



**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 & maintenance of Computer Hardware and peripherals on Rate Contract Basis. It should not be reused or copied or used either partially or fully in any form*

## **Information on Pre-Qualification**

Paschim Banga Gramin Bank, Department of Information Technology, Head Office Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711101 invites application from vendors for Empanelment for Supply of Computer Hardware & Peripherals, UPS, Servo controlled and voltage stabilizer for a period up to 30-06-2019 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 Purba Bardhaman Dist), Bardhaman (Paschim Bardhaman and Part of Birbhum Dist.) & Suri (Birbhum Dist.)

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, PSU, Govt Institution or Organisation.
- 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 30 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 submitted 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) Hard copy and soft copy in CD**

- ✓ 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 submitted 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-A, III-B, 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 up to 28-05-2018

Response is to be submitted only in the prescribed format separately for each item. The sealed envelope containing the response must be super scribed as “*Application in response to the Tender advertisement on 05-05-2018*” and it should be dropped in the Tender Box placed inside the Bank premises. The responses will be opened on the last day (i.e. on 28-05-2018) 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.

<b>Sl No.</b>	<b>Description</b>	<b>Schedule Date and Time</b>
<b>1</b>	Date of issue	07-05-2018
<b>2</b>	Last date for Submission of Pre-bid Queries through e-mail	14-05-2018
<b>3</b>	Hosting of Pre-bid Queries at website	19-05-2018
<b>3</b>	Last date and Time for Submission of bid	28-05-2018 (Up to 2PM)
<b>4</b>	Opening of bid	a) Prequalification & Technical Bid – 28-05-2018 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.

---

*The bidding document to be downloaded from the Official Website of PBGB ([www.pbgbank.com](http://www.pbgbank.com))*

### **Item(s):**

The Bank intends to purchase Desktops, Thin Clients, Passbook Printers, Laserjet Printers UPS System of 1000 Wattage with one hour, Servo controlled voltage stabilizer of 3 to 5KVA and range of voltage and Scanners. The details of items and their required quantities and Cost of RFP are mentioned in Annexure – A. Paschim Banga Gramin Bank invites bids from the prospective bidders having proven past experience and competence in the field of Supply, Installation & Support of hardware to supply the above hardware items in its branches/offices on Rate Contract basis. Bidders with unsatisfactory past record need not apply.

The bids should be submitted in the following sequence only in separate sealed envelopes super-scribed as –Supply, Installation & Maintenance of Desktops, Thin Clients, Passbook Printers, Laserjet Printers, Line Printers, DMPs and Flatbed Scanners (Rate Contract)“(Eligibility/Technical/Commercial Bid)” properly hard-binded:-

- 1) Eligibility Bid – Hard Copy & Soft Copy
- 2) Technical Bid – Hard Copy & Soft Copy
- 3) NEFT Receipt for Cost of Tender Document submitted through e mail(ho.dit@mail.pbgb.co.in) as attachment and Original should be submitted on the time of submission & EMD.
- 4) Commercial – Hard Copy & Soft Copy

### **All envelopes must be super-scribed with the following information:**

- Name of the Bidder
- Offer Reference
- Type of Offer (Eligibility or Technical or Commercial)

### **Tender fees Bank Details:-**

Bank Name: Paschim Banga Gramin Bank  
Account No: 10011082030033  
IFSC: UCBA0(ZERO)RRBPBG  
Branch Address: Tikiapara, Howrah 711101  
Mode of Payment: NEFT

\*Those who provide the evidence of Tender fees through mail, only they can participate to the Pre-Bid queries and further process.

**LIST OF ITEMS AND COST OF RFP**

**Annexure-A**

**Indicative Requirement (may vary based upon actual requirement)**

<b>Item</b>	Particulars of the Items (Specifications as per Annexure)	Estimated Quantity	Cost of RFP (in Rs.) <b>(Tender Document Fee)</b>
	Thin Client	242	₹ 10,000.00
	Basic Desktop	70	₹ 5,000.00
	Passbook Printer	92	₹ 3,000.00
	Laser Printer	203	₹ 5,000.00
	Scanner	63	₹ 2,000.00
	900 watt or higher 60 min.to 90 min backup	92	₹ 10,000.00
	Servo Controlled voltage stabilizer (Voltage range 70-300 volts. wattage Max 4200W)	37	₹ 5,000.00

