at those locations, a letter from the partner/franchisee should be enclosed stating that they will be providing support services to Paschim Banga Gramin Bank branches/ offices for the purchases to be made. Such partner/franchisee must have their office in the aforesaid locations.

- The vendor should be having adequate technical manpower to provide speedy & quality service at all locations for purchases. There should be at least 2-3 technically competent support personnel available at the vendor's own office/ franchise Offices at each of the above 4 Regions at the time of submission of bid.
- The vendor should be willing to enter into Service Level Agreement with Paschim Banga Gramin Bank, guaranteeing 98% uptime and must be willing to offer Performance Bank Guarantee equivalent to 10% of the estimated order value.
- Original Equipment Manufacturer (OEM) Vendor should have a valid ISO 9001/2000 Quality Certification for their Production facility.
- The Manufacturer of the Desktop/Laptop PC (OEM vendor) should be direct named OEM of Microsoft Corporation for preloading Windows XP Professional/Windows Vista.
- The Desktop PCs must bear the following Certifications:
DMI-2.0,TCO for TFT Monitor, UL Certification, RoHS compliant

Documents to be submitted:(Each such document to be placed in separate envelop superscribing the content)

- ✓ The Company profile as per Annexure II.
- ✓ Last 3 years audited Balance Sheet and Profit & Loss A/c
- ✓ Turnover certificate from Statutory Auditor
- ✓ Copies of valid ISO 9001/2000 Certificate on production facility of OEM vendor.
- ✓ Documentary evidence of Microsoft Direct Named OEM, applicable for supply of Desktop/Laptop PCs and also of the Certifications related to the Desktop PCs.
- ✓ Authorization letter from other OEMs should be provided. The Authorization letters should be currently dated.
- ✓ Copies of Latest Purchase Orders executed (50 lac or more, 20 lac or more). Furnish particulars as per Annexure –III Part-A and Part-B'
- ✓ Details of Support Centers as per Annexure IV (Attach Letters from service partners, if applicable). Letter from the partner/franchisee should be enclosed stating that they will be providing support services to Paschim Banga Gramin Bank branches/ offices for purchases under this Rate Contract at particular centers.
- ✓ Document in support of OEM Partnership with Monitor Manufacturing company if applicable
- ✓ Soft-copies of Annexure-II, III & IV (in a CD)

All responses for prequalification must be sent in a sealed cover to:

The General Manager (In charge of IT)

Paschim Banga Gramin Bank

Head Office,

Department of Information Technology,

Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101

All responses i.e. Pre-qualification, Technical and Commercial bid separately must reach the above address latest by 02:00 PM on 22nd August, 2013

Response is to be submitted only in the prescribed format separately for each group. The sealed envelope containing the response must be superscribed as “Application in response to the Tender advertisement in website & Newspapers on 31.07.2013” and it should be dropped in the Tender Box placed inside the Bank premises. The responses will be opened on the same day(i.e. on 22.08.2014) at 3:30 p.m.in presence of the bidders who will choose to be present on the scheduled date and time. No separate communication will be sent to the bidders for this purpose.

Sl No.	Description	Schedule Date and Time
1	Date of issue	31st July, 2013
2	Pre-bid meeting	8th August , 2013 11.30 AM
3	Last date and Time for Submission of bid	22nd August, 2013 02.00 PM
4	Opening of bid	a) Prequalification & Technical Bid – 22-08-2013 at 03.30 PM b) Date of opening of commercial bid will be intimated separately to technically qualified bidders

Open responses received through E-mail/FAX will not be considered. Paschim Banga Gramin Bank will not be responsible for non-receipt of response within specified date and time due to any reason including postal holidays or delays.

In case the specified date of submission and opening of bid is declared a holiday in West Bengal the bids will be received till the specified time on next working day and will be opened at 03:30 PM hours on the next day.

The bidding document to be downloaded from the Official Website of PBGB (www.paschimbangagraminbank.com)

Cost of original set of bid documents is ₹15000/- (Rs. Fifteen thousand only). The payment towards bid document shall be made through an A/C payee Bank Draft/Pay Order on any scheduled Bank in India payable at Kolkata, drawn in favour of PASCHIM BANGA GRAMIN BANK. The Bank Draft/Pay Order must be accompanied with the bid at the time of submission. Any bid submitted without the said bank Draft/Pay Order will be summarily rejected.



Annexure -I

Group A Item(s):

Desktop PCs of different configuration, , Laptops of different configuration, Dot Matrix Printers, Line Printers, Laser printers, Passbook Printer, Scanner, Switch

Group B Item(s):

UPS System of 900 Wattage with one hour and three hour Back-up Period, Servo controlled voltage stabilizer of 3 to 5 KVA and range of voltage and Isolation Transformer

Annexure – II

Company Profile

SI	Particulars		
1	Name of Company		
2	Address		
3	Telephone No.		
4	Name of Directors/Partners/Proprietor		
5	Contact Person for all enquiries for this EOI	Name :	
		Designation :	
		Telephone No :	
		Mobile No. :	
		e-mail address :	
6	Date of incorporation of the Company		
7	Date of commencement of Business		
8	Paid up Capital (₹ Lac)		
	31.03.11		
	31.03.12		
	31.03.13		
9	Free Reserve (₹ Lac)		
	31.03.11		
	31.03.12		
	31.03.13		
10	Net Profit (₹ Lac)		
	31.03.11		
	31.03.12		
	31.03.13		
11	Turn Over of the Company (₹ Lac)		
	31.03.11		
	31.03.12		
	31.03.13		
12	Sales Tax Number		
13	PAN Number		
14	Whether direct manufacturer of Hardware /Peripherals /System software or authorized dealer/reseller/channel partner		
15	Five Major Clients of Hardware /Peripherals/System Software		
16	Regional Rural Bank/PSU Bank Clienteles of Hardware Peripherals/System Software		
17	No. of Purchase orders each amounting ₹ 50 Lac or more/, ₹20/10 lac or more executed in last 3 years as applicable to applicant vendor		

Signature of Authorized Representative (Name & Designation)

Date

Annexure III

Part - A

Details of latest Purchase order/(s) for Hardware Peripheral, Printers each amounting Rs 50 lac or more

Name of the Vendor

Name of the Client				
Reference & Date of Purchase Order				
Computer Hardware Peripherals supplied	Items Supplied			
	Quantity			
	Value (₹Lac)			
Client's Contact Person details, Name, Address, E mail id. Tel.No.				

(Enclose Documentary evidence of each of the Purchase Orders)

Signature of Authorised Representative

(Name & Designation)

Date

Annexure III

Part - B

Details of latest Purchase order/(s) for UPS (including Servo controlled voltage stabilizer, Isolation Transformer) amounting ₹ 20 lac or more

Name of the Vendor

Name of the Client				
Reference & Date of Purchase Order				
UPS, Servo, Isolation Transformer / supplied	Items Supplied			
	Quantity			
	Value (₹ Lac)			
Client's Contact Person details, Name, Address, E mail id. Tel. No.				

(Enclose Documentary evidence of each of the Purchase Orders)

Signature of Authorised Representative

(Name & Designation)

Date

Annexure IV

S I N o	PBGB Offices	Own Office			Franchisee			
		No. of Office #	No. of Technically competent support personnel	Toll free number, if any	No. of Office #	Name of Franchi see	No. of Technically competent support personnel	Contact number
	HOWRAH							
	HOOGLY							
	BURDWAN							
	SURI							

Full address of the offices with location and phone number to be provided

Signature of Authorised Representative

(Name & Designation)



PASCHIM BANGA GRAMIN BANK
Department of Information Technology
Head Office
Natabar Pal Road, Chatterjee Para More
Howrah - 711101

REQUEST FOR PROPOSAL (RFP)

**Supply, Installation & Maintenance of Computer Hardware &
Peripherals on Rate Contract**

Ref No:-PBGB/HO/DIT/1200/2013-14

Dated: - 31st July, 2013



PASCHIM BANGA GRAMIN BANK
Department of Information Technology
Head Office
Natabar Pal Road, Chatterjee Para More
Howrah - 711101

REQUST FOR PROPOSAL

Supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract

RFP Details :

