

Supply, Installation & Maintenance of Computer Hardware & Peripherals at Paschim Banga
Gramin Bank-Rate Contract 2015-16



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 &

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 31-03-2017 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:

- 1) The Vendor should be Original Manufacturer of hardware and peripheral items, Dot Matrix Printer, Laser Printer, UPS, Passbook Printer, Line Printer or Authorized Distributor, Channel Partner or Reseller of those items.
- 2) The vendor should have positive Net Worth for consecutive last 3 years . 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. 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.
- 3) The Vendor should be a financially sound company, earning net profit for last three consecutive years.
- 4) The Vendor should have executed at least three Purchase Orders aggregated value 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.
- 5) 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 05 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.

- 6) 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.
- 7) 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.
- 8) Original Equipment Manufacturer (OEM) Vendor should have a valid ISO 9001/2015 Quality Certification for their Production facility.
- 9) 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 superscripting 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 9001/2015 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 26-02-2016

Response is to be submitted only in the prescribed format separately for each group. The sealed envelope containing the response must be super scribed as “Application in response to the Tender advertisement in website & Newspapers on 03-02-2016” 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 26-02-2016) 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	03-02-2016
2	Pre-bid meeting	19-02-2016
3	Last date and Time for Submission of bid	26-02-2016
4	Opening of bid	a) Prequalification & Technical Bid – 26-02-2015 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 ₹10000/- (Rs. Ten 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):

Thin Clients ,Server ,Desktop PCs of different configuration, Laptops of different configuration.

Group B Item(s):

UPS System of 900 to 10000 Wattage with one hour and three hour Back-up Period, Servo controlled voltage stabilizer of 3 to 5KVA and range of voltage and Isolation Transformer

Group C Item(s):

Dot Matrix Printers, Line Printers, Laser printers, Passbook Printer, Scanner.

**Annexure – II
Company Profile**

Sl		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	N a m e : 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) 31.03.13 31.03.14 31.03.15	
9	Free Reserve (` Lac) 31.03.13 31.03.14 31.03.15	
10	Net Profit (` Lac) 31.03.13 31.03.14 31.03.15	
11	Turn Over of the Company (` Lac) 31.03.13 31.03.14 31.03.15	
12	Sales Tax Number	
13	PAN Number	
14	Whether direct manufacturer of Hardware /Peripherals /System software 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 Rs. 50 Lac or more Rs 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 Authorized 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 Authorized Representative

(Name & Designation)

Date

Annexure IV

Sl.no	PBGB Offices	Own Office			Franchisee			
		No. of Office #	No. of Technically competent support personnel	Toll free number, if any	No. of Office #	Name of Franchisee	No. of Technically competent support personnel	Contact number
	HOWRAH							
	HOOGHLY							
	BURDWAN							
	SURI							

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

Signature of Authorized 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 01-03-2016 to 31-03-2017**

Ref No:-PBGB/HO/DIT/3990/2015-16 Dated: - 14-01-2016



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 01-03-2016 to 31-03-2017

Details:

Sl No.	Description	Schedule Date and Time
1	Date of issue	03-02-2016
2	Pre-bid meeting	19-02-2016
3	Last date and Time for Submission of bid	26-02-2016
4	Opening of bid	a) Prequalification & Technical Bid – 26-02-2016 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

The tender documents are to be dropped in the Tender Box placed at the ground floor of Head Office premises.

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 230 branches in rural areas across four districts viz. Howrah, Hooghly, Bardhaman and Birbhum. The Bank implemented **Core Banking Solution (CBS)** at the branches and has been automating all operations in the controlling offices/branches. Bank intends to purchase Computer Hardware & Peripheral items to pursue its computerization programme for which a Tender application is issued on Computer Hardware & Peripheral items (Annexure-I of Tender application) to be procured through this Rate Contract for a period up to **31-03-2017** 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	Thin Client	120
	Server	4
	Desktop PCs (including Business Notebook) :	
	Desktop	200
	Laptop	10
C	Dot Matrix Printers : 136 Columns 24 pin,10000 hr. MTBP	50
	Passbook Printer	40
	Laser Printer	20
	Line Printer	1
	Scanner	40
	Switch 8 port	10
	High Speed multifunctional Printer	3
B	UPS Systems :	
	900 watt or higher 60 min.to 90 min backup	40
	10000 watt or higher 60 min to 90 min backup	5
	Servo Controlled voltage stabilizer (Voltage range 70-300 volts. wattage Max 4200W)	10
	Isolation Transformer	10

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 **31-03-2017** 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)**.