**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	Name : Designation : Telephone No : Mobile No. : e-mail address :
6	Date of incorporation of the Company	
7	Date of commencement of Business	
8	Paid up Capital ( ` Lac) 31.03.15                      31.03.16                      31.03.17	
9	Free Reserve ( ` Lac) 31.03.15                      31.03.16                      31.03.17	
10	Net Profit ( ` Lac) 31.03.15                      31.03.16                      31.03.17	
11	Turn Over of the Company ( ` Lac) 31.03.15                      31.03.16                      31.03.17	
12	GST 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

<b>Name of the Client</b>				
<b>Reference &amp; Date of Purchase Order</b>				
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

<b>Name of the Client</b>				
<b>Reference &amp; Date of Purchase Order</b>				
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							
	Purbo & Paschim 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)**

**FOR**

**Supply, Installation & Maintenance of Computer Hardware & Peripherals  
(Rate Contract) up to 30-06-2019**

**Ref No:-PBGB/HO/DIT/185/2018-19 Dated: - 07-05-2018**



**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 up to 30-06-2019**

Details:

<b>Sl No.</b>	<b>Description</b>	<b>Schedule Date and Time</b>
1	Date of issue	07-05-2018
2	Last date for Submission of Pre-bid Queries through e-mail*	14-05-2018
3	Hosting of Pre-bid Queries at website	19-05-2018
3	Last date and Time for Submission of bid	28-05-2018
4	Opening of bid	a) Prequalification & Technical Bid – 28-05-2018 03:30 PM b) Date of opening of commercial bid will be intimated separately to technically qualified bidders

**Contact Official / Contact details :**

Shri Pankaj Bandopadhyay, 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 : ho.dit@mail.pbgb.co.in

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

\* Those who provide the evidence of Tender fees through mail, only they can participate to the Pre-Bid queries and further process.

## **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 five districts viz. Howrah, Hooghly, Purba Bardhaman, Paschim 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 **30-06-2019** Quantity of items to be purchased under the Rate Contract is mentioned in Annexure-A.

### **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 **30-06-2019** 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-G)**.

The suggested format for submission of RFP is as follows (Hard copy and Soft copy both):

- 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 G) (Specifications)
- o Warranty compliance statement in Annexure 3
- o Technical Information with Specifications as given in Annexure 4 (A to G) complete with all the columns filled in. This table should not contain any price information. (Soft copy of Annexure 4(A to G) should also be submitted)
- 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.pbgbank.com](http://www.pbgbank.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 and performance Bank Guarantee:**

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 is as follows:

Item	Particulars of the Items	EMD (in INR)
	UPS System with IT of 900 Wattage with 1 hr & 2.5 hr Back-up Period & Servo Controlled Voltage Stabilizer, Thin client , Basic Desktop PCs, Laser Printer, Scanner	Rs.500000/- (Five Lacs Only)

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 10% of the Purchase under Rate Contract for Three years from Date of Contract Plus Three months claim period which will be valid up to 39 Months issued by a schedule Bank, payable at Kolkata as Initial Security Deposit within 7 days of signing the rate contract. The EMD of the successful bidder(s) shall be returned on submission of Initial Security Deposit as Bank guarantee. **No interest shall be paid on the EMD.** If any of the bidders, who have been shortlisted for submitting RFQ (Price Information), withdraws themselves from the Rate Contract process, their EMD will be forfeited.

**5. Manufacturer’s Authorization form:**

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

**6. Alternative offers:**

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

**7. Erasures or Alterations:**

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

**8. Modification and Withdrawal of Offers:**

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

**9. Preliminary Scrutiny:**

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

**10. Technical Evaluation:**

Technical evaluation would be done to examine whether offered Computer Hardware & Peripherals matches the specifications as asked for. Product Specific certifications, Support Centers, Qualification /Competence of Support staff, vendor’s delivery capability will also be considered. The weightage of above criteria and the basis of technical evaluation would be as under:

<b>Evaluation Criteria</b>	<b>Points</b>	<b>Basis of Evaluation</b>
Technical Specification	75	100% compliance without any minor deviation: <b>75</b> Compliance with allowed with minor deviation : <b>60</b>
Support Centers	60	100% compliance required no scope for part compliance. In

		each center, <b>15</b> points for own support centre, <b>10</b> points for Franchisee support centre Part compliance : <b>0</b> point
Qualification & Competence of Support staff	15	<b>5</b> point for technically competent support personnel (point to given for a maximum of <b>3</b> 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	<b>10 points per certificate</b>

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 queries**

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Paschim Banga Gramin Bank (PBGB) intends to host a Pre-Bid Clarification through our website(pbgbank.com) on the date and time as indicated in the RFP. The queries of all the bidders query should reach us by e-mail on or before 14-05-2018. 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 queries last date. The clarifications and replies to the queries will be made available on the Bank's Website.

