

# Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners (Rate Contract)



**PASCHIM BANGA GRAMIN BANK**  
Department of Information Technology  
Head Office  
HOWRAH

Tender Document

**Ref No:-PBGB/HO/DIT/04/2019-20 Dated: - 04-09-2019**

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

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

### **Disclaimer**

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

## **INTRODUCTION & OBJECTIVES**

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 for a period valid up to 30-09-2020 on Rate Contract for its various branches & Offices covering remote rural locations spread over the five 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.)

The Bank intends to purchase Desktops, ThinClient, Passbook Printers, LaserJet Printers and Scanners. The details of items and their required quantities are mentioned in '**Part – IV**'. 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 across the country on Rate Contract basis. Bidders with unsatisfactory past record need not apply.

## PART – I (General Details)

### 1. Invitation for tender Bids

PASCHIM BANGA GRAMIN Bank invites sealed tenders comprising of Eligibility Bid, Technical bid and Commercial bid from experienced bidders having proven capabilities for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners (Rate Contract). The selected bidder is required to adhere to the terms of this RFP document and any deviations to the same shall not to be acceptable to PASCHIM BANGA GRAMIN Bank.

The Bid details are given below:

<b>Bid Details - Control Sheet Table</b>	
<b>Cost of Tender documents</b>	<b>As mentioned in 'Part – IV'</b>
<b>Date of issue of RFP</b>	<b>04.09.2019</b>
<b>Earnest Money Deposit (EMD)</b>	<b>As mentioned in 'Part – IV'</b>
<b>Pre Bid queries to be received only online at <a href="mailto:ho.dit@mail.pbgb.co.in">ho.dit@mail.pbgb.co.in</a></b>	<b>On or before 11.09.2019 upto 03:00 PM</b>
<b>Last date, time for submission of Bid Documents</b>	<b>20.09.2019 at 03:00 PM</b>
<b>Opening of Technical bids</b>	<b>20.09.2019 at 04:00 PM</b>
<b>Opening of Commercial Bid</b>	<b>Will be informed subsequently to eligible &amp; Technically qualified bidders.</b>
<b>Address of Communication</b>	<b>Paschim Banga Gramin Bank Head Office, Department of Information Technology, Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101</b>
<b>Email Address</b>	<b><a href="mailto:ho.dit@mail.pbgb.co.in">ho.dit@mail.pbgb.co.in</a></b>
<b>Contact Telephone</b>	<b>Tel: 033 4455 9775 / 9770</b>
<b>Bids to be submitted</b>	<b>Tender box placed at: Paschim Banga Gramin Bank,Head Office, Department of Information Technology, Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101</b>

**Note:** Bids will be opened in presence of the bidders' representatives (maximum two representatives per bidder) who choose to attend. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under the NI act, the bids will be received till the specified time on next working day and will be opened at 3:30p.m.

Any bid received after specified date and time of the receipt of bids as mentioned above, will not be accepted by the Bank.

PASCHIM BANGA GRAMIN Bank is not responsible for non-receipt of response to RFP within the specified date and time due to any reason including postal holidays or delays. In case the specified date of submission & opening of Bids is declared a holiday in West Bengal under NI Act, the bids will be received till the specified time on next working day and Technical Bid will be opened at specified time on that day.

The bidder appointed under the RFP document shall own the single point responsibility for fulfilling all obligations and providing all deliverables and services required for successful implementation of the project.

Unless agreed to specifically by the Bank in writing for any changes in the document issued, the bidder responses should comply with the scope of work.

Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the RFP document shall be the governing document for arrangement between the Bank and the selected bidder in terms of this RFP document.

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the specified date & time for submission of bids. No bidder shall be allowed to withdraw the bid.

The bid documents should be strictly as per the following terms and conditions:

## **2. Submission of Offer- Three Bid System**

- 2.1 Separate Eligibility, Technical and Commercial Bids (indicative) along with the soft copies duly sealed and super-scribed as – Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners (Rate Contract) (Eligibility/Technical/Commercial Bid) respectively should be put in a single sealed outer cover duly sealed and super-scribed as – Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners(Rate Contract).

The bids should be submitted in the following sequence only in separate sealed envelopes super-scribed as "Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners (Rate Contract) (Eligibility/Technical/Commercial Bid)" properly hard-binded:-

- i. Eligibility Bid – Hard Copy & SoftCopy
- ii. Technical Bid – Hard Copy & SoftCopy
- iii. NEFT Receipt for Cost of Tender Document submitted online ,EMD in the form of BG & Pre contract Integrity Pact (duly stamped & signed)
- iv. Commercial Bid (Indicative) – Hard Copy & SoftCopy