The suggested format for submission of RFP is as follows:

o **Index**

o **Covering letter as per Annexure 1**

o **EMD (In the form of Bank Draft, drawn in favour of Paschim Banga Gramin Bank, payable at Howrah/Kolkata)**

o **Manufacturer's Authorization Form (if applicable) as per Annexure 2**

o **Valid ISO 9001/2015 quality certification of Original Equipment Manufacturer for each product offered**

o **Other certifications, if any, as mentioned under Annexure 4(A TO K) (Specifications)**

o **Warranty compliance statement in Annexure 3**

o **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)

- o **Technical Documentation (Product Brochures, leaflets, manuals etc.).**
- o **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	Rs.200000/-
Group A Item(s)	Server , Thin client ,Desktop PCs of different configuration , Laptops of different configuration	Rs.200000/-
Group C Item(s)	Dot Matrix Printers, Line Printers, Laser Printer, Switch, Scanner, High Speed multifunctional Printer	Rs 100000/-

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 (31-03-2017) 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 weight age 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 Rural Bank	50	10 points per certificate
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If ISO 14000 and ISO 19011:2011 are provided **5** bonus points each certificate 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 and 19011, 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. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Paschim Banga Gramin Bank (PBGB) intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP. The queries of all the bidders should reach us in writing or by e-mail on or before on the address as mentioned above. The queries shall be submitted in forms given under Annexure -V. Queries not received in the form and queries without the relevant details will not be taken up for response. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid Meeting. The clarifications and replies to the queries offered during the Pre-Bid Meeting will be made available on the Bank's Website

Only the authorized representatives of the bidders (maximum 2 persons) who have purchased the RFP will be allowed to attend the Pre-Bid meeting.

12. Technical Inspection and Performance Evaluation:

Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) 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):

Thin Clients ,Server ,Desktop PCs of different configuration, , Laptops of different configuration.

Group B Item(s):

UPS System of 900 to 10000 Wattage with one hour and three hour Back-up Period, Servo controlled voltage stabilizer of 3 to 5KVA and range of voltage and Isolation Transformer.

Group C Item(s):

Dot Matrix Printers, Line Printers, Laser printers, Passbook Printer, Scanner, Switch, High Speed multifunctional Printer.

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 31-03-2017

19. Repeat Orders

Paschim Banga Gramin Bank (PBGB) reserves the right to place repeat order/s on the bidder under the same terms and conditions within rate contact period.

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 operationalization: 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 operationalize 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:

- 1) Delay in delivery and installation beyond a period of 6 weeks from the date of purchase order.
- 2) Serious discrepancy in hardware noticed during the pre-dispatch inspection, if any.
- 3) Breach by the Bidder of any of the terms and conditions of the Bid.
- 4) 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

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

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
(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 Clause	Document	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

REQUST FOR QUOTE (RFQ)

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

Ref No:-PBGB/HO/DIT/3990/2015-16

Dated: - 14.01.2016



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 31-03-2017 for its various branches and Offices all over the four regions vide advertisement in ‘News Paper name’ on 03-02-2016

Last date of submission of Tender Documents is on 26-02-2016 within 02.00 PM.

Sl No.	Description	Schedule Date and Time
1	Date of issue	03-02-2016
2	Pre-bid meeting	19-02-2016
3	Last date and Time for Submission of bid	26-02-2016
4	Opening of bid	a) Prequalification & Technical Bid – 26-02-2016 03:30PM 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 235 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 **03-02-2016**

Computer Hardware & Peripheral items is to be procured through this Rate Contract for a period of up to 31-03-2017. Quantity of items to be purchased under the Rate Contract is as follows. However, this requirement is indicative and based upon actual requirement.