Sl No.	Description	Schedule Date and Time
1	Date of issue	31st July, 2013
2	Pre-bid meeting	8th August , 2013 11.30 AM
3	Last date and Time for Submission of bid	22nd August, 2013 02.00 PM
4	Opening of bid	a) Prequalification & Technical Bid - 22-08-2013 at 03.30 PM b) Date of opening of commercial bid will be intimated separately to technically qualified bidders

Contact Official / Contact details	Shri Tapas Kumar Sen, Chief Manager, DIT, Paschim Banga Gramin Bank, Department of Information Technology, Ist Floor, Head Office – Natabar Pal Road, Tikiapara, Howrah- 711 101 Phone : 033-2667-0052 Fax : 033-2667-9589 Email : rrb.pgb@ucobank.co.in
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Terms and Conditions of the Request for Proposal:

1. Introduction :

Paschim Banga Gramin Bank (hereinafter referred to as 'the bank') is one of the leading Regional Rural Banks with 218 branches in rural areas across four districts viz. Howrah, Hooghly, Bardhaman and Birbhum. The Bank is implementing **Core Banking Solution(CBS)** at the branches and automating all operations in the controlling offices. Bank intends to purchase Computer Hardware & Peripheral items to pursue its computerization programme for which an Tender application was issued on Computer Hardware & Peripheral items (Annexure-I of Tender application) to be procured through this Rate Contract will be for a period up to **31st August, 2014** Quantity of items to be purchased under the Rate Contract is as follows. However, this requirement is indicative and may vary based upon actual requirement.

Item Group	Particulars of the Items (Specifications as per Annexure)	Estimated Quantity
A	Desktop PCs (including Business Notebook) :	
	Desktop	210
	Laptop	2
	Dot Matrix Printers : 136 Columns 24 pin,10000 hr. MTBP	58
	Passbook Printer	43
	Laser Printer	3
	Line Printer	1
	Scanner	32
	Switch	
	8 Port	10
	16 Port	10
	24 Port	10
B	UPS Systems :	
	900 watt or higher 60 min. backup	153
	900 watt or higher 180 min backup	5
	Servo Controlled voltage stabilizer (Voltage range 70-300 volts. wattage Max 4200W)	12
	Isolation Transformer	18

NOTE : Group wise Lowest Bidder (L1 vendor) will be assessed based on the 5 year total cost of ownership on the above estimates of different items at the Price Bidding (RFQ) Stage. However, price of individual items would be based on specifications frozen by the bank at its sole discretion.

2. Rate Contract:

The selected bidder(s) is/are required to keep the quoted price for Computer Hardware/ & Peripheral items fixed and constant for a period up to **31st August, 2014** from the date of the contract. However, the selected bidder(s) must undertake to pass on the benefit of subsequent reduction in the price and or reduction in taxes, duties payable in this connection. The selected bidder(s) must execute a rate contract agreement with Bank for this purpose. However, Bank reserves the right to extend/reduce the period of rate contract at its sole discretion. Any offer falling short of the validity period is liable for rejection.

3. Two Bid System:

Bank would follow Two Bid System i.e. Request for Proposal (RFP) – containing Technical Information & Request for Quote (RFQ)- containing Price Information. Technical phase would be completed first. Thereafter, Price Information (RFQ) would be only of the vendors qualified in Technical Evaluation. However, the RFP of only those vendors who will satisfy the pre-qualification criteria will be evaluated.

Only Technical Information duly sealed and superscripted 'Request for Proposal for Supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract' shall be submitted as per terms and conditions of this Request for Proposal (RFP). **No Price Information should be submitted with the Request for proposal**; else the offer will be rejected outright.

The Bidders are advised to examine all instructions, terms & conditions and technical specifications carefully and furnish the required information unambiguously. Any offer not submitted in the prescribed formats or incomplete in detail is liable for rejection. Bank is not responsible for non-receipt of offers within the specified date and time due to any reason including postal holidays or delays.

The Request for Proposal (RFP) should be complete in all respect and must contain all information asked for, **except prices**. The Technical Information should include all components asked for in **Annexure 4 (A-K) (Specifications of various items – which are not in this file, are to be included)**. The suggested format for submission of RFP is as follows:

- **Index**
- **Covering letter as per Annexure 1**
- **EMD (In the form of Bank Draft, drawn in favour of Paschim Banga Gramin Bank, payable at Kolkata)**
- **Manufacturer's Authorisation Form (if applicable) as per Annexure 2**
- **Valid ISO 9001/2000 quality certification of Original Equipment Manufacturer for each product offered**
- **Other certifications, if any, as mentioned under Annexure 4(A TO K) (Specifications)**
- **Warranty compliance statement in Annexure 3**
- **Technical Information with Specifications as given in Annexure 4 (A to K) complete with all the columns filled in. This table should not contain any price information. (Soft copy of Annexure 4(A to K) should also be submitted in the pre-bid meeting)**
- **Technical Documentation (Product Brochures, leaflets, manuals etc.).**
- **Deviation Table as per Annexure 5**

At any time, prior to deadline for submission of RFP, Bank may modify any of the terms & conditions and technical specifications at its sole discretion and the same will be communicated by our website www.paschimbangagraminbank.com and the amendments shall be binding on them. In case of any amendment, Bank may extend the deadline for submission of RFP in order to provide a reasonable time to the prospective bidders.

4. Earnest Money Deposit:

The Bidder(s) must submit Earnest Money Deposit (EMD) in the form of Demand Draft in favour of Bank payable at Kolkata. The amount of EMD specified for different group of items is as follows:

Item Group	Particulars of the Items	EMD(in INR)
Group B Item(s)	UPS System of 900 Wattage with 1 hr & 2.5 hr Back-up Period also I T & Servo Controlled Voltage Stabilizer	₹200000/-

Group A Item(s)	Desktop PCs of different configuration Laptops of different configuration Dot Matrix Printers, Line Printers, Laser Printer, Switch, Scanner	₹100000/-
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Non-submission of EMD will lead to rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The successful bidder(s) are required to submit a Bank Guarantee to the tune of 5% of the EMD in the form of Bank Guarantee under Rate Contract valid up to (31.8.2016) issued by a schedule Bank, payable at Kolkata as Initial Security Deposit within 7 days of signing the rate contract. The EMD of the successful bidder(s) shall be returned on submission of Initial Security Deposit as Bank guarantee. **No interest shall be paid on the EMD.** If any of the bidders, who have been shortlisted for submitting RFQ (Price Information), withdraws themselves from the Rate Contract process, their EMD will be forfeited.

5. Manufacturer's Authorization form:

Vendors, other than the Original Equipment Manufacturers (OEM), must submit a letter of authority (Annexure – II) from their manufacturers that they have been authorized to quote on behalf of the manufacturer.

6. Alternative offers:

No alternative offer for any of the equipments is acceptable. **Only one single solution (Make & Model) for each item should be offered** which is cost-effective and meets the Technical specifications.

7. Erasures or Alterations:

There should be no unauthenticated hand-written material, corrections or alterations in the offer. The offers containing unauthenticated erasures or alterations will not be considered. Technical details must be completely filled up correctly for the product being offered without corrections/alterations. Bank may treat offers not adhering to these guidelines as unacceptable.

8. Modification and Withdrawal of Offers:

The vendor may modify or withdraw its offer after its submission, provided that written notice of the modification or withdrawal is received by Bank prior to the closing date and time prescribed for submission of offers. No offer can be modified by the vendor subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by successful bidders, the EMD will not be refunded by the Bank.

9. Preliminary Scrutiny:

Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether Computer Hardware /peripherals are quoted as per prescribed method. Offers not meeting the prescribed guidelines and or with incorrect information or not supported by documentary evidence, wherever called for, would summarily be rejected. However, Bank, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. Bank reserves the right for such waivers and this shall be binding on all vendors.