#### **13.A. 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.B. 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 as mentioned in Tender application, based on value of the estimated quantity (as mentioned in Annexure-A) 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.

**Item(s):**

Thin Clients , Basic Desktop PCs, UPS System of 900 with one hour Back-up Period, Servo controlled voltage stabilizer of 3 to 5KVA and range of voltage and Isolation Transformer, 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.

**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 shall be valid for a period up to 30-06-2019

### **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 five districts viz. Howrah, Hooghly, Purba & Paschim 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 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. GST will be paid extra by the respective Regional Offices/Head Office Depart of Information Technology as per applicable rates of GST in the respective State. Other Tax, if any, will be reimbursed as per actual on production of original receipt

### **23. Payment Terms:**

**90%** of the order value along with GST and other applicable duties on actual basis will be paid on delivery and installation 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 & License 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/ Bank Guarantee 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 including 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 including 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 it's 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 G) of your above referred Bid.

Sl No.	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 5**

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

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

**Deviation from Terms and Conditions of the Bid:**

<b>Sl No.</b>	<b>Bid Document Clause</b>	<b>Deviation offered</b>	<b>Reasons for deviation</b>


**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)**

**FOR**

**Supply, Installation & Maintenance of Computer Hardware & Peripherals on  
Rate Contract up to 30-06-2019**

**Ref No:-PBGB/HO/DIT/185/2018-19**

**Dated: - 07.05.2018**



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

**REQUEST FOR QUOTE**  
**FOR**  
**Supply, Installation & Maintenance of Computer Hardware & Peripherals**  
**(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 30-06-2019 for its various branches and Offices all over the four regions.

**Last date of submission of Tender Documents is on 28-05-2018 within 02.00 PM.**

<b>Sl No.</b>	<b>Description</b>	<b>Schedule Date and Time</b>
1	Date of issue	07-05-2018
2	Last date for Submission of Pre-bid Queries through e-mail	14-05-2018
3	Hosting of Pre-bid Queries at website	19-05-2018
3	Last date and Time for Submission of bid	28-05-2018
4	Opening of bid	a) Prequalification & Technical Bid – 28-05-2018 03:30 PM b) Date of opening of commercial bid will be intimated separately to technically qualified bidders

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

**Terms and Conditions of the Request for Quote:**

**1. Introduction:**

Paschim Banga Gramin Bank (hereinafter referred to as 'The Bank') is one of the leading Regional Rural Banks with around 230 branches in rural area across five district viz. Howrah, Hooghly, Purba Bardhaman, Paschim 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 is issued on **07-05-2018**

Computer Hardware & Peripheral items is to be procured through this Rate Contract for a period of up to 30-06-2019. 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.

<b>Items</b>	Particulars of the Items (Specifications as per Annexure)	Estimated Quantity
	Thin Client	242
	Basic Desktop	70
	Passbook Printer	92
	Laser Printer	203
	Scanner	63
	900 watt or higher 60 min.to 90 min backup	92
	Servo Controlled voltage stabilizer (Voltage range 70-300 volts. wattage Max 4200W)	37

## **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 30-06-2019 from the date of contract. However, the selected bidder(s) must undertake to pass on the benefit of subsequent reduction in the price and or reduction on Taxes, duties payable in this connection. The selected bidder(s) must execute a rate contract agreement with Paschim Banga Gramin Bank for this purpose. However, Paschim

Banga Gramin Bank reserves the right to terminate the rate contract at its sole discretion by given one month notice without assigning any reason. However, any offer falling short of the validity period is liable for rejection. If current versions of the products are not available, selected bidders shall supply upgraded versions at the same cost during the validity of the rate contract.