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	Thin Client	120
	Server	4
	Desktop PCs (including Business Notebook) :	
	Desktop	200
	Laptop	10
C	Dot Matrix Printers : 136 Columns 24 pin, 10000 hr. MTBP	50
	Passbook Printer	40
	Laser Printer	20
	Line Printer	1
	Scanner	40
	Switch 8 Port	10
	High Speed multifunctional Printer	3
B	UPS Systems :	
	900 watt or higher 60 min. to 90 min backup	40
	10000 watt or higher 60 min to 90 min backup	5
	Servo Controlled voltage stabilizer (Voltage range 70-300 volts. wattage Max 4200W)	10
	Isolation Transformer	10

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 31-03-2017 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 s 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 super scribed '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, Octroi/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/ Organization 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 31-03-2017 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 31-03-2017, 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.

1. Delivery: 4 weeks. In case of UPS systems identified for third party Acceptance Test, the delivery period will be Extended by 1 (one) week.
2. 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. Octroi/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 operationalize 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:

- 1) Delay in delivery and installation beyond a period of 6 weeks from the date of purchase order.
- 2) Serious discrepancy in hardware noticed during the pre-dispatch inspection, if any.
- 3) Breach by the Bidder of any of the terms and conditions of the Bid.
- 4) 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 IV (A)(1)

Basic Specifications for Online UPS Systems with Power output of 900W

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 3% (Linear Load) & less than 5% (Non-linear Load)

Isolation Transformer at the input of UPS: external

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 40 milliseconds.

8. Overload capacity should be as follows :-

150% for 15 seconds

125% for 1 minute

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

Full load up to 3:1 crest factor

10. Inverter efficiency should not be less than **90% on full load**

Overall efficiency of UPS should not be less than **85% on full load**

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 over voltage
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>Protection against</u>
1. Inverter under / over voltage
2. Output short-circuit
3. Battery current limiting
4. Overvoltage and under voltage cut off
<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 Frequency
3. Battery Voltage
3. Inverter on
4. Load on bypass
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>

A - Status
1. Overload
2. Load on UPS
3. Load on mains
4. Mains out of range
B - Fault
1. Overload
2. Output over Voltage
3. Over temperature
4. Battery load
C - Alarms
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 3% (Linear Load) & less than 5% (Non-linear load)
20. UPS system should have quality certification ISO 9001: 2008, ISO 14001:2004, ISO 18001, ROHS
21. Safety Certification: Certificate of Compliance (CE Certificate) IEC /EN 62040-1-1 Safety, IEC/EN 62040-2 EMC Emmissions, IEC/EN 62040-3 Performance & Design, IEC/EN 61000-4 (EMC Immunity)
22. Batteries
The types of batteries are of the Sealed Maintenance Free (SMF) batteries of 60 Minutes back up/15 minutes back up of reputed brand like Exide / Panasonic / Amara Raja (Quanta) 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
23. 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:

SAMEER
ERTL
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
5. Protections
6. Overload tests
7. Total harmonic distortions
8. Load crest factor
9. Load transfer Test.
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 IV (A)(2)

Basic Specifications for Online UPS Systems with Power output of 10 KVA/10000 W

Sl. No	Parameter	Technical Specification (give watts required as per ups load calculator)
1	Output	Power Drown
2	Capacity	KVA
3	Output Power	10 KVA/10000 W
4	Model /Make	
5	Technology	True online double conversion technology/ Microprocessor based UPS systems with IGBT based
	Generator	Generator Capability Required
6	Physical	Floor Mounted
7	Isolation	True Galvanic Isolation Transformer external at input
8	INPUT	
	Input power factor	>.95 (p.f. correction)
	Input voltage	400 VAC, Three phase, 5 wire
	Range	330V AC to 460 V AC
	Input frequency range	47 Hz – 53Hz
	Input over voltage protection	460VAC
	Input Under voltage	330 VAC
9	OUTPUT	
	Output Voltage	220/230 VAC Single Phase +/- 1% selectable
	Frequency	50 Hz +/- 1% (Constants Frequency output)
	Over load capacity	110% for 10 min, 125% for 1 min,
	Total Harmonic Distortion	<5%(on liner load) <8%(non liner load)
	Short circuit protection	Soft shut down should occur without blowing any fuse
	Bypass Feature	Automatic Bypass to be provide
		Manual Bypass
	Transfer Time	0 m sec
	Power Factor	0.9
	Crest Factor	3:01
	Output Wave from	Sine Wave
10	Indicator	
	Over temperature	Required
	Load on Battery	Required
	Battery on Charge	Required
	Battery Low	Required