10. Technical Evaluation:

Technical evaluation would be done to examine whether offered Computer Hardware & Peripherals matches the specifications as asked for. Product Specific certifications, Support Centers, Qualification /

Competence of Support staff, vendor’s delivery capability will also be considered. The weightage of above criteria and the basis of technical evaluation would be as under:

Evaluation Criteria	Points	Basis of Evaluation
Technical Specification	75	100% compliance without any minor deviation: 75 Compliance with allowed with minor deviation : 60
Support Centers	60	100% compliance required no scope for part compliance. In each center, 15 points for own support centre, 10 points for Franchisee support centre Part compliance : 0 point
Qualification & Competence of Support staff	15	5 point for technically competent support personnel (point to given for a maximum of 3 support personnel per center)
Vendor’s delivery capability (Vendor must submit satisfactory delivery and installation certificate from their corporate customers during last two Financial years) certificates must be from PSU Bank/ Regional bank	50	10 points per certificate

If ISO 14000 is provided **10** bonus points will be added to the aggregate points earned.

Deviation from specifications stipulated may make the offer liable for rejection. However, Bank, at its sole discretion, may waive any minor deviation in an offer and this shall be binding on all vendors.

All bidders, who meet all terms and conditions of the tender and **secure at least 75% in aggregate including the bonus point for ISO 14000, in technical evaluation**, will be eligible for participation in RFQ, i.e. Price Bidding.

11. Clarification of Offers:

For proper scrutiny, evaluation and comparison of offers, Bank may, at its discretion, ask some or all vendors for clarification of their offer. The response to such clarifications should necessarily be in writing. **If deemed necessary, the vendor is required to give presentation on the systems offered.** However, Bank will not entertain any communication/clarification / representation from the vendors, unless called for, after the closing time and date of submission of the RFP.

12. Technical Inspection and Performance Evaluation:

Bank reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of the offered item(s).

13. Verification:

Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor’s facilities, if necessary, to establish to its satisfaction about the vendor’s capacity to perform the job. The verification will be carried out before opening of the

commercial Bid. In case vendor's statements found to be false and/or vendor's facility found to be non-compliant with the requirement given in Tender application, the offer will be rejected forthwith.

14. Pre-shipment Inspection:

Bank, if deemed fit, will inspect any or all of the Computer items at vendor's manufacturing site before shipment to respective branches/office/locations of the Bank, to verify that the items shipped to Bank are as per the technical specification specified in the Rate Contract.

15. No Commitment to Accept Lowest or Any Bid:

Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. Bank reserves the right to make any changes in the terms and conditions of purchase. Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

16. Short-listing of Vendors:

Bank will create a short-list of vendors satisfying the prequalification requirement and thereafter create another shortlist of the technically qualifying vendors. After opening Commercial Offers of the technically qualifying short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

17. Award Criteria:

The price of Computer Hardware/ Peripheral items will be evaluated group wise as mentioned in Tender application, based on value of the estimated quantity (as mentioned in paragraph 1) of purchases during the period. Total cost of ownership (TCO) for 5 years (i.e. inclusive of AMC for 4th & 5th year) of individual items (as per specifications decided by the Bank at its sole discretion) would be the basis for evaluating the lowest Bidder(s) for each of the following group of items.

Group A Item(s) :	Desktop PCs of different configuration, , Laptops of different configuration, Dot Matrix Printers, Line Printers, Laser printer, Passbook Printers, Switch, Scanner
Group B Item(s) :	UPS System of 900 Wattage with one hour and three hours Back-up Period also Servo controlled voltage stabilizer of 3 to 5 KVA and range of voltage and Isolation transformer

The lowest Bidder (L1) will be determined based on the aggregate TCO of total quantity of all the items in a particular group.

18. Signing of Contract:

The successful bidder(s) shall be required to enter into a contract with Bank, within 7 days of the award of the Bid or within such extended period as may be specified. The Empanelment of Vendors under the Rate Contract to be valid for a period up to 31st August,2014.

19. Performance Guarantee:

The selected vendors shall furnish Performance Bank Guarantee of 10% of the order for a period equivalent to the warranty period, issued by a Scheduled Bank.

20. Locations to be covered:

The equipments being procured will be installed at the Bank's Head Office, Regional Offices and Branches across the four districts viz. Howrah, Hooghly, Bardhaman& Birbhum.

21. Delivery & Installation Period:

The Bank would like to have the following time schedule for completion of the activities from the date of placement of Purchase orders.

i. Delivery: 4 weeks

ii. **Installation and operationalisation : within 1 week of delivery.** In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.

The Bank reserves the right to shift the equipments to other locations in case of exigencies. In such cases the vendor has to arrange shifting of the equipments and install the same at the new location.

22. Billing:

The billing shall be done locally on the respective Regional offices/ Department of Information Technology, Head Office for which the hardware is being purchased. Sales Tax/VAT will be paid extra by the respective Regional offices/ Head Office Department of Information Technology as per applicable rates of sales tax/VAT in the state. Octroi / Entry tax, if any, will be reimbursed as per actual on production of original receipt.

23. Payment Terms:

90% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realising penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed by an authorised official of the bank at the respective sites, original octroi, receipt, waybill etc. In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.

10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of Performance Bank Guarantee for equivalent amount and tenure..

24. Completeness of the contract:

The contract will be deemed as incomplete if any component of the hardware, software, peripheral devices, etc., or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The Warranty period will commence only on acceptance (based on acceptance test) of equipment by the Indenter.

25. Warranty & Maintenance:

The vendor must provide 3 years' on-site comprehensive warranty for all hardware and peripherals items to be supplied under this rate contract covering all parts & labour from the date of acceptance of the systems by Bank at the respective locations i.e. on-site comprehensive warranty. For software supplies under this rate contract, warranty shall be as per OEM vendor's warranty policy. In case of Desktop & Laptops, wherever Antivirus software is ordered, the vendor has to preload the same at each of the Desktops/Laptops and provide the Media & Licence thereof, updation of which will be done by the Bank. The Vendor must also undertake to maintain the hardware/peripherals supplied under this rate contract after the expiry of the above warranty period, for a further period of 2 years as per the rate quoted by the vendor in their price Information (RFQ). Under Annual Maintenance contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Region-wise or from a single centralised location. Bank also reserves the right to enter into AMC either with the vendor or any other Service Provider at its sole discretion.

During the warranty and Annual Maintenance Contract (AMC) period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. notwithstanding the fact whether on such days the selected vendor's office remains closed or not. A minimum uptime of 98% during the working hours per equipment has to be guaranteed on quarterly basis. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 2 hours within City limits, within 6 hours in the Suburb (25 Km radius) and within 12 hours at all other places (Response time). The entire computer Desktop Computers should be repaired within 24 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. The Vendor shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the warranty period. Warranty /AMC shall not become void even if Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware installed. Besides the above, the vendor will have to enter into Service Level Agreement with the Bank.

26. Penalty for downtime:

As per Warranty & Maintenance terms (Clause 25), all computer hardware/peripherals should be repaired within 24 hours. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time

will be calculated from the time of break-down message till the system becomes functional or standby is provided. Public Holidays as declared at the respective centre are excluded for the above downtime calculation. The Vendor will provide onsite service of the equipment (except spares) once every 3 months during the warranty period. In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.500/- per day per Line Printer, Rs.300/- per day per UPS System, Rs.100/-per day per Desktop Computers and Rs.50/- per day per printer/scanner/ switch etc. These penalty charges will be deducted from the Performance guarantee offered as security deposit or from any Bill payable to the vendor.

27. Repeated Failure:

If, during the warranty period, any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at no cost to Bank.

28. Liquidated Damages for delayed supply:

If the vendor fails to deliver contracted product(s), install / activate, and operationalise all of the equipments or fails to complete the work or does not perform the service(s) within the time schedule stipulated in the Contract, the Bank, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 0.5 percent of the total consideration amount for each and every calendar day of delay, subject to a maximum limit of 10 percent of the total contract price. Such penalty will be deducted by the Indenter/purchaser from the bills of the vendor. The Bank may also consider termination of the contract as per provisions of termination clause mentioned in the contract.

29. Order Cancellation (Termination):

Bank and/or Indenter also reserve the right to cancel the order in the event of one or more of the following circumstances:

- ✓ Delay in delivery and installation beyond a period of 6 weeks from the date of purchase order.
- ✓ Serious discrepancy in hardware noticed during the pre-dispatch inspection, if any.
- ✓ Breach by the Bidder of any of the terms and conditions of the Bid.
- ✓ If the Vendor goes into liquidation voluntarily or otherwise.

In addition to the cancellation of purchase order, Bank reserves the right to forfeit the Performance guarantee/Security submitted to Bank by the Vendor and delisting the vendor.