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

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

- 22 The Eligibility and Technical Offers should be complete in all respects and contain all information asked for, in the exact format of eligibility and technical specifications given in the RFP, except prices. The Eligibility and Technical offers must not contain any price information. PASCHIM BANGA GRAMIN BANK, at its sole discretion, may not evaluate a Technical Offer in case of non- submission or partial submission of technical details. Any decision of PASCHIM BANGA GRAMIN BANK in this regard shall be final, conclusive and binding upon the bidder.
- 23 The Eligibility offer should contain proof for each of the points for eligibility evaluation. Any credential detail not accompanied by relevant proof documents from the bidders will not be considered for evaluation.
- 24 The Technical Offer should be complete in all respects and contain all information asked for in the exact format of technical specifications given in the RFP, except prices. The Technical Offer must not contain any price information. PASCHIM BANGA GRAMIN Bank, at its sole discretion, may not evaluate a Technical Offer in case of non-submission or partial submission of technical details. Any decision of PASCHIM BANGA GRAMIN Bank in this regard shall be final, conclusive and binding upon the bidder.
- 25 Commercial Offer (Indicative) should be strictly quoted in the format as given in the RFP strictly in separate sealed envelope and for periods as mentioned. Prices quoted by Vendors should be inclusive of all costs such as, GST etc. that need to be incurred. The bidder is requested to quote in Indian Rupees ('INR'). Bids in currencies other than INR would not be considered.
- 26 The bids (along with soft copies) shall be dropped/submitted at PASCHIM BANGA GRAMIN Bank's address given in Bid Control Sheet Table, on or before the date specified therein.
- 27 The Bank is not bound to accept the lowest or any Bid and reserves the right to reject any or all Bids at any point of time prior to the issuance of purchase order without assigning any reasons whatsoever and without any cost or compensation therefore.
- 28 The Bank reserves the right to resort to re-tendering without providing any reason whatsoever. The Bank shall not incur any liability on account of such rejection.
- 29 The Bank reserves the right to modify any terms, conditions or specifications for submission of bids and to obtain revised Bids from the bidders due to such changes, if any at any time prior to completion of evaluation of technical bids from the participating bidders.
- 210 Canvassing of any kind will be a disqualification and the Bank may

decide to cancel the bidder from its selection as the vendor.

- 211 The bidder shall bear all costs associated with the preparation and submission of its bid, attending Pre-bid meeting etc. and Bank will in no case be responsible and liable for these costs, regardless of the conduct or outcome of the bidding process.
- 212 Bids shall remain valid for 180 days from the date of opening of technical bids submitted by the bidders. The Earnest Money will have to be submitted for a period of 180 days from the date of opening of the bid. A bid for a shorter period may be rejected by Bank as non-responsive.
- 213 In exceptional circumstances, Bank may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by fax / email. The Earnest Money provided shall also be suitably extended. A bidder may refuse the request without forfeiting its Earnest Money. A bidder granting the request will not be required nor permitted to modify its bid.
- 214 Any effort by any bidder to influence Bank in its evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid.
- 215 The technical bid will be opened first and only those bidders, deemed eligible as per the eligibility criteria mentioned in this RFP, will be shortlisted for technical evaluation; the qualified bidders will be notified separately. Indicative Commercial Bids of only those short-listed-bidders, who have qualified in Technical evaluation, will be opened by the Bank, the date of which will be notified separately.
- 216 The Price Bid must include all hardware and equipment along with specification, Model No, Part No and Price Tag covering warranty period of three year. The Price Bid also must include GST and other applicable taxes as per **Annexure -I**.
- 217 The bidder is required to guarantee that exchange rate fluctuations, changes in import duty and GST / other applicable taxes will not affect the Rupee value of the commercial bid over the price validity period.
- 218 The bidder shall keep the price valid for a period of 1 year from **01.10.2019 to 30.09.2020**. A declaration in this regard should be submitted as per **Annexure -E**.
- 219 Prices quoted by the Bidder shall be in Indian Rupees only.
- 220 Further, subsequent to the orders being placed, the Bidder shall pass on to the Bank all fiscal benefits arising out of reductions in GST and other applicable taxes.
- 221 The Bank shall be under no obligation to accept the technical solution offered or the lowest or any other offer received in response to this RFP notice.
- 222 The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to cancel the entire RFP process without assigning any reasons whatsoever at any stage of the RFP process.
- 223 The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank



reserves the right to accept any bid in whole or in part.