	Mains on	Required	
	DC on	Required	
	Inverter on	Required	
11	Efficiency		
		Overall Efficiency >80%	
		Inverter Efficiency >85%	
12	LCD panel/DSP Technology		
	DC Voltage	Required	
	Charge/Discharge	Required	
	Out Put Voltage	Required	
	Output Current	Required	
	Input Voltage	Required	
13	Battery		
	Battery Type	Battery sealed Maintenance free valve regulated lead acid	
	Battery make	CPRI approved batteries like Exide/ Panasonic/ Amara Raja (Quanta)	
	DC BUS ripple	<1%	
	Battery recharge	Time form fully discharge condition to 100% charge condition <12 Hrs	
	Battery Charging Current	Vendor to specify, not to exceed 10% of battery capacity	
	Backup Desired	1 Hour	
	Total DC Bus	192 V	
	No. of battery Rack		1
	Total VAH Required	Minimum 19200 VAH	
	Guarantee	3 years on UPS, 3 years on Batteries	
14	Audible Alarm for Following condition		
	Battery Low	Required	
	Mains Failure	Required	
	Inverter under voltage	Required	
	Inverter over voltage	Required	
	Over Temperature	Required	
	Inverter overload	Required	
15	Environmental Conditions		
	Operating Temperature	0-50 Deg C	
	Humidity	10-90% (Non Condensing)	
	Noise Level	< 50 db at full load from 1 meter	
16	Compatibility	UPS should be generator compatible	
17	Cold Start	UPS should have cold start facility in absence of main supply	
18	Software	USB/ Rs. 232 port shall be present with suitable software to monitor all UPS parameters in PCs connected in network and provision for advance alarm in case of low battery and emergency off protection.	
19	Certification	ISO 9001:2008,ISO 14001: 2004, ROHS, OHSAS 18001	

20	Standards	IEC /EN 62040-1-1 Safety, IEC/EN 62040-2 EMC Emmissions,IEC/EN 62040-3 Performance & Design, IEC/EN 61000-4 (EMC Immunity)
21	Testing	Test to be conducted from Sameer/ERTL for the following parameters:
	Testing	1. Line regulation
		2. Load regulation (at 1 PF and 0.8 PF)
		3. Inverter efficiency
		4. Overall efficiency
		5. Protections
		6. Overload tests
		7. Total harmonic distortions
		8. Load crest factor
		9. Load transfer Test.
22		36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery, whichever is later.
23	POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - IV B(1)**SPECIFICATIONS FOR THIN CLIENTS**

Sr. No.	Parameter	Minimum specification required
1	Flash Memory	8 Gb
2	Main Memory	2 GB 1333 MHz SODIMM,
3	Processor	Intel Atom/AMD/VIA 1 GHZ Dual Core CPU or higher
4	Peripherals	(a) PS/2 Optical mouse (b) 104 Keys PS/2 Keyboard (c) option for VESA mounting support for the thin client to mount the thin client behind TFT, Under the desk or on the wall.
5	Network Interface	10/100 / 1000 Mbps Ethernet (auto sensing) NIC, RJ45 connector.
6	Graphics	Intel Integrated Graphics Processor
7	Ports/Slots	(a) 4 serial port, 3 configurable and 1 standard
		(b) 1 Parallel Port
		(c) 2 PS/2, 4 External USB
		(d) Internal amplified speaker, Audio output- 1/8-inch mini-jack, 24-bit stereo, 192-kHz sample rate, audio Input- 1/8-inch microphone mini-jack, 20-bit stereo, 96-kHz sample rate
		(e) 1 VGA
8	Security	Option to enable / disable USB
9	Display	Max Resolution 1920 x 1200, 32 Bit
10	OS Support	Windows Embedded Standard 7E SP1
11	OS Security Feature	Enhance Write Filter & File based Write Filter support, In-built Utility for image and add-on update/ installation
12	Emulation/Protocol support	Citrix Receiver 3.3(E), Citrix Online Plugin 13.3, Citrix HDX Support, Microsoft RDP 8.0, Microsoft Internet Explorer 9, Windows Media Player 12, VMware Horizon View Client 5.2, Builtin tool to capture TC image and redeploy using a USB pendrive.
13	Network	TCP/IP with DNS and DHCP, wake on LAN, PPP, PPPOE, PPTP, L2TP, PXE & RPL, SNTP
14	Monitor	18.5" TFT (Same make as PC)