30. Indemnity to Bank:

The Vendor should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the vendor shall indemnify Bank and keep indemnified against any loss or damage that the Bank may sustain on account of any violation of patents, trademark etc., by the vendor in respect of the products supplied.

31. Guarantees:

The equipment must conform to the highest quality and standard. In case of software, the Vendor should guarantee that the software supplied to Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in schedule of requirement must be of the same brand and same model number. Part numbers also must be same for all pieces of an item. The Vendor should not substitute any internal components or subsystems of equipment by similar Desktop Computers from a different manufacturer. All the equipment and peripherals should be supplied with the relevant interface cables.

32. Publicity:

Any publicity by the vendor in which the name of Bank is to be used should be done only with the explicit written permission of Bank.

33. Force Majeure:

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Bank in fires, floods and freight embargoes. If a Force Majeure situation arises, the Vendor shall promptly notify Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of one month, Bank and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of Bank shall be final and binding on the vendor.

34. Resolution of Disputes:

Bank and the vendor 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. If after thirty days from the commencement of such informal negotiations, Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

35. Jurisdiction:

The jurisdiction of the courts shall be Kolkata only.

Annexure – 1

(Letter to the Bank on the vendor's letterhead)

**The General Manager
Paschim Banga Gramin Bank
Department of Information Technology
Head Office
Tikiapara, Chatterjee Para More, Natabar Pal Road,
Howrah – 711 101**

Dear Sir,

Sub: Your RFP for Computer Hardware/Software & Peripherals on Rate Contract

Ref No.

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the Bid, we hereby enclose our offer for the supply of the following Computer Hardware & Peripherals on Rate Contract as detailed in Annexure – 4 (A to J) of your above referred Bid.

Sl No.	Group of Item	Description of Hardware/ Software/Peripheral	Make of the Item	Model No.	Part No

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures.

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

We enclose Demand Draft No.for Rs. (Rupees only)

favouring Bank issued by Bank, Branch payable at Kolkata, towards Earnest Money Deposit

Yours faithfully,

Authorised Signatory

Name & Designation, seal of the firm)

Date:

Annexure – 2

Manufacturer's Authorisation Form (MAF)

No. _____ dated _____

**The General Manager
Paschim Banga Gramin Bank
Department of Information Technology
Head Office
Tikiapara, Chatterjee Para More, Natabar Pal Road,
Howrah – 711 101**

Dear Sir,

Subject : Supply & Installation of Computer Hardware/Software & Peripherals on Rate Contract

Ref No. :

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorise M/s _____ (Name and address of Vendor /Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for Bid offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the Bid and the contract for the equipment and services offered against this invitation for Bid offer by the above firm.

Yours faithfully,

Authorised Signatories

(Name & Designation)

Date :

for and on behalf of M/s _____

(Name of manufactures)

Note:

1. This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

2. Such MAF for all items offered for which the vendor is not an OEM, should be attached.

Annexure 3

Warranty Compliance Statement

Date :

**The General Manager
Paschim Banga Gramin Bank
Department of Information Technology
Head Office
Tikiapara, Chatterjee Para More, Natabar Pal Road,
Howrah – 711 101**

Dear Sir,

Subject: Supply & Installation of Computer Hardware/Software & Peripherals on Rate Contract

This bears reference to our quotation Ref.-----

Dated -----.

1. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.
2. For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we shall ensure that the downtime shall be as prescribed in the para 25 of the RFP. In case we fail to meet the above standards of maintenance, there will be a penalty as specified in para 26 of the RFP. These penalty charges will be deducted from the Performance guarantee and or security Deposit and or Earnest Money Deposit at the rate prescribed in RFP.
3. Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature

(Name & Designation)

Date:

Annexure 4

(Spec Specification details in Annexure 4(A) to 4(K))

Annexure 5

Deviations from Technical Specifications of Computer Hardware & Peripherals on Rate Contract

Group of Item	Particulars of the Item	Technical Specification in the Bid document	Deviation offered	Reasons and effect of deviation on operational efficiency in the system

Deviation from Terms and Conditions of the Bid:

Sl No.	Bid Document Clause	Deviation offered	Reasons for deviation

Note:

- i. Above information in detail should be furnished along with documentary evidence separately for deviation in technical specification of the Computer Hardware/Software & Peripherals offered.
- ii. The information should also be furnished in case of deviations from any of the terms and conditions of the Bid document.
- iii. If any deviations from the technical specifications are warranted, reasons for such variations should be specified.
- iv. If there is no deviation, a NIL statement should be submitted.

Signature

(Name & Designation)

Date :



PASCHIM BANGA GRAMIN BANK
Department of Information Technology
Head Office
Natabar Pal Road, Chatterjee Para More
Howrah - 711101

REQUEST FOR QUOTE (RFQ)

**Supply, Installation & Maintenance of Computer Hardware &
Peripherals on Rate Contract**

Ref No:-PBGB/HO/DIT/1200/2013-14

Dated: - 31st July, 2013



PASCHIM BANGA GRAMIN BANK
Department of Information Technology
Head Office
Natabar Pal Road, Chatterjee Para More
Howrah - 711101

REQUEST FOR QUOTE

Supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract

PASCHIM BANGA GRAMIN BANK, Department of Information Technology, Head Office, Natabar Pal Road, Chatterjee Para More, Howrah – 711101 invited application for supply of Computer Hardware & Peripherals on rate contract for a period ending on 31.08.2014 for its various branches and Offices all over the four regions vide advertisement in ‘Aajkaal, Sanmarg & Financial Express’ on 31.07.2013.

Last date of submission of Tender Documents is on 22nd August, 2013 within 02.00 PM.

Tender Details :

Sl No.	Description	Schedule Date and Time
1	Date of issue	31st July, 2013
2	Pre-bid meeting	8th August , 2013 11.30 AM
3	Last date and Time for Submission of bid	22nd August, 2013 02.00 PM
4	Opening of bid	a) Prequalification & Technical Bid – 22-08-2013 at 03.30 PM b) Date of opening of commercial bid will be intimated separately to technically qualified bidders

In case the specified date of submission & opening of bids is declared a holiday, the bids will be received till the specified time on next working day and will be opened at 03.30 PM on the same day.

Terms and Conditions of the Request For Quote:

1. Introduction :

Paschim Banga Gramin Bank (hereinafter referred to as ‘The Bank’) is one of the leading Regional Rural Banks with around 218 branches in rural area across four district viz. Howrah, Hooghly, Bardhaman & Birbhum. The Bank is implementing Core Banking Solution at the branches and automating all operations in the controlling Offices. Paschim Banga Gramin Bank

intends to purchase Computer Hardware & Peripherals items to pursue its computerization programme, for which a Tender was issued on **31st July, 2013**.

Computer Hardware & Peripheral items is to be procured through this Rate Contract will be for a period of up to 30.09.2014. Quantity of items to be purchased under the Rate Contract is as follows. However, this requirement is indicative and based upon actual requirement.

Item Group	Particulars of the Items (specification as per Annexure)	Estimated Quantity
B	UPS System :	
	900 Watt or higher 60 min back up	
	900 Watt or higher 150 min back up	
	Servo Controlled Voltage Stabilizer	
	Voltage range 70-300 Volts, Wattage Max 4200W (indicative range, actual will be site specific)	
	Isolation Transformer	
A	Desktop PCs :	
	Desktop	
	Dot Matrix Printer : 136 Column 24 Pin 10,000 hr MTBF	
	Laptop	
	Laser Printer	
	Scanner	
	Passbook Printer	
Line Printer		
	Switch : 8 Port/16 Port/24 Port	

NOTE : Group wise Lowest Bidder (L1 Vendor) will be assessed based on the 5 year total cost of ownership on the above estimates of different items. However, price of individual items would be based on specification frozen by the Bank at its sole discretion from the various options available.

2. Rate Contract :

The selected bidder(s) is/ are require to keep the quoted price for Computer Hardware & Peripheral items fixed and constant for a period up to 31.08.2014 from the date of contract. However, the selected bidder(s) must undertake to pass on the benefit of subsequent reduction in the price and or reduction on Taxes, duties payable in this connection. The selected bidder(s) must execute a rate contract agreement with Paschim Banga Gramin Bank for this purpose. However, Paschim Banga Gramin Bank reserves the right to terminate the rate contract at its sole discretion by given one month notice without assigning any reason. However, any offer falling short of the validity period is liable for rejection.