- 224 Bids once submitted shall not be returned to the Bidder in future.
- 225 Bidder must have back to back support relation with the OEMs whose products are followed by the bidder to the Bank, in case the bidder is not Original Equipment Manufacturer (OEM), a commitment letter from the OEM for extending back to back support/service for the purpose of warranty/AMC by bidder during the contract period at least for a period of 3 years has to be submitted along with the Technical bid (MAF as per **Annexure -D**).
- 226 The technical bid shall be submitted strictly in conformity with the Scope of Work.
- 227 The bidder shall not quote for the products, whose End of Sale/ End of Support / End of Life has been declared by the OEM. The Bidder has to ensure that any equipment supplied as part of this RFP should not reach end of support or end of life for at least 5 years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by the selected Prime Vendor, reaches either end of support or end of life as stipulated in this clause, within the period of 5 years, the selected Vendor has to immediately replace/upgrade the equipment at no additional cost to the Bank, whose technical specifications should be equivalent to or higher than that mentioned in the RFP so that the products should be compatible with the existing setup.
- 228 The Bank expects the selected bidder to adhere to the terms of this RFP document and would not like or accept any deviations to the same.

229 The quantity mentioned in the RFP is indicative only. Bank does not guarantee any minimum or maximum quantity of procurement. Purchase Order shall be placed by HO. Delivery locations shall be any branch / office across the country as mentioned by the Bank in its Purchase Order. Conditional tenders shall not be accepted on any ground and shall be summarily rejected.

### **3. Period of Validity of Bid**

Bid shall remain valid for 180 days from the date of opening of the technical bids submitted by the bidder. In exceptional circumstances, PASCHIM BANGA GRAMIN BANK may solicit the Bidder's consent to an extension of the validity period.

### **4. Contract Period**

The price should be valid for 1 year i.e. **01.10.2019 to 30.09.2020**. However, after the completion of initial rate contract period of 1 (one) year, the contract may be extended/renewed for a further period of **3-6 months** as would be decided by the Bank on the same terms and conditions as mentioned herein at mutual consent of both the bidder & the Bank.

The selected bidder needs to execute a **Service Level Agreement (SLA)** as per Format to be supplied by the Bank covering inter alia the terms and conditions of this RFP.

The tenure of the Project Contract will be for a period of **3 (Three) years** effective from the date of execution of the SLA unless terminated earlier by the Bank by serving 30 days prior notice in writing to the selected bidder at its own convenience without assigning any reason and without any cost or compensation therefor.

The performance of the selected bidder shall be reviewed every quarter and the Bank reserves the right to terminate the contract at its sole discretion by giving 30 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

### **5. Cost of tender documents**

The tender document is to be downloaded from the bank's official website <https://www.pbgbank.com>. The bidder downloading the tender document from the website is required to submit a non-refundable fee for an amount as mentioned in '**Part – IV**' for Supply, Installation & Maintenance of Desktops,

ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners (Rate Contract) through NEFT mode on or before the date & time of technical bid submission. The bidder has to provide Bank with the UTR no. generated after the NEFT (hard copy of the receipt generated should be submitted along with the bid documents), failing which the bid of the concerned bidder will be rejected.

The Bank details for Tender fee are as below:

- **Account Number –10011082030033**
- **Account Name – M/s H ODIT**
- **Branch- Tikiapara, Howrah 711101**
- **IFSC –UCBA0(ZERO)RRBPBG**
- **Mode of Payment: NEFT**

## **6. Earnest Money Deposit**

The Bidder(s) must submit Earnest Money Deposit in the form of Bank Guarantee **valid for a period of 180 days with a further claim period of 30 days** in favor of PASCHIM BANGA GRAMIN Bank payable at Howrah for an amount mentioned in **Part – IV**.

Non-submission of Earnest Money Deposit will lead to outright rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process without any interest thereon. The EMD of successful bidder(s) will be returned to them on submission of Performance Bank Guarantee (s) either at the time of or before the execution of Service Level Agreement (SLA).

The Earnest Money Deposit may be forfeited under the following circumstances:

- a. If the bidder withdraws its bid during the period of bid validity (210 days from the date of opening of bid).
- b. If the bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and /or
- c. In case of the successful bidder, if the bidder fails:
  - To sign the contract in the form and manner to the satisfaction of PASCHIM BANGA GRAMIN BANK
  - To furnish performance Bank Guarantee in the form and manner to the satisfaction of PASCHIM BANGA GRAMIN BANK either at the time of or before the execution of Service Level Agreement (SLA).

EMD should be submitted strictly in the form of BG/ Draft copy only in a separate sealed envelope along with Cost of Tender Document wherever applicable. In case, it is not found in a separate envelope, Bank may reject the bid and Bank will not have any liability to return the EMD.

- d. Any deviations / modifications in the Bank Guarantee from the ones provided in the annexures will not be accepted by the Bank.

**Note:**

As per recommendations of GOI, Bank has decided to waive off EMD and tender cost for NSIC registered MSME entrepreneurs.

- 1. Exemption from submission of EMD and tender cost** shall be given to bidders who are Micro, Small & Medium Enterprises (MSME) and are registered with National Small Scale Industrial Corporation (NSIC) under its "single Point Registration Scheme". The bidder has to submit necessary document issued by NSIC to avail the exemption. To qualify for EMD exemption, firms should necessary enclose a valid copy of registration certificate issued by NSIC which are valid on last date of submission of the tender documents. MSME firms who are in the process of obtaining NSIC registration will not be considered for EMD and tender cost exemption.