15	Management	OEM Management software to manage Thin Clients from Centralized Server: -Asset Track -Grouping Of Terminals -Device Online/Offline status-Configure Device Settings-Should support upgrade of group of thin client from central location -Power management: Reboot, shutdown, Wake-on-LAN
16	Power supply	Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surge-tolerant, 65-watt power supply supplying 19VDC
17	Regulatory Standards	International: IEC60950-1, 12:2005, with CB Certificate and all National Deviations, CE Mark, RoHS Directive- 2002/95/EC, WEEE Directive- 2002/96/EC
18	Warranty and Services	3 Yrs. Comprehensive Warranty (Cost to be splitted as 1Yr. Warranty and 2nd & 3rd Yr. AMC)
		Bidder/OEM Should have 150+ service center across India in Class- A, B, C Cities.
		Bidder/OEM should have 1 LS, 2LS,3LS backend infra for after sales support
		Bidder/OEM Should have next Business Day response.
		Bidder/OEM Should have trained and certified Support staff
		Bidder/OEM should have 6 days after sales support, i.e. Monday to Saturday
19	Weight	Should be less than 1.6Kg

Monitor:- Commercial for Monitor to be shown in the Quotation Separately.

ANNEXURE - IV B(2)

Basic Specifications:		
S.No.	Feature	Branded Commercial Desktop Intel Based
1	Processor	Intel Core i3-4160 3.6G 3M HD 4400 CPU
2	Chipset	Intel H81 Chipset
3	Motherboard	OEM Motherboard with OEM logo embossed/painted on the motherboard. No stickers.
4	Memory	4 GB DDR 3 RAM expandable to 16GB; Two DIMM slots; Non-ECC dual-channel upto 1600 MT/s DDR3 SDRAM
5	Hard Disk Drive	500GB HDD, 7200 RPM, NCQ
6	Optical Drive	DVD Writer
7	Graphics	Integrated Graphics
8	Audio	High Definition Integrated Audio with Internal Speaker
9	Ethernet	Integrated Gigabit (10/100/1000 NIC) LAN
10	Slots	1 x PCIe x16, 1xPCIe x1, 1xPCI
11	Bays	(2) 3.5" Internal drive bays (1) ODD bay
12	Ports	Rear I/O USB 2.0 ports 4 no, USB 3.0 Ports 2 no Dual Display Support - (1) VGA video port and (1) DVI-D Port (1) RJ-45 network connector RS-232 serial port 2 no Parallel Port 1 no 3.5mm audio in/out jacks PS/2 keyboard and mouse ports Front I/O (2) USB 2.0 ports 3.5mm headphone output and microphone jack
13	Form Factor	MT (Micro Tower)
14	Power Supply	180W Active PFC power supply with 85% efficiency
15	Keyboard/Mouse	PS/2 104 keys keyboard (Same make as PC) PS/2 2 Button Scroll Mouse (Same make as PC)
16	Operating System	Genuine Microsoft Windows 8.1 Pro 64-bit downgradable to Windows 7
17	Diagnostic Tool	BIOS Diagnostics
18	Security	TPM 1.2 Security Chip SATA port disablement (via BIOS) 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) Administrator password (via BIOS) Setup password (via BIOS) Support for chassis padlocks and cable lock devices OEM provided or third party tool for permanent deletion of files/folders or complete hard drive data removal
20	Compliance And Certification	Energy Star ver 6 EPEAT SILVER
21	System Weight / Volume	Weight should be less than 10 KG and volume less than 25L
22	Warranty	3 years onsite (3-3-3)
23	POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - IV B(3)