### **3. Price Bid:**

3.1. The bidders are advised to examine all instructions, Terms & Conditions and Technical specifications carefully and furnish the price information unambiguously. Any offer not submitted in the prescribe formats or incomplete in detail is liable for rejection. The Bank is not responsible for non-receipts of offers within the specified date and time due to any reason including postal holiday or delays.

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

### **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) GST / VAT will be paid extra as per applicable rates. 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 item 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 items.

**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 30-06-2019 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. Performance Guarantee:**

The successful bidder(s) are required to submit a Bank Guarantee to the tune of 10% of the Purchase under Rate Contract for Three years from Date of Contract Plus Three months claim period which will be valid up to 39 Months issued by a schedule Bank, payable at Kolkata as Initial Security Deposit within 7 days of signing the rate contract.

### **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 five District viz. Howrah, Hooghly, Purba & Paschim 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. GST will be paid extra by the respective Regional Offices/Head Office Department of Information Technology as per applicable rates of GST in the respective State. Other Tax, if any, will be reimbursed as per actual on production of original receipt.

### **14. Payment Terms:**

**90% of the order value** along with GST and other applicable duties on actual basis will be paid on delivery and installation 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 39 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/ Bank Guarantee 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.

<b>Basic Specifications for Online UPS Systems with Power output of 900W</b>
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 $\geq 0.99$
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 :0.9
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
Surge Protection device: Type 2 , Single Phase Two pole , AC - SPD ,Suitable for TNS System (1Ph+N) , Un - 230 VAC, Uc - 320V,Imax - 40kA,In - 20kA,Up - $\leq 1.5kV$ ,
1. Should have Reversible installation facility : reversible chassis to allow cable entry from above or below
2. Should have clear display of protection end of life of cartridge.
3. Two types of terminal: for rigid or flexible cable and for fork type comb bus bar.
4. Should have thermal disconnection system.
5. Should have Cartridge security System: vibration proof insertion 'click' effect,
6. Should have individual Mechanical cartridge Coding for safety system to avoid possible cartridge replacement error.
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 bump less :-
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.
Protection against
1. Inverter under / over voltage
2. Output short-circuit
3. Battery current limiting
4. Overvoltage and under voltage cut off
Controls
1. Inverter on / off switch
2. By-pass / inverter
Metering : Digital panel meter duly calibrated up to 1.5% accuracy class to indicate
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.
Indications
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, IEC/EN 50091-1, IEC/EN 60950 (Safety), IEC/EN 50091-2, IEC/EN 62040-2 (EMC Emissions), IEC/EN 62040-3 (Performance & Design), IEC/EN 61000 4 (EMC Immunity), & IEC/EN 60146 (Design & Manufacture)
UPS quoted model system should have BIS Certification
22. Batteries
The types of batteries are of the Sealed Maintenance Free (SMF) batteries of 60 Minutes back up
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.

Web/Window base Support: Bank requires online centralized call tracking system Like OVSD (Open view Service Desk) for monitoring of logged calls viewing through web / windows based access for at least 2 bank officials.

36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery, whichever is later with all spare parts.

POST WARRANTY SUPPORT : 2 years after warranty period



<b>Basic Computer</b>	
Processor	Intel® 7th Generation core i3-7100 3.9GHZ 2 Cores with 3 MB Cache or higher
Chipset	Chipset compatible with the processor, desktop standard chipset
Motherboard	OEM Motherboard, No sticker on Motherboard
Memory	4 GB DDR4 RAM expandable to 32GB; Two DIMM slots; Non-ECC dual-channel up to 2400MHz MT/s DDR4 SDRAM
Hard Disk Drive	1TB HDD, 7200 RPM
Optical Drive	DVD Writer
Graphics	Integrated Graphics
Ethernet	Integrated Gigabit (10/100/1000 NIC) LAN
Slots	1 x PCIex16, 1xPCIex1, 1xPCI, 1 M.2
Bays	(2) 3.5" Internal drive bays (1) ODD bay
Ports	Rear I/O (4) USB 2.0 ports, (2) USB 3.0 Ports (1) VGA video port; (1) HDMI Port (1) RJ-45 network connector (1) RS-232 serial port 3.5mm audio in/out jacks Front I/O (2) USB 3.0 ports 3.5mm headphone/microphone combo jack
Form Factor	MT ( Micro Tower)
Power Supply	310W Active PFC power supply with 85% efficiency
Keyboard/Mouse	USB 104 keys keyboard (Same make as PC) USB 2 Button Scroll Mouse (Same make as PC)
Operating System	Genuine Microsoft Windows 10
Diagnostic Tool	BIOS Diagnostics
Security	TPM 1.2 or higher Security Chip SATA port disablement (via BIOS) Serial, 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
Compliance And Certification	Energy Star ver 6.1 for the given form factor EPEAT certified in India for the given form factor of CPU & Monitor
System Weight / Volume	Weight should be less than 6 KG and volume less than 16 L
Information Accessibility	Product details, specifications and brochure to be available in public domain