It is clarified that necessary and valid documents should be submitted by the Micro and Small Enterprises and SC/ST Micro and Small Enterprises owners to avail the preference.

**Bids received without EMD and tender cost from bidders not having valid NSIC registered documents for exemption will not be considered. Performance Bank Guarantee (PBG) has to be submitted under any circumstance.**

**7. Rejection of the Bid**

The Bid is liable to be rejected if:

- 7.1 The document doesn't bear signature of authorized person on each page signed and duly stamped.
- 7.2 It is received through Fax/E-mail.
- 7.3 It is received after expiry of the due date and time stipulated for Bid submission.
- 7.4 Incomplete Bids, including non-submission or non-furnishing of requisite documents including Integrity Pact / Conditional Bids/ incorrect information in bid / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank.

7.5 Bidder should comply with all the points mentioned in the Scope of work in part-III. Non-compliance of any point will lead to rejection of the bid.

7.6 Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be disqualification.

7.7 If Tender fee receipt, EMD, Pre-contract integrity Pact (duly stamped & signed) is not present inside Eligibility Bid, the bid will be treated as incomplete and that bid will be liable for rejection

## **8. Performance Bank Guarantee**

The successful bidder shall be required to provide a Performance Bank Guarantee (**Annexure – C**) within 15 days from the date of signing of the SLA equivalent to 10% of the Total Cost of Ownership/Order Value. The issued PBG shall be valid for a period of **3 (three) years plus a claim period of 3 (three) months**, indemnifying any loss to the Bank, thus PBG should be valid for a total period of **39 (thirty nine) months** from the date of issuance of the Bank Guarantee. Bank reserves the right to invoke the BG for any non-compliance of the terms & conditions of this RFP or the SLA to be executed between the selected bidder and the Bank at any point of time without prejudice to its other rights and remedies available under the Contract and/or the Law (s) for the time being in force. In case the contract period is extended by the Bank, the selected bidder shall be responsible to extend the validity period and claim period of the Performance Bank Guarantee.

## **9. Modification and Withdrawal of Bids**

No bid can be modified by the bidder subsequent to the closing date and time for submission of bids. In the event of withdrawal of the bid by bidders, Bank shall be entitled to forfeit the EMD.

## **10. FOR RECIPIENT ONLY**

The RFP document is intended solely for the information to the party to whom it is issued ("the Recipient" or "the Interested Bidder") and no other person or organization.

## **11. INTRODUCTION AND DISCLAIMER**

This Request for Proposal document ("RFP") has been prepared solely to enable PASCHIM BANGA GRAMIN Bank ("Bank") in defining the requirements for procurement of solution for Implementation of Indian Accounting standards (Ind-AS). The RFP document is not a recommendation, bid or invitation to enter into a contract, agreement or other arrangement in respect of the services.

## **12. NO LEGAL RELATIONSHIP**

No binding legal relationship will exist between any of the Recipients / Respondents and Bank until execution of a contractual agreement.

#### **15. ERRORS AND OMISSIONS**

Each Recipient should notify Bank of any error, omission, or discrepancy found in this RFP document.

#### **16. CANCELLATION OF TENDERPROCESS**

PASCHIM BANGA GRAMIN Bank reserves the right to accept or reject in part or full any or all offers without assigning any reason thereof. Any decision of PASCHIM BANGA GRAMIN Bank in this regard shall be final, conclusive and binding upon the bidders. The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time during the tender process or prior to contract award, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. During the evaluation process at any stage if it is found that the bidder does not meet the eligibility criteria or has submitted false /incorrect information the bid will be rejected summarily by The Bank.

## **17. AUTHORIZED SIGNATORY**

The selected bidder shall indicate the authorized signatories who can discuss, sign negotiate, correspond and any other required formalities with the bank, with regard to the obligations. The selected bidder shall submit, a certified copy of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company to discuss, sign with the Bank, raise invoice and accept payments and also to correspond. **The bidder shall furnish proof of signature identification for above purposes as required by the Bank.**

## **18. Costs Borne by-bidder**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank, will be borne entirely and exclusively by the Recipient /Bidder.

## **19. RFP response**

If the response to this RFP does not include the information required or is incomplete or submission is through Fax mode or through e-mail, the response to the RFP is liable to be rejected.

All submissions will become the property of Bank. Bidders shall be deemed to license, and grant all rights to Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Bidders who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property rights that may subsist in the submission or Banking documents.