Basic Specifications:		
S.No.	Feature	Branded Commercial Desktop AMD based
1	Processor	AMD latest generation A8 Pro-7600B CPU with minimum clock speed of 3.1GHz, 4MB cache or better
2	Chipset	A78
3	Motherboard	OEM Motherboard
4	Memory	4 GB DDR 3 RAM expandable to 16GB; Two DIMM slots; Non-ECC dual-channel upto 1600 MT/s DDR3 SDRAM
5	Hard Disk Drive	500 GB HDD, 7200 RPM, NCQ
6	Optical Drive	DVD Writer
7	Graphics	Integrated Graphics
8	Audio	High Definition Integrated Audio with Internal Speaker
9	Ethernet	Integrated Gigabit (10/100/1000 NIC) LAN
10	Slots	1 x PCIe16, 1xPCIex1, 1xPCI
11	Bays	(2) 3.5" Internal drive bays (1) ODD bay
12	Ports	Rear I/O (2) USB 2.0 ports, (2) USB 3.0 Ports (1) VGA video port; (1) DisplayPort (1) RJ-45 network connector (RS-232 serial port 2 no Parallel Port 1 no 3.5mm audio in/out jacks PS/2 keyboard and mouse ports Front I/O (2) USB 2.0 ports 3.5mm headphone output and microphone jack
13	Form Factor	MT (Micro Tower)
14	Power Supply	180W Active PFC power supply with 85% efficiency
15	Keyboard/Mouse	PS/2 104 keys keyboard (Same make as PC) PS/2 2 Button Scroll Mouse (Same make as PC)
16	Operating System	Genuine Microsoft Windows 8.1 Pro 64-bit downgradeable to Windows 7
17	Diagnostic Tool	BIOS Diagnostics
18	Security	TPM 1.2 Security Chip SATA port disablement (via BIOS) 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) Administrator password (via BIOS) Setup password (via BIOS) Support for chassis padlocks and cable lock devices
19	Compliance And	Energy Star ver 6

	Certification	
20	System Weight / Volume	Weight should be less than 10 KGs and volume less than 25L
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>UL/FCC certification & Linux Certifications OEM should be 9001, 14001 & 27001 certified Green Peace Rating 5 or above OEM should have been in IT hardware business in India for at least 10 years.</p> <p style="text-align: right;">Windows Energy Star</p>
23	Monitor	18.5" TFT (Same make as PC)
24	Warranty	3 years onsite (3-3-3)
25	Post Warranty Support	2 years after warranty period

Monitor:- Commercial for Monitor to be shown in the Quotation Separately.

<i>ANNEXURE - IV B(4)(Server)</i>		
Sl.	Category	Specification Required
1.	MAKE	Make, Model, Part Number and details - Must be Specified and all the relevant product brochures and manuals must be submitted
2.	CPU	CPU of 2.66 GHz and above Quad Core Xeon processor, integrated L3 cache size 8 MB, Dedicated High-Speed Interconnects, 5.86 GT/sec QPI or higher .
3.	MEMORY	4 X 2 GB DDR3 RAM
4.	Mother Board	Server class Chipset Should have following features: <input type="checkbox"/> 64 bit AGP or better Architecture <input type="checkbox"/> Minimum 2 Free PCI Slots <input type="checkbox"/> Compatible with CPU & RAM
5.	Monitor	18.5" Wide TFT LCD Colour Monitor with TCO 05 Certified.
6	Display Controller	64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours
7	Hard Disk	1 * 1 TB 7200 rpm SATA II (3 Gb/s) HDD with pre-failure alert with 8 MB Cache Buffer.
8	Optical device	16X or higher speed DVD ROM
9	Ethernet Interface	100/1000 Mbps auto-sensing Ethernet interface with UTP port with Wake-on-LAN support Internet Protocol Version 6 & 4 (TCP IPv6 & TCP IPv4) ready.
10	Ports	Minimum 1 Serial Port, 1 Parallel Port, 4 High speed USB 3.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports
11	Keyboard (PS2 / USB)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).
12	Mouse (PS2/ USB)	2 button optical scroll mouse with mouse pad
13	BIOS	Should be Y2K compliant

ANNEXURE - IV (C)