Support	Drivers should be available for download from OEM site for at least 3 years from the date of purchase order
Market Credibility	The OEM vendor should be of positive net worth for the last three years
Monitor	18.5" Monitor with resolution of 1366x768 (600:1 contrast ratio) or higher With Energy Star
Warranty Period -	36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery, whichever is later with all spare parts.
Post Warranty Period	POST WARRANTY SUPPORT : 2 years after warranty period

<b>Thin Client</b>	
Make	Bidder to specify
Model	Bidder to specify
Parameter	Minimum specification required
Flash Memory	32Gb Flash or Higher
Main Memory	4Gb DDR3 1333 MHz SODIMM
Processor	Intel/AMD 1.8 Ghz Quad Core Processor on x86 platform or higher
BIOS	BIOS should be of the same OEM
Peripherals	(a) USB Optical OEM mouse (b) 104 Keys USB OEM Keyboard
Network Interface	10/100 / 1000 Mbps Ethernet (auto sensing) NIC, RJ45 connector.
Graphics	HD Graphics or Higher ( Integrated in processor)
Monitor	18.5" Monitor with resolution of 1366x768 (600:1 contrast ratio) or higher With Energy Star
Ports/Slots	Total 4 External USB or higher, out of which one should be USB 3.0
	2 Serial Ports
	1 Parallel Port
	1 VGA & 1 DVI-D Port
Security	Option to enable / disable external USB ports.
Display	Video output supporting two displays up to 2840 x 1080 resolution
OS Support	Windows Embedded 10 IoT Enterprise- 64-bit OS Downgrad able to WES 7E
OS Security Feature	Unified Write Filter support for Win10 and Enhance Write Filter for WES7E, config tool for configuring TC as Appliance Mode for Citrix, Vmware & Web appliance.
Emulation/Protocol support	Citrix Receiver/On-Line Plugin (ICA) 4 & HDX Support, Microsoft RDP 8.1 with RemoteFX, Microsoft Internet Explorer 11, HTML 5 Support Windows Media Player 12 VM View 5.4 Broker support Remote Management Agent Built-in tool to capture TC image and redeploy using a USB pen drive. Terminal Emulation Suite.
Wi-Fi	802.11 AC integrated Wi-Fi
Network	(a) TCP/IP with DNS and DHCP wake on LAN (b) DHCP support for automatic firmware upgrades & unit configuration. (c) PPP (PPPOE, PPPTP, L2TP, SNTTP)

Manageability	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
Power supply	100-240 Volts AC, at 50-60 HZ, energy-saving automatic power-down, surge-tolerant, Must be external adapter to avoid internal heating
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, Energy Star Certified, Restrictions of Hazardous Substances (RoHS), ISO 9001:2008, ISO 20000 and ISO 27001 compliance for OEM
Market Share	OEM should be amongst top 3 vendors in India as per the Latest IDC report.
Warranty and Services	3 Yrs. Comprehensive Warranty Bidder/OEM Should has 5 service centres across Howrah, Hooghly, Purba Burdwan, Paschim Burdwan,Suri. 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
Pre-Qualification Criteria	Bidder/OEM must submit one physical unit of the TC model which they are quoting at the time of bid submission with requisite certification copies of Regulatory Standards and BIS.
ISO Certifications for OEM	OEM should have compliance for an ISO 9001:2008, ISO 20000:2011, ISO 27001:2013 Certification.
Warranty Period -	36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery, whichever is later with all spare parts.
Post Warranty Period	POST WARRANTY SUPPORT : 2 years after warranty period