## **20. Liquidated Damages for delayed supply**

If the vendor fails to deliver contracted product(s), install/activate, and operationalize all of the equipment or fails to complete the work or does not perform the service(s) within the time schedule stipulated in the Contract/PO, the Bank, without prejudice to its other remedies under the Contract, deduct from the Contract price, as liquidated damages, a sum equivalent to 1 (one) percent of the undelivered/uninstalled portion of the order value excluding GST and other applicable taxes for each and every calendar week of delay, subject

to a maximum limit of 10 percent of the undelivered portion of the order value excluding GST and other applicable taxes.

## **21. Price**

- 21.1 The Price Bid must include GST and other applicable taxes. The bidder can participate for any single or more groups and selection will be made group-wise.
- 21.2 The bidder shall keep the price valid for a period of **1 year** i.e. **01.10.2019 to 30.09.2020**. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder.
- 21.3 Prices quoted by the Bidder shall be in Indian Rupees and not subject to any price escalation, if the order is placed within the validity period.

## **22. PaymentTerms**

- 22.1 **90% of the order value** along with GST and other applicable duties on actual basis will be paid on delivery, installation and acceptance of ordered items, after realizing 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 authorized official of the bank / branch at the respective sites etc.
- 22.2 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.
- 22.3 **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 issued by a PSU Bank for equivalent amount and tenure to the respective PO issuing authority (ZOs/COs/HO). This Bank Guarantee is in addition to the 10% Security Deposit.
- 22.4 Upon request of the bidder, the Bank at its discretion may allow the bidder to submit the BG at the HO for the total amount and the tenure.
- 22.5 The AMC amount to be paid towards facilities of AMC as mentioned below is to be paid quarterly at the end of each quarter on pro-rata basis.



226 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.

**23. Paying Authority**

**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**

**24. Acceptance by the Bank**

The selected bidder in presence of the Bank's authorized officials will conduct acceptance test at the site. No additional charges shall be payable by the Bank for carrying out these acceptance tests.

**25. Order Cancellation (Termination)**

PASCHIM BANGA GRAMIN BANK reserves the right to cancel the work/purchase order or terminate the SLA by giving 30 (thirty) days' prior notice in writing and recover damages, costs and expenses etc., incurred by Bank under the following circumstances:-

- a) The selected bidder commits a breach of any of the terms and conditions of this RFP or the SLA to be executed between the Bank and the selected Bidder.
- b) The selected bidder goes into liquidation, voluntarily or otherwise.
- c) The selected bidder violates the Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc.
- d) An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
- e) The selected bidder fails to complete the assignment as per the time lines prescribed in the Work Order/SLA and the extension, if any allowed.
- f) Deductions on account of liquidated damages exceed more than 10% of the total work order.
- g) In case, the selected bidder fails to deliver the resources as stipulated in the delivery schedule, PASCHIM BANGA GRAMIN BANK reserves the right to procure the same or similar resources from alternate sources at the risk, cost and responsibility of the selected bidder.
- h) After award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, PASCHIM BANGA GRAMIN BANK reserves the

right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which PASCHIM BANGA GRAMIN BANK may have to incur in executing the balance contract. This clause is applicable, if the contract is cancelled for any reason, whatsoever.

- i) PASCHIM BANGA GRAMIN BANK reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected bidder, including the adjustment of pending bills and/or invoking the Performance Bank Guarantee under this contract.

The rights of the Bank enumerated above are in addition to the rights/remedies available to the Bank under the Law(s) for the time being in force.

## **26. Consequences of termination**

In the event of termination of the Contract due to any reason, whatsoever, [whether consequent to the expiry of stipulated term of the Contract or otherwise], PASCHIM BANGA GRAMIN BANK shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Vendor shall be obliged to comply with and take all steps to minimize loss resulting from the termination/breach, and further allow the next successor Vendor to take over the obligations of the erstwhile Vendor in relation to the execution/continued execution of the scope of the Contract.

In the event that the termination of the Contract is due to the expiry of the term of the Contract and the Contract is not further extended by PASCHIM BANGA GRAMIN BANK, the Vendor herein shall be obliged to provide all such assistance to the next successor Bidder or any other person as may be required and as PASCHIM BANGA GRAMIN BANK may specify including training, where the successor(s) is a representative/personnel of PASCHIM BANGA GRAMIN BANK to enable the successor to adequately provide the Service(s) hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

Nothing herein shall restrict the right of PASCHIM BANGA GRAMIN BANK to invoke the Performance Bank Guarantee and other guarantees, securities furnished, enforce the Letter of Indemnity and pursue such other rights and/or remedies that may be available to PASCHIM BANGA GRAMIN BANK under law or otherwise.

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

## **27. Force Majeure**

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or PASCHIM BANGA GRAMIN BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have been foreseen and which substantially affect the performance of the contract, such as:

- I. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
- II. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
- III. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The bidder or PASCHIM BANGA GRAMIN BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding the above, provisions relating to indemnity, confidentiality, survive termination of the contract shall remain same.