If current versions of the products are not available, selected bidders shall supply upgraded versions at the same cost during the validity of the rate contract.

3. Price Bid :

3.1. The bidders are advised to examine all instructions, Terms & Conditions and Technical specifications carefully and furnish the price information unambiguously. Any offer not submitted in the prescribe formats or incomplete in detail is liable for rejection. The Bank

is not responsible for non-receipts of offers within the specified date and time due to any reason including postal holiday or delays.

3.2. The RFQ should be complete in all respect and must contain all price information asked for in a duly sealed and superscribed 'Request for Quote for supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract'. It should include price for all components asked for **in RFP (vide annexure 4 A-K and subsequent clarification informed to the vendors immediately after pre-bid meeting)**

3.3. Cost & Currency :

Offer must be in India Rupees. Price should include the following:

- a) Cost of the equipment
- b) Excise/Customs duty
- c) Insurance cover till installation & successful acceptance at site
- d) Freight & forwarding charges
- e) Charges for onsite installations
- f) 3 years on-site comprehensive warranty covering all parts & Labour starting from the date of installation & acceptance by the Bank at site
- g) Sales Tax / VAT will be paid extra as per applicable rates of sale Tax in West Bengal. The Bank will not provide any 'C' form /way bill. However, Octri/entry Tax, if any, will be reimbursed on production of original receipts.

3.4. The bidders should give an undertaking that price quoted should be no case exceed the lowest price at which the bidder sells the items of identical description and quantity and on same terms and conditions to any other Bank/ Organisation during the period of the rate contract.

4. Alternative Offers :

No alternative offer for any of the equipments is acceptable. **Price for only one single solution (Make & Model) for each item should be offered** which meets the Technical specifications.

5. Erasures or Alterations :

There should be no unauthenticated hand-written material, corrections or alterations in the Price Bid. The offers containing unauthenticated erasures or alterations will not be considered.

6. Modification and Withdrawal of RFQ :

The vendor may modify or withdrawal its offer after its submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the closing date and time prescribed for submission of RFQ. No offer can be modified by the vendor subsequent to

the closing date and time for submission of offers. In the event of withdrawal of the offer by any bidder, the EMD will not be refunded by the Bank.

7. No Commitment to Accept Lowest or Any Bid :

The Bank shall be under no obligation to accept the lowest or any other offer received in response to this RFQ and shall be entitled to reject any or all offers including those received late or incomplete offer without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.

8. Award Criteria :

The price of Computer Hardware & Peripheral items will be evaluated group wise as mentioned in RFP based on value of the estimated quantity of purchases during the period. Total cost of ownership for 5 years (i.e. inclusive of AMC for 4th and 5th year) of individual items (as per specifications decided by the Bank at its sole discretion) would be the basis for evaluating the lowest bidder(s) for each of the group of items. Rate contract will be awarded to the bidder whose Commercial Offer has been determined to be the lowest evaluated offer (L-1) in a particular group.

9. Signing of Contract :

The successful bidder(s) shall be required to enter into a contract with Bank, within 7 days of the award of the Bid or within such extended period as may be specified. The rate contract should remain valid for a period up to 31.08.2014 extendable / shortened at the discretion of the Bank.

The Bank, however, reserves the right to enter into a parallel contract for the same items simultaneously or during the period of the rate contract with one or more suppliers. The Bank also reserves the right to place ad-hoc orders with one or more suppliers simultaneously or at any time during the period of rate contract for the above items.

10. Security Deposit :

The selected vendors shall furnish Security Deposit equivalent to Five times of the Earnest Money Deposit (EMD) in the form of Bank guarantee valid till 31.08.2016, issued by a schedule Commercial Bank. The Bank guarantee for Security Deposit must be deposited within 7 days of the award of the Bid.

11. Location to be covered :

The equipments being procured will be installed at the Bank's Head Office, Regional Offices and such other offices as well as Branches across the four District viz. Howrah, Hooghly, Bardhaman & Birbhum.

12. Delivery and Installation period :

The Bank would like to have the following time schedule for completion of the activities from the date of placement of orders.

- Delivery : 4 weeks

In case of UPS systems identified for third party Acceptance Test, the delivery period will be extended by 1 (one) week.

- Installation and operationalisation : Within one week of delivery. In case installation is held up for site non-readiness, a certificate from the competent authority at respective site(s) is to be furnished for obtaining payment.

The Bank reserves the right to shift the equipments to other locations in case of exigencies. In such cases the vendor has to arrange shifting of the equipments and install the same at the new location. However, the cost will be borne by the bank for inter-district shifting once the machines reach the destination.

13. Billing :

The billing shall be done on the respective Regional Offices/Head Office for which the hardware is being purchased. Payments will be released by respective Regional Offices/Head Office as the case may be. Sales Tax/VAT will be paid extra by the respective Regional Offices/Head Office Depart of Information Technology as per applicable rates of sales tax/VAT in the respective State. Octri/Entry Tax, if any, will be reimbursed as per actual on production of original receipt.

14. Payment Terms :

90% of the order value along with VAT / Octroi and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realising penalty charges for late delivery and / or late installation, if any. The claim for payment should contain proof of delivery, installation note & User Acceptance Report signed by an authorised official of the bank at the respective sites, original octroi, receipt, waybill etc. In case installation is held up by the Bank for site non-readiness, the payment may be released **after 30 days from delivery** on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.

10% of the order value (i.e. the residual amount) will be paid after completion of the Warranty period or on submission of **Performance Bank Guarantee** for equivalent amount and tenure. For the purpose of obtaining residual payment, separate Bank guarantee is to be submitted to each of the paying authority.

15. Completeness of the contract:

The contract will be deemed as incomplete if any component of the hardware, software, peripheral devices, etc., or any documentation / media relating thereto is not delivered, or is delivered but not installed and /or not operational or not acceptable to the Indenter after acceptance testing / examination. In such an event, the supply and installation will be termed as incomplete and it will not be accepted and the warranty period will not commence. The Warranty period will commence only on acceptance (based on acceptance test) of equipment by the Indenter.

16. Warranty & Maintenance:

The vendor must provide 3 years' on-site comprehensive warranty for all hardware and peripherals items (except Laptop Battery which will be for 12 months) to be supplied under this rate contract covering all parts (Printer head of Dot Matrix Printer included) & labour from the date of acceptance of the systems by Bank at the respective locations or 37 months from the date of delivery of the systems whichever is later at the respective locations to the Bank i.e. on-site comprehensive warranty. The Vendor must also undertake to maintain the hardware/peripherals supplied under this rate contract after the expiry of the above warranty period, **for a further period of 2 years** as per the rate quoted by the vendor in their price Information (RFQ). Under Annual Maintenance contract all parts & labour should be covered for on-site support. Bank, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise / Region-wise or from a single centralised location. Bank also reserves the right to enter into AMC either with the vendor or any other Service Provider at its sole discretion.

During the warranty and Annual Maintenance Contract (AMC) period, the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories supplied by the vendor. This service is to be provided on all the working days of the Bank between 9 a.m. to 9 p.m. **notwithstanding the fact whether on such days the selected vendor's office remains closed or not.** A minimum uptime of 98% during the working hours per equipment has to be guaranteed on quarterly basis. The request for support shall have to be attended by the vendor even if the request is made over telephone/ SMS or by e-mail/fax by the respective sites, within 2 hours within City limits, within 6 hours in the Suburb (25 Km radius) and within 12 hours at all other places (Response time). The entire computer Desktop Computers should be repaired within 24 hours (Resolution time). In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired. The Vendor shall be fully responsible for the manufacturer's warranty for all equipment, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship, or any act or omission of the manufacturer / Vendor or any defect that may develop under normal use of supplied equipment during the warranty period. Warranty /AMC shall not become void even if Bank buys any other supplemental hardware from a third party and installs it with/in these machines. However, the warranty will not apply to such hardware installed.