A. Specifications for 136 Col DMP

COMPONENTS	SPECIFICATIONS
Printer type	24 Pin, 136 columns
Print Speed	
Max print speed	529 cps in 12 cpi HSD
	559 cps in 17 cpi draft condensed
	658 cps in 20 cpi draft condensed
Print speed in 10 CPI HSD	440 CPS
Print speed in 10 CPI Draft	330 CPS
Built in barcode fonts	Yes. 8 Barcode fonts
Paper feed	
Paper types supported	Continuous and Single
Paper path	
Push Tractor (standard)	Front in - top out
	Rear in - top out
Pull Tractor (optional)	Front / Rear Bottom insertion
Paper thickness	1 + 4 Copies (0.39mm)
Emulation supported	EPSON / ESC P2, IBM
Interfaces	
Standard	Parallel and USB 1.1
Optional	Serial, Ethernet, Twinax
Input Data Buffer	128 KB
Reliability	20000 POH
Print head Life	400 Million strokes / wire
Ribbon Life	8 Million characters
OS support	Windows and Linux
Acoustic noise	52 dBA
Power consumption	
Operation	42 Watts
Standby	
Warranty	3 years onsite (3-3-3)
POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - IV (D1)**Specifications for Line Printer**

S.No	Item	Specification required by Bank
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Technology	Impact Line Matrix
4.	Print Width	132 Column (To accommodate Standard 15" stationary)
5.	Print Speed	Minimum 500 Lines per minutes in draft mode
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR
7.	Graphics Resolution	90x 96 DPI Minimum
8.	Paper Feed	Tractors
9.	Paper Type	Fan-Fold continuous stationary with edge perforation
10.	Multiple Copies	One Original + 4 copies
11.	Ribbon Type	Text printing Ribbon
12.	Ribbon Life	25 Million characters (in Draft mode)
13.	Device Interface	Centronics Parallel, RS 232 Serial, Ethernet
14.	Acoustic Noise	65 dB or less.
15.	Drivers	Windows Server 2003 /2008/2012; Windows 7,8,8.1

ANNEXURE - IV (E)

Specifications for Laserjet Printers–

COMPONENTS	SPECIFICATION
Print speed black	Normal: Up to 25 ppm
Print Quality black (best)	up to 1200x1200 dpi
Print technology	Laser
First Print out time (FPOT)	8 sec
Wireless capability	Yes, built-in WiFi 802.11 b/g/n
Duplex printing	Automatic (standard)
Compatibility operating systems	All windows/DOS/Linux/Mac
Paper handling input, standard	250 sheet input tray, 10 sheet Priority tray
Monthly duty cycle	15000 pages
Minimum dimensions (WxDxH)	379-384 x 280-293 x 243-250 mm
Media sizes supported	All
Energy efficiency	ENERGY STAR qualified
Processor Speed	750 MHz
Make & Model	
Warranty	3 years onsite (3-3-3)
POST WARRANTY SUPPORT	2 years after warranty period

<u>ANNEXURE - IV F</u>
Basic Specifications:Switch
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 on site warranty from the date of installation or 37 months from date of delevry whichever is later
2 years after warranty period

ANNEXURE - IV(G)	
<u>Specifications for Flatbed Scanner–</u>	
	-
FEATURE	
Scanner type	Flat Bed Scanner
Maximum Scan Size	A4 Size (A4, 216 x 297 mm)
Optical resolution	Upto 1200 X 1200 Dpi
Preview Mode Speed	Less than 20 Sec.
Power Consumption	20 Watts Max
Warranty Period –	36 months comprehensive waranty from the installation date including PrinterHead
POST WARRANTY SUPPORT	2 years after warranty period

ANNEXURE - IV (H)

LAPTOP

Components	Specification
Description	Configuration
Processor	Intel® 3rd Generation Core i3 -2.4Ghz,3MB Cache
Chipset	Mobile Intel HM76 Express Chipset
System Memory	4GB 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	1TB 5400 rpm SMART SATA II
Upgrade Bay	DVD+/-RW
Display	14-inch diagonal LED-backlit HD anti-glare (1366 x 768 resolution)
	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	Toucad 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 8.1 Professional 64
Security - Hardware	Fingerprint Sensor: Security Lock slot

Security - Software	<ul style="list-style-type: none"> • Face Recognition Windows Log in. • Privacy Protection Tools • Safe Data Formatting Tools • Data Anti-Theft Tools • Pre-Boot Security Features • BitLocker for Windows or Similar Drive Encryption Tool
Recovery	Models shipped with Windows 7 should include Recovery Manager
Certifications	UL,CSA,FCC Compliance, ENERGY STAR,EPEAT-Gold
Other Features	Smudge-resistant
	Wear-resistant
	Dura Finish
	Chicklet, keyboard
	BFR /PVC Free product
Warranty	1 year