## **28. Confidentiality**

The selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:

- To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by BANK;
- To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
- To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
- To treat all Information as Confidential Information.
- **Conflict of Interest:** The Vendor shall disclose to BANK in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor or the Bidder's team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

## **29. Dispute Resolution**

The Bidder and the Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between General Manager (DIT) of PASCHIM BANGA GRAMIN BANK and the Authorized Official of the selected Bidder. The matter shall then be resolved between them and the agreed course of action shall be documented within a further period of 15days.

In case the dispute(s)/difference(s) between the Parties is/are not settled through negotiation in the manner as mentioned above, the same may be resolved by arbitration and such dispute/difference shall be submitted by either party for arbitration within 15 days of the failure of negotiations. Arbitration shall be held in Kolkata and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re- enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 30 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Kolkata. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Kolkata alone shall have the jurisdiction in respect of all matters connected with or arising out of the Contract/Service Level Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties, rather shall continue to render the Service/s in accordance with the provisions of the Contract / Service Level Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

### **30. Other Terms and Conditions of theRFP**

- 30.1 Signing of the bid: The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.
- 30.2 Cost of preparation and submission of bid document: The bidder shall bear all costs for the preparation and submission of the bid. PASCHIM BANGA GRAMIN BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.
- 30.3 Erasures or Alterations: The Bid should contain no alterations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections should be duly stamped and initialed / authenticated by the person/(s) signing the Bid. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidders risk and may result in rejection of the bid.
- 30.4 Language of Bid: The bid as well as all correspondence and documents relating to the bid exchanged by the bidder and the Bank shall be in English language only.
- 30.5 Non-Disclosure Agreement: The bidder is required to sign a Non- Disclosure Agreement with PASCHIM BANGA GRAMIN Bank.
- 30.6 Price Freezing: The price finalized shall remain valid during the period of the Rate Contract.
- 30.7 Preliminary Scrutiny: PASCHIM BANGA GRAMIN BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been

made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

- 30.8 The Bank reserves the right to modify any terms, conditions and specifications of this request for submission of offer and to obtain revised bids from the bidders with regard to such changes. The Bank reserves its right to negotiate with any or all bidders. The Bank reserves the right to accept any bid in whole or in part. In all the aforesaid matters, Bank's decision is final and conclusive.
- 30.9 The Bank reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar features of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to the bidder. The Bank further reserves the right to reject any or all offers or cancel the whole tendering process due to change in its business requirement without assigning any reason, whatsoever and without any cost or compensation there for.
- 30.10 Clarification of Offers: To assist in the scrutiny, evaluation and comparison of offers/bids, PASCHIM BANGA GRAMIN BANK may, at its sole discretion, ask some or all bidders for clarification of their offer/bid. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of PASCHIM BANGA GRAMIN BANK in this regard shall be final, conclusive and binding on the bidder.
- 30.11 Audit by Third Party: Bank at its discretion may appoint third party for auditing the activities of onsite services and operations of entire services provided to the Bank.
- 30.12 Governing Laws & Jurisdiction of the Court: The provisions of this RFP and the Service Level Agreement to be executed shall be governed by the laws of India for the time being in force and the Rules made thereunder from time to time and all the dispute(s) or difference(s) arising out of or in connection with the contract shall be subject to the exclusive jurisdiction of the courts at KOLKATA.

Publicity: Any publicity by the bidder in which the name of PASCHIM BANGA GRAMIN Bank is to be used should be done only with the explicit written permission of PASCHIM BANGA GRAMIN Bank. The Vendor shall not make or allow making a public announcement or media release about any aspect of the Contract unless PASCHIM BANGA GRAMIN BANK first gives the Vendor its prior written consent.

- 30.13 Non-Transferable Offer: This Request for Proposal (RFP) is not transferable. Only the bidder who has purchased this document in its name or submitted the necessary RFP price (for downloaded RFP) will be eligible for participation in the evaluation process.
- 30.14 Confidentiality of the bid document: The bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and confidential.
- 30.15 If an agent bid on behalf of the Principal, the same agent shall not submit a bid on behalf of another Principal in the same tender for this project.
- 30.16 Cancellation of tender process: Bank reserves the right to cancel the tender process partly or fully at its sole discretion at any stage without assigning any reason and without any cost or compensation there for.
- 30.17 Modification of Order: Bank reserves its rights to modify (i.e., addition and reduction) the Purchase/Work Order as per its requirement and the payment for such addition /reduction would be determined on pro rata basis or on mutual consent of the parties.
- 30.18 Response of the Bid: The Bidder should comply all the terms and conditions of RFP.
- 30.19 Bidder is required to comply with and adhere to all Laws, Rules, Regulations, Bye-Laws, Guidelines, and Notifications etc. The bidder is solely responsible for any legal obligation related to this.
- 30.20 Price Discussion: It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest. The Bank reserves the right to do price discovery and engage the successful bidder in discussions on the prices quoted.
- 30.21 Non-Assignment: Neither the subject matter of the contract nor any right arising out of the contract shall be transferred, assigned or delegated to any third party by Vendor without prior written consent of the Bank.
- 30.22 PASCHIM BANGA GRAMIN BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. PASCHIM BANGA GRAMIN BANK has the right to re-issue tender/bid. PASCHIM BANGA GRAMIN BANK reserves the right to make any changes in the terms and conditions of purchase

that will be informed to all bidders. PASCHIM BANGA GRAMIN BANK will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of PASCHIM BANGA GRAMIN BANK in this regard shall be final, conclusive and binding upon the bidder.