17. Penalty for downtime:

As per Warranty & Maintenance terms (Clause 25), all computer hardware/peripherals should be repaired within 24 hours. In case of vendor failing above standards, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time of break-down message till the system becomes functional or standby is provided. Public Holidays as declared at the respective centre are excluded for the above downtime calculation. The Vendor will provide onsite service of the equipment (except spares) once every 3 months during the warranty period. In case vendor fails to meet the above standards of maintenance, there will be a penalty of Rs.500/- per day per Line Printer, Rs.300/- per day per UPS System, Rs.100/-per day per Desktop and Laptop Computers and Rs.50/- per day per printer/scanner/ switch etc. These penalty charges will be deducted from the Performance guarantee offered as security deposit or from any Bill payable to the vendor.

18. Repeated Failure:

If, during the warranty period, any system as a whole or any subsystem has **any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment by the Vendor at no cost to Bank.**

19. Liquidated Damages for delayed supply:

If the vendor fails to deliver contracted product(s), install/activate, and operationalise all of the equipments or fails to complete the work or does not perform the service(s) within the time schedule stipulated in the Contract, the Bank, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to **0.5 percent** of the total consideration amount for **each and every calendar day of delay**, subject to a maximum limit of **10 percent** of the total contract price. Such penalty will be deducted by the Indenter/purchaser from the bills of the vendor. The Bank may also consider termination of the contract as per provisions of termination clause mentioned in the contract.

20. Order Cancellation (Termination):

Bank and/or Indenter also reserve the right to cancel the order in the event of one or more of the following circumstances:

- ✓ Delay in delivery and installation beyond a period of 6 weeks from the date of purchase order.
- ✓ Serious discrepancy in hardware noticed during the pre-dispatch inspection, if any.
- ✓ Breach by the Bidder of any of the terms and conditions of the Bid.
- ✓ If the Vendor goes into liquidation voluntarily or otherwise.

In addition to the cancellation of purchase order, Bank reserves the right to forfeit the Performance guarantee/Security submitted to Bank by the Vendor and delisting the vendor.

21. Indemnity to Bank:

The Vendor should furnish a photocopy of the Agreement with their Principals in respect of hardware and software products offered. Further, the vendor shall indemnify Bank and keep indemnified against any loss or damage that the Bank may sustain on account of any violation of patents, trademark etc., by the vendor in respect of the products supplied.

22. Guarantees:

The equipment must conform to the highest quality and standard. In case of software, the Vendor should guarantee that the software supplied to Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment offered. All the required quantity of an item in schedule of requirement must be of the same brand and same model number. **Part numbers also must be same for all pieces of an item.** The Vendor should not substitute any internal components or subsystems of equipment by similar Desktop Computers from a different manufacturer. All the equipment and peripherals should be supplied with the relevant interface cables.

23. Publicity:

Any publicity by the vendor in which the name of Bank is to be used should be done only with the explicit written permission of Bank.

24. Force Majeure:

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Bank in fires, floods and freight embargoes. If a Force Majeure situation arises, the Vendor shall promptly notify Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Bank in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of one month, Bank and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of Bank shall be final and binding on the vendor.

25. Resolution of Disputes:

Bank and the vendor 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. If after thirty days from the commencement of such informal negotiations, Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

26. Jurisdiction:

The jurisdiction of the courts shall be Kolkata.

ANNEXURE 4 (A)

Basic Specifications for UPS Systems with Power output of 900W

Make :

Model :

Capacity - KVA Rating Offerd :

Output Power (W/KW) :

Basic Specification

1. The UPS System shall consist of the following :-

a) Converter / Rectifier

b) Battery Charger

c) Static Inverter

d) Static/Automatic by-pass switch.

The design of the UPS should be based on sine-weighted pulse width modulation (SPWM) technology in true On_line configuration with double conversion using **IGBTs** in the **rectifier** and inverter with the total harmonic distortion less than 4% (Linear Load) & less than 5% (Non-linear Load).

Generator Compatibility Required

2. Input voltage should be -

a) For single phase 160 volts to 270 volts

3. Input frequency should be -

a) For single phase - 50 Hz +/- 10%

4.1. Input Power Factor should be > 0.99

4.2. Output voltage should be -

a) For single phase - 230 volts +/- 1%

5. Output frequency should be - 50 Hz +/- 0.5%

6. The load power factor range should be 0.7 lag to unity.

7. Response time should not be greater than 20 cycles

8. Overload capacity should be as follows :-

150% for 15 seconds

125% for 2 minutes

9. The load crest factor should be as under :-

Full load upto 3:1 crest factor

10. Inverter efficiency should not be less than 90%.

Overall efficiency of UPS should not be less than **85%**.

11. Inverter must be of the fully static type using **IGBT (Insulated Gate Bipolar transformer)**.

12. In the event of Inverter trouble or failure as described below the UPS should automatically transfer to by-pass through Static Switch and the transfer should be bumpless :-

a) UPS overload

b) Inverter trip due to

i) Output overvoltage

ii) DC bus over current

iii) Over temperature / fan failure

iv) Inverter Output failure.

13. Retransfer to Inverter should occur automatically when overload / cause of inverter trip is removed.

14. There must be built-in limiting features to make the UPS short circuit proof.

15.The Rectifier cum Battery Charger :
a) Must be semi Conductor Type protected with Snubber Circuit.
b) Battery Charger should be capable of handling full output power plus Battery charging current.
c) Current limiting for Battery charging should be provided.
16.The UPS shall have the following protection features, supervisory indications, controls and metering.
<u>Protections against</u>
1. Inverter under / over voltage
2. Output short-circuit
3. Battery overcharging
4. Battery low voltage/current
<u>Controls</u>
1. Inverter on / off switch
2. By-pass / Inverter
<u>Metering : Digital panel meter duly calibrated, upto 1.5 % accuracy class to indicate</u>
1. Input / output voltage
2. Input / Output A.C. current
3. Output frequency (digital)
4. D.C. Battery voltage / D.C.Charging / discharging current.
The UPS system should have necessary hardware and software with standard feature of RS 232 port to work on DOS / UNIX / Windows 98 /Win XP Prof/Windows 7 Prof Operating systems. There should be a facility to monitor and broadcast to all workstations, wherever necessary,conditions.
<u>Indications</u>
<u>A - Status</u>
1. Overload
2. Load on UPS
3. Load on mains
4. Mains out of range
<u>B - Fault</u>
1. Overload
2. Output overvoltage
3. Over temperature
4. Battery load
<u>C - Alarms</u>
1. Battery under-voltage
2. Battery low
3. Load on bypass
4. Mains failure
17.All the power cabling inside the unit and inter-connection of batteries, UPS etc., should be done with cables of ISI make.
18. Noise level should not be greater than 55 db.
19. Harmonic distortion less than 4% (Linear Load) & less than 5% (Non-linear Load)
20. UPS system should have quality certification ISO 9001: 2008 & ISO 14001:2004 Certificate
<u>21. Batteries</u>
The types of batteries are of the Sealed Maintenance Free (SMF) batteries of 60 Minutes back up of reputed brand like Exide / Panasonic / Global_Yuasa / Amara raja etc. specifically recommended for use with UPS system. The battery is not required to supply any other load apart from the inverter.
The battery should have minimum 12 volt SMF batteries. The battery bank should have maximum 8 numbers of SMF battery cells of 12V each for 900 Watt UPS Systems.
i) Back up time: 60 Minutes. VAH = 1512
ii) Back up time: 120 Minutes: VAH=3021
ii) Back up time: 180 Minutes. VAH = 4320

iii) Back up time: 240 Minutes: VAH: 10800

22. Acceptance Test

Testing of one of the UPS from the batch of supplies in the ratio of 1 : 8 (minimum 1) should be carried out from any one of the testing centres of the Department of Electronics, Govt. of India or such other testing centres approved by Govt. of India with prior approval from the Appropriate Authority. In the event of purchase of a single UPS the same shall be subject to testing. The testing shall be conducted with reference to the specifications furnished by the suppliers in respect of : -

1. Line regulation

2. Load regulation (at 1 PF and 0.8 PF)

3. Inverter efficiency

4. Overall efficiency of UPS

5. Transient response and recovery time

6. Protections

7. Overload tests

8. Total harmonic distortions

9. Load crest factor.

10. Load Transfer Test.

11. Isolation Transformer- Optional

36 months comprehensive on site warranty from the date of installation or 37 months from date of delivery whichever is later