<b>Pass Book Printer(PBP)</b>	
Make	Bidder to specify
Model	Bidder to specify
NO OF PIN	24 pin Dot matrix
PRINT HEAD LIFE	400 million dots
MIN PRINT SPEED	
a) V.H.S.D.	560 cps
b) H.S.D.	510 cps
c) Draft	370 cps
d) N.L.Q.	185 cps
e) L.Q.	125 cps
LINE LENGTH	94
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 optional / IBM 4722/9068 / IBM PP & X 24 ,WINCORE 4915, EPSON LQ 2250, UNISYS EFP series
NOISE LEVEL	<55dba
PASSBOOK HANDLING	Vertical and Horizontal
Compitability with Software packages	Must be Configured as required for PBGB version of Finacle.
POWER CONSUMPTION	
a) Standby	6.5W
b) Printing	85 W
INK	High Density Indelible Ink
MTBF	20850
Warranty Period -	36 months comprehensive onsite warranty from the date of installation or 37 months from date of delivery, whichever is later with all spare parts.
Post Warranty Period	POST WARRANTY SUPPORT : 2 years after warranty period

<b>Flatbed Scanner</b>	
Make	Bidder to specify
Model	Bidder to specify
Scanner Type	Flatbed with Preview option, Single pass scanning at Maximun resolution in colour , feature of a ' single biutton press' scanning, scan size upto A4
Scan Technology	CCD/CIS
Scanning speed	≤ 30 seconds per A4 size paper or better
H/W based Resolution & colour bit depth	H/W enabled resolution of 4800 x 4800 dpi at 48 bit colour depth
I/O Interface	USB 2.0 (USB powered)
Software	Suitable software for Image and Document scanning, editing and able to save in standard formats e.g. BMP, TIF, JPG, PDF, Software to be compatible with Windows XP,Vista, Windows7, Windows8, Windows 10 and RHEL
Drivers	Windows XP,Vista,Windows 7,Win 8, Windows 10 and RHEL
Warranty	OEM On-Site Warranty 3 Years with all spare parts.
Certification	ISO Certified
POST WARRANTY SUPPORT	2 years after warranty period

<b>Ink Tank based Laser Printer</b>	
Make	Bidder to specify
Model	Bidder to specify
Type	A4 All in one (Print, Scan, Copy), Monochrome Ink Tank
Print Method	On-demand ink jet (piezoelectric)
Nozzle Configuration	360 Nozzle Black
Resolution	1440 dpi x 720 dpi
Print Speed	34 ppm
Double Side Printing	Manual
Control Pannel	2 Line LCD
Network Printing	Yes
Interface	USB 2.0 & Ethernet 100BASE-TX / 10BASE-T
Paper Feed	Friction Feed
Paper Tray Capacity (Input/Output)	100 Sheets/ 30 Sheets (A4)
Power Consumption	12W or less
Energy Star Certified	Yes
Ink Cartridges	Pigment Ink Bottle (Page Yield 6000*)
Warranty	3 Years onsite with all spare parts.
POST WARRANTY SUPPORT	2 years after warranty period

<b>Servo Controlled Voltage Stabilizer</b>	
Power	4200 Watt
Input Voltage Range	70 V-300 V ( Single Phase)
Output Voltage	220 V/230V +/-1%( Single Phase)
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 the date of delivery, whichever is later.
Post Warranty Period	2 years after warranty period



**Commercial Bid Format**

Sl No	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years" comprehensive warranty (A)	GST Amount (mention GST %) (B)	AMC for 4 <sup>th</sup> year (Excluding GST) (C)	GST Amount on 4 <sup>th</sup> yr AMC (mention GST %) (D)	AMC for 5 <sup>th</sup> year (Excluding GST) (E)	GST Amount on 5 <sup>th</sup> yr AMC (mention GST %) (F)	Total Cost including three years warranty and two Years AMC (Excluding GST)  (G=A+C+E)
1	Online UPS Systems with Power output of 900W									
2	Basic Computer									
3	Thin Client									
4	Pass Book Printer(PBP)									
5	Flatbed Scanner									
6	Ink Tank based Laser Printer									
7	Servo Controlled Voltage Stabilizer									
8	MS Office License for Basic Computer	Optional Item (Price not to be included in calculating TCO)								

Signature of authorized person of the company / firm with seal

=====END OF RFP=====