- 3023** GST Law: The bidder has to submit an Undertaking mentioning its compliance with all applicable GST Laws including GST Acts, Rules, Regulations, Procedures, and Circulars & Instructions thereunder applicable in India from time to time and to ensure that such compliance is done.
- 3024** PASCHIM BANGA GRAMIN Bank may extend the period of validity of prices and quantity after expiry of the price validity or after procurement of maximum quantity mentioned in the RFP at mutually agreed terms. The quantity of each item mentioned in the RFP is indicative only which may vary as per requirement of the Bank.
- 3025** The Technical bid should have compliance chart as per **Annexure – H** including documentary proof in support of Eligibility Criteria, Commercial Bids and Annexures **A – Q**.
- 3026** The Price Bid must include all hardware and network equipment along with specification, Model No, Part Name, Serial No, Date of Installation, Warranty completion Date and Price Tag covering **warranty period of 3 years**. The Price Bid also must include GST and other applicable taxes as per **Annexure – I**.



**PART – II**

**1. Eligibility Criteria**

Only those Bidders who fulfil the following criteria are eligible to respond to the RFP. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

<b>SL No</b>	<b>Eligibility Criteria</b>	<b>Document to be submitted</b>
1.	Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date. OR Concerns registered as MSME Entrepreneur & still categorized as MSME as on RFP submission date. The bidder should not be a subsidiary of a foreign company.	Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable).  MSME Registration registration certificate issued by NSIC (if applicable).
2	The bidder should be registered with GSTN	Copy of GSTIN Certificate
3.	The bidder should be an OEM or their authorized representative.	In case of OEM, self-declaration on company letter head and duly signed by authorized signatory to be submitted.  In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed & stamped by representative of the local manufacturing office (As per <b>Annexure – D</b> ). MAF should include a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.
4	The bidder should have posted net profit in at least two years out of the	Audited Balance Sheets for last 3 years, i.e., 2016-17 & 2017-

	last three financial years, i.e., 2016-17, 2017-18, 2018-19	18, 2018-19  And
5.	The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs. 10 Crores to apply for Group A & B and Rs. 5 Crores to apply for the remaining Groups.	Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years. It should be in concurrence with the audited balance sheet.
6.	The bidder should have a minimum yearly turnover of Rs. 20 Crores to apply for Group A& Band Rs. 5Crores to apply for the remaining Groups.	
7.	The bidder should not have been debarred / blacklisted by any Bank/Central Govt. and any of the State Govt. Organizations in India for non-performance or any other reason as on date of submission of bids is not eligible to participate.	An undertaking to this effect in the company's letterhead signed by authorized signatory. Satisfactory working certificate issued by any Bank/Govt. Organization in last two years i.e. 2017-18 & 2018-19 to be submitted by the bidder.
8.	The bidder / OEM should have presence with offices / support Centers at minimum 2 Centers with at least minimum manpower of 15 with 3 engineers at the offices / support Centers where PASCHIM BANGA GRAMIN Bank is having its Regional Offices/ branches (List of Regional offices is given in Annexure – J) to support the branches under its command.	Professional tax certificate to be submitted for last 6 months

9.	The bidder should have executed orders for each group in last three years aggregating to not less than <b>Rs.1.5 Crores</b> to apply for items under Groups A &B and <b>Rs. 1 Crore</b> to apply for the remaining Groups. Of the above, orders aggregating to <b>Rs. 1 Crore</b> should be from Govt. / Public Sector Organizations for Groups A & B and <b>Rs. 50 lacs</b> for the remaining Groups.	Related Purchase Order copies to be submitted along with copies of related invoices.
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- PASCHIM BANGA GRAMIN BANK reserves the right to verify /evaluate the claims made by the Bidder independently. Any decision of PASCHIM BANGA GRAMIN BANK in this regard shall be final. The Bidder needs to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. Any credential detail not accompanied by relevant proof documents from the clients will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. Any assumptions made by the Bidder's in response of this RFP will be their own risk and cost. The bank will not be liable for any such assumptions / representations made by the Bidder. The bank's decision will be final.