ANNEXURE - 4 (B)

Basic Specifications:

S.No.	Feature	Commercial Desktop
1	Processor	Intel® 3rd Generation Core™ i3 Processors-3220
2	Chipset	Intel Q75 Express Chipset
3	Motherboard	OEM Motherboard
4	Memory	4 GB DDR3 1333MHz or higher RAM , Up to four DIMM slots; Non-ECC dual-channel 1600MT/s DDR3 SDRAM, Memory Expandable to 32 GB DDR3-1600 MT/s
	Total Cache	2MB or higher
5	Hard Disk Drive & controller	500 GB HDD SATA- 7200 RPM, Self-Monitoring Analysis and Reporting Technology, and SSD support
6	Optical Drive	SATA Super Multi DVD Writer Drive
7	Graphics	Intel HD Graphics (integrated) Discrete graphic support
8	Audio	Integrated High Definition audio with Realtek ALC221codec (all ports are stereo) with Internal Speaker
9	Ethernet	Integrated Gigabit (10/100/1000 NIC) LAN (Support WOL / PXE & ASF 2.0)
10	Slots	(1) Full Height PCI slot (2) Full Height PCIe x1 slots, (1) Full Height PCIe x16
11	Bays	(2) 3.5-inch internal drive bay supporting hard disk drive (1) 3.5" external bay for optional Media Card Reader, pocket media drive, or Secondary HDD (2) 5.25" external bay for optional optical drive, or other 5.25" device
12	Ports	Rear I/O: (4) USB 3.0 ports, (2) USB 2.0, (1) standard serial port, (1) optional parallel port,(1) optional eSATA port (2) PS/2, (1) RJ-45, (1) VGA, audio in/out , (1) Display Port Front I/O: (2) USB 2.0, headphone and microphone, Dual color Diagnostic LEDs
13	Form Factor	Micro Tower
14	Power Supply	320-watt 90% efficient energy saving power supply. Energy Star 5.0 & EPEAT GOLD Certified, Use HE chassis
15	Keyboard	PS/2 104 keys keyboard (Same make as PC)
16	Mouse	PS/2 2 Button Scroll Mouse (Same make as PC)

17	Operating System	<p>Preinstalled: Genuine Windows® 7 Professional (32-bit) downgraded to WIN XP</p> <p>Certificate of Authenticity (COA) Sticker should be affixed. Furnishing of list of serial nos. of all COA of Operating System along with the corresponding serial numbers of the CPU where it is preloaded. "Direct named OEM" of M/s Microsoft Corporation for preloading Operating System.</p>
18	Recovery Tool	Recovery partition
19	Diagnostic Tool	LED Diagnostic tool for hardware diagnostics
20	Manageability	<p>Intel Standard Manageability: All models feature Intel's Standard Manageability technology including the following: DASH 1.1 DASH compliance for support of industry standards. Support for profile updates. Vision Diagnostics Tool-less Chassis</p>
21	Security	<p>Trusted Platform Module (TPM) 1.2 UEFI BIOS for added security Stringent security (via BIOS) SATA port disablement (via BIOS) Drive lock Serial, parallel, USB enable/disable (via BIOS) Optional USB Port Disable at factory (user configurable via BIOS) Removable media write/boot control Power-On password (via BIOS) Setup password (via BIOS) Solenoid Hood Lock / Sensor Support for chassis padlocks and cable lock devices</p>
22	Compliance And Certification	<p>DMI 2.0,UL, FCC and Win certification & Linux (Redhat/SuSe Certification) OEM should be ISO 27001 certified. OEM must be rated by an independent body on Chemical Management / E waste disposal facilities / Power efficient products. Green Peace rating of 5 or above. OEM should have been in IT hardware business in India for at least 10 years.</p>
23	Monitor	18.5" TFT 1024*768 or higher, TCO 5.0 certified/Energy Star or higher (Same make as PC)
24	Warranty	3 years onsite (3-3-3)
25	POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - 4 (C)**A. Specifications for 136 Col DMP (Heavy Duty)–**

COMPONENTS	SPECIFICATIONS
Reliability	RUGGED, HEAVY DUTY, MIN 20,000 POWER ON HOUR
No of Pin	24 PIN
Speed	472 CPS or Higher
Mode	DRAFT / LQ
Paper Handling	FAN FOLD, CUT SHEET
Functions	AUTO LOAD/EJECTION, PAPER PARKING, ONLINE MICRO FEED, BUFFER CLEAR
Receiver Buffer	RECEIVER BUFFER 128 Kb or Higher
Input Voltage	240 VOLT
Page Length Setting in Inches	4, 6, 7, 8, 11, 12 & 14
Drivers	WINDOWS Vista, WINDOW 2000 , XP PROFESSIONAL (SP-2), WINDOWS 7
Interfaces	Parallel Port and USB
Print Head Life	PRINT HEAD LIFE –200 MILLION CHARACTER/ 300 MILLION DOTS PER PIN
Ribbon Life	RIBBON LIFE 3 MILLION CHARACTER (DRAFT MODE) OR HIGHER
Tractor	STANDARD FRICTION/REAR PAPER FEED WITH PUSH OR PULL TRACTOR
Sheet	ORIGINAL PLUS 4 COPIES (WITH CARBON).
Certification	ISO9001 for Quality and ISO 14001 for Production Environment.
Warranty	36 months comprehensive on site warranty from the date of installation or 37 months from date of delevary whichever is later. Warranty includes Printer Head
POST WARRANTY SUPPORT	2 years after warranty period(Comprehensive onsite with printer heads)

ANNEXURE - 4 (D)**Specifications for Line Printer**

Print Speed (LPM, Upper Case Characters/Lower Case Characters)	
High Speed(Lower & Upper case)	500/428
Data Processing(Lower & Upper case)	375/300
Near Letter Quality(Lower & Upper case)	200/154
Graphics Speed (IPM)	
60 x 48 dpi	63
60 x 72 dpi	42
90 x 96 dpi	21
Paper Feed Speed (IPS)	12
Bi-lingual (Devanagiri) Printing Capability	
PRINTING GENERAL	
Printing Method	Impact Line Matrix
Typefaces	High Speed, Data Processing, Near Letter Quality
Character Pitch (Character per inch)	10, 12, 13.3, 15, 17.1, 20 (except NLQ for 20 pitch)
Line Spacing (Line per spacing)	6, 8, 10.3, n/72, n/216
Printable Width	Up to 13.6" (345 mm)
Dot Size	16.7 mil
COMPATIBILITY	
Emulations Standard	Printronix P-Series, P-Series XQ, Serial Matrix, IBM ProPrinter III XL, Epson FX-1050
Emulations Optional	ANSI, IPDS, PCL2, DEC LG, TN5250/TN3270
Print Attributes	Bold, Italic, Double Width, Double Height, Overstrike, Underline, Subscript and Superscript
Resident Character Sets	99 plus character sets including ECMA Latin 1, DEC Multinational, IBM Code Page 437 and 850, OCR A OCR B, UTF8 encoded Unicode
Fonts	NLQ Serif, NLQ Sans Serif, Data Processing, High Speed, OCR A, OCR B
Resident Bar Codes	30 resident symbologies, including Code 39, EAN 8/13, UPC A/E, Postnet, Royal Mail, Interleaved 2 of 5 and PDF 417
FORMS HANDLING	
Type	Continuous, Fan Folded, Edge-perforation
Width	76mm to 432mm
Copies	Upto 6 parts (Weight: 15 to 100 lbs. up to 0.025" thickness, 56 to 163 gm/mm up to .64mm thickness)
Paper path	Straight through paper path with easy-load dual adjustable tractors
Paper Exit	Top and Rear Exit Paths
Feed	Bottom Feed
Forms Control	14 and 12 channel electronic vertical format unit, paper-out detector and alarm, paper motion detector an alarm.
PRINTER SOFTWARE AND	Standard SAP Device Types, Windows XP/VISTA/NT/2003/2008/Windows7/8

DRIVERS	WeP Printronix PrintNet Enterprise Remote Management Software
PRINTER FEATURES	
Standard	Integrated Print Management Ribbon Life Monitor
Options	Black Back Form Sensor; Front Paper Tray (Pedestal models only); High Rear Paper Tray (Pedestal models only); Acoustic Shroud (Pedestal models only)
MTBF	10,000 Hours (Hours at 25% duty cycle and 25% page density)
GENUINE PRINTRONIX CARTRIDGE RIBBONS	
Standard Life	18000 Pages (ISO 19752 Test page)
INTERFACES	
Standard	RS232, Parallel: IEEE-1284, Centronics, Ethernet 10/100 Base T,
Optional	Wireless 802.11 b/g, Coax/Twinax, RS422, Data Products adapter
POWER	
Power Wattage	175 Watts
Line (\pm 10%)	Auto Ranging 100-120 VAC, 200-240 VAC, 50/60 Hz
Compliance	Energy Star - Less than 14 Watts
ENVIRONMENTAL	
Acoustic Noise (per ISO 7779)	62 dBA
Operating Temperature	50° to 104° F (10° to 40° C)
Certification	ISO9001 for Quality and ISO 14001 for Production Environment.