ANNEXURE - IV (I)**Specifications for PASSBOOK PRINTERS-**

COMPONENTS	SPECIFICATIONS
NO OF PIN	24 pin Dot matrix
PRINT HEAD LIFE	400 million dots (CPU and the new 2295 HZ printhead for outstanding productivity on text & graphics)
MIN PRINT SPEED	
a) V.H.S.D.	560 cps Printing speed @10cpi
b) H.S.D.	510 cps Printing speed at @10 cpi
c) Draft	370 cps Printing speed with 10cpi
d) N.L.Q.	185 cps Printing speed with 10 cpi
e) L.Q.	125 cps Printing speed with 10 cpi
LINE LENGTH	94 col at 10cpi
Line Pitch	6,8, LPI incremental
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 ,Option includes second serial interface & expansion slot for enhanced connectivity
RIBBON CATRIDGE LIFE	10 million characters
EMULATION	Olivetti Standard IBM PP X 24
NOISE LEVEL	<54dba
PASSBOOK HANDLING	Vertical and Horizontal
POWER CONSUMPTION	
a) Standby	6.5W
b) Printing	85 W
INK	High Density Indelible Ink
MTBF	20850
QUALITY CERTIFICATION	ISO 9001/2000 & ISO 14000 Certified ,Energy Star,ROHS,CE,TUV,FCC class A verified
Quality Certification --	Production Facility of OEM Vendor should be ISO 9001/2000 Certified.
Warranty Period -	36 months comprehensive warranty from the installation date including PrinterHead
Post warranty support	Two year after warranty period

ANNEXURE - IV (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 on site warranty from the date of installation or 37 months from date of delevry whichever is later

ANNEXURE - IV (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

ANNEXURE - IV (D2)

High Speed multifunctional Printer	
Recommended paper size	Standard paper tray(s): A3, A4, A5
By-pass Tray	A3, A4, A5, A6
Paper Input Capacity	Standard: 350 sheets
Paper Output Capacity	Standard: 250 sheets
Paper Weight	Standard paper tray(s):52 - 105 g/m ²
	Bypass tray: 52 - 216 g/m ²
	Duplex: 64 - 105 g/m ²
Copying Process	Laser beam scanning & electro photographic printing
Multiple Copying	Up to 99 copies
Resolution	Up to 600 dpi
Zoom	From 50% to 200%
Scan Speed	Colour: Maximum 6 originals per minute
ARDF	Automatic Reversal Document Feeder
B/W	Maximum 15 originals per minute
Resolution	Maximum 600 dpi
Bundled Drivers	TWAIN, SANE, Network TWAIN
Interface	Standard: USB 2.0 & Ethernet 10-base-T/100 base-TX (DDST Unit)
File formats	TIFF, JPEG, PDF
Scan to	DDST unit
Printer Languages	Standard: GDI
Resolution	600 dpi
Interface	Standard: USB 2.0
	Ethernet 10 base-T/100 base-TX (DDST Unit)
Network Protocols	TCP/IP (IP v4)
Windows® environments	Windows Vista, Windows 7, ® Windows 8/8.1, ® Windows Server 2003, ® Windows Server 2003R2, ® Windows Server 2008, ® Windows Server 2008R2, ® Windows Server 2012R2
Warm-up time	31 seconds
Continuous output speed	20 pages per minute
Duplex	Automatic Duplex
Memory	Standard: 256 MB
Dimensions	587 x 581 x 537 mm
Weight	33.5 kg
Power Source	220 - 240 V, 50/ 60 Hz
First output speed	8.8 seconds
Power Consumption	Less than 950 W
Ready mode	110 W
Sleep mode	2.8 W
TEC (Typical Electricity Consumption)	1,520 W/h

Annexure V :
FORMAT FOR PRE BID QUERIES

A) Queries Related to RFP

RFP		Hardware procurement			
BIDDERS NAME					
Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions

B) General queries Related to RFP

RFP		Hardware procurement	
BIDDERS NAME			
Sr. No.	General Query related to RFP	Comment / Suggestions	