ANNEXURE - 4 (E)**Specifications for Laserjet Printers-**

COMPONENTS	SPECIFICATION
Printer Technology and Printer Speed(First page-out)	Laser and Less than 10 sec from Power safe mode.
Print Speed in Draft mode	Upto 14-17 ppm
Minimum Print Resolution	Min 600x600 dpi
Minimum Processor	150 MHz
Interfaces	1 USB 2.0
Input Capacity & Types	Minimum 150 Sheets input Tray
Power Requirements	240 VAC
Printer Drivers	Win XP Professional , Win 2K, Windows Vista business, Windows 7,Windows 8
Supported Media	A4, Legal, Letter, Transparencies, Envelopes & Postcards
Toner	The first toner supplied with the printer should be a full toner
Certification	ISO9001 for Quality and ISO 14001 for Production Environment.
Warranty	36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery whichever is later
POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - 4 (F)

Specifications for SWITCH

FEATURES

8 Port

Auto MIDX (Support IEEE 802.3 Nway Auto Negotiation)

Plug n Play

1U Form Factor

Minimum 768KB Packet Buffer Size (256 KB Per 8 Ports)

Dynamic Allocation of RAM Buffer

Switching Capacity not less than 1.6 Gbps

Mac Table Size , 1000 or more

IEEE 802.3X Flow Control

100-240 VAC @ 50 Hz

50 Watts or Less Power Consumption

36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery whichever is later

2 years after warranty period

ANNEXURE - 4(G)**Specifications for Flatbed Scanner**

FEATURE	
Scanner type	Flat Bed Scanner
Maximum Scan Size	A4 Size (A4, 216 x 297 mm)
Optical resolution	Up to 1200 X 1200 Dpi
Preview Mode Speed	Less than 20 Sec.
Power Consumption	20 Watts Max
Interface	USB 2.0 Hi-Speed
Certification	ISO9001 for Quality and ISO 14001 for Production Environment.
Warranty Period -	36 months comprehensive warranty from the installation date including Printer Head
POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - 4 (H)

LAPTOP

Components	Specification
Description	Configuration
Processor	Intel® 3rd Generation Core i3 -2.4Ghz,3MB Cache
Chipset	Mobile Intel HM76 Express Chipset
System Memory	4 DDR3 PC3-10600 SDRAM (1333 MHz) or Higher,Two SODIMM slots supporting dual-channel memory 1 GB, 2 GB, and 4 GB SODIMMs. Maximum: Upgradeable to 8 GB with 4 GB SODIMMs in slots 1 and 2
Graphics	Intel HD Graphics
Hard Drive	500 GB 5400 rpm SMART SATA II with three Dimensional Drive Guard option to minimize chances for HDD Failure
Upgrade Bay	DVD+/-RW SuperMulti
Display	14-inch diagonal LED-backlit HD anti-glare (1366 x 768 resolution)
Audio/Visual	SRS Premium Sound™
	Integrated stereo speakers
	Integrated microphone (dual-microphone array when equipped with optional webcam)
	Stereo headphone/line out / Stereo microphone in
	Integrated HD webcam 720p
Communications	Integrated Realtek Gigabit Ethernet (10/100/1000 NIC)
Integrated Wireless	wireless LAN module/ Bluetooth combo
Keyboard	Chicklet spill-resistant keyboard having thin layer of Mylar film under the keyboard to minimizes the risk of damage to sensitive components underneath.
Pointing Device	Touchpad with gestures support, on/off button with LED indicator, two-way scroll, two pick buttons
Battery	Primary battery 6-cell Battery(47Whr) with 1-year warranty
Power	External 90-watt Smart AC adapter
Interfaces / Ports	VGA - One USB 3.0 - Two USB 2.0 - Two HDMI 1.4a - One Stereo microphone input - One Headphone/line out - One RJ-45 (Ethernet) - One Power connector - One , Digital Media Slots 1 Multi-media Reader Slot supporting SD, SDHC, SDXC, MMC, MMC+, Memory Stick
Operating System	Preinstalled Genuine Windows 7 Professional 64
Security - Hardware	Fingerprint Sensor

Security - Software	Protect Tools Drive Encryption for Protect Tools Credential Manager for Protect Tools Protect Tools Security Manager Spare Key File Sanitizer for Protect Tools Enhanced Pre-Boot Security Face Recognition Disk Sanitizer Security Lock slot
Recovery	Models shipped with Windows 7 should include Recovery Manager
Certifications	UL,CSA,FCC Compliance, ENERGY STAR,EPEAT-Gold
Other Features	Brushed finished
	Smudge-resistant
	Wear-resistant
	Dura Finish
	Chicklet, keyboard
	BFR /PVC Free product
Warranty	1 year

ANNEXURE - 4 (I)

_Specifications for PASSBOOK PRINTERS-

COMPONENTS	SPECIFICATIONS
Type -	24 pin
Print head life	400 million dots or better
Printing Speed(min.)	
a) H.S.D.	400 cps or better
b) Draft	300 cps or better @10cpi
c) N.L.Q.	150 cps or better
d) L.Q.	100 cps or better
Line Length	94 Columns or more @10cpi
Font	Draft, Sans serif, Roman, Italic, Bar code, OCR-A/B
Pitch	10,12,15,16.6, 17.1 cpi or more
Interface	IEEE 1284 parallel + RS 232 Serial + USB(optional)
Ribbon cartridge life	3.5 million character or more
Emulation	Olivetti standard + IBM + Epson
Noise level	< 55 dbA
Passbook handling	Vertical and Horizontal
Power consumption	
a) Standby	8 Watts or less
b) Printing	120 Watts or less
Ink	Indelible Ink
MTBF	HeavyDuty, Not less than 10000 hrs
Compatibility with software packages	Finacle Version in CBS
Compatibility with operating systems	DOS 6.22/Window 2000 Prof/ Win XP / SCO-Unix, WIN Vista business
Quality Certification --	Production Facility of OEM Vendor should be ISO 9001/2000 Certified.
Warranty Period -	36 months comprehensive warranty from the installation date including Printer Head
Post warranty support	Two year after warranty period

ANNEXURE - 4 (J)**Servo controlled Voltage Stabilizer**

COMPONENTS	SPECIFICATIONS
Input Voltage Range	70-300V
Output Voltage	220 V/230V+/-1%
Power Factor	0.8 lag to unity
Efficiency	>95%
Wave Form Distortion	Nil
Special Features	Overload & short circuit protection.
Voltage Correction Rate	22-25 V/sec
Optional	Delay Timer, Spike or Surge Suppressor
Quality Certification --	Production Facility of OEM Vendor should be ISO 9001/2000 Certified.
Warranty Period -	36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery whichever is later

ANNEXURE - 4 (K)**Specification of 5 KVA Isolation Transformer**

COMPONENTS	PROPOSED SPECIFICATIONS
Primary Voltage	220V/230V
Secondary Voltage	220V/230V
Primary Phase	1
Secondary Phase	1
Frequency	50 Hz
Type of Cooling	Air Natural
Ambient Temperature	50° C
No load Current	5% of rated capacity
Efficiency at 100% load	>92%
Warranty Period -	36 months comprehensive Warranty from the installation date or 37 months from the date of delivery, whichever is later.
Post warranty period	2 years after warranty period