### **LIST OF DOCUMENTS FOR ELIGIBILITY PROOF**

- Provide details of organization along with all the key contacts including their work phone, cell phone, work address and e-mail details.
- Provide certificate of incorporation, GSTIN Certificate, PAN, MSME Registration Certificate issued by NSIC (if applicable).
- Provide audited annual statement of accounts for the last 3 financial years i.e. 2016-17, 2017-18 & 2018-19 in support of the following:
  - ✓ Turnover and profit from products /services
  - ✓ Locations in which the company has offices.
  - ✓ Total number of employees in West Bengal.
- Provide the necessary documentation in support of the Bidder for the following:
  - ✓ Corporate structure, founder and related history of the company
  - ✓ Ownership structure
  - ✓ Number of years in this business and relevant business lines
- Credentials describing the bidding company's experience in providing the services, relevant to this request as follows:
  - ✓ Name of the company /Bank
  - ✓ Year from which services being provided
  - ✓ Key client references which provide details such as name, address, e- mail address, phone no., fax no. and mobile no.

The first stage of evaluation will be validation of the eligibility criteria. Only those bidders who meet the eligibility criteria will be considered for further stages of evaluation viz. technical and commercial stages.

## PART – III

### **1. Scope of Work /Requirements**

Bank will award the contract to the successful bidder(s) for the Contract Period specified in this RFP from the date of empanelment and the bidder(s) should deliver the service with the following scope:

- 1.1 Bidder should be capable of providing all the equipment and services thereon for which they have submitted their bids.
- 1.2 The systems must be capable of upgrading at a later stage as and when required by the Bank. (Wherever specified in the technical specifications)
- 1.3 Bidders need to have a co-ordination with their OEM (if any) for integrating the items supplied by them for the branches/offices to function smoothly.
- 1.4 Bank desires to procure Computer Hardware & Peripherals for the branches/offices under its various Regions; hence the selected bidder should work seamlessly throughout the Country.
- 1.5 The Bank reserves the right to shift the equipment to a suitable location depending upon the need. The bidder will arrange to shift the equipment, install and commission the same at the shifted location at mutually agreed shifting charges.
- 1.6 The Hardware vendor will generate the configuration/specification report from the desktop and present the printout of the same along with installation report to the branch/office for their verification & signature.
- 1.7 Obtaining of the Road Permits, FORM 32, security forms etc. will be the sole responsibility of the successful bidder at its own cost.
- 1.8 Before award of the contract to the successful bidder/s the configuration settings like partition of hard disk, disabling of USB Ports, software dump etc., will be shared by the Bank and the successful bidder/s will have to configure / install accordingly.
- 1.9 The Scope of Work also includes the scope provided under **Other Terms & Conditions** and instructions to the bidders in the RFP.

- 1.10 Standard software application used by the bank shall be given to selected bidder(s) for installation (pre-installed at factory level) of the same in all desktops/ThinClient/.
- 1.11 The bidder(s) will undertake to ensure availability of offered hardware items during the rate contract period as well as maintaining sufficient inventory of genuine spare parts for a minimum period of 3 years for the hardware items supplied under this rate contract.
- 1.12 Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the Bank. The Asset Tags so printed by the successful bidder must have the company's logo along with other details like warranty/AMC validity, call logging no., mail id etc. The asset tag details for the Hardware would be mutually decided by the Bank and the successful bidder.
- 1.13 The bidder(s) has to submit an undertaking (format enclosed in the **Annexure – N**) along with the delivered items, signed by the officials not lower than the company secretary of the system OEM, certifying that all the components/parts/assembly/software used in the proposed hardware like hard disk, monitor, memory, etc. are original/new components/parts/assembly/software and that no refurbished/duplicate/second hand components have been used or would be used.
- 1.14 The validity of Rate Contract will be for one year from **01.10.2019 to 30.09.2020** which may be extended by the Bank on mutually agreed terms.

## **2. Technical Inspection and Performance Evaluation**

PASCHIM BANGA GRAMIN Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of the offered item(s) before and after delivery of items during entire contract period. If any item is found to be non-compliant as per technical specification, it needs to be replaced within 15 days at no additional cost to the Bank.

## **3. Verification**

PASCHIM BANGA GRAMIN 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.

**4. Pre-shipment Inspection**

PASCHIM BANGA GRAMIN 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 PASCHIM BANGA GRAMIN Bank are as per the technical specification specified in the Rate Contract.

**5. Delivery and Installation**

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

Delivery	3 weeks in all other places.
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.)

5.2 If however, the delay is caused by any action pending from the Bank end, the corresponding period will not be considered while calculation of delay period.

5.3 All the equipment supplied by the Bidder shall be legal and Bidder shall give indemnity to that effect.

5.4 The equipment are considered accepted (Commissioned and Operationalized) after signing the Acceptance Test document jointly by the representatives from the Bank and the selected bidder. The component level checking for individual item (make & model as per bid document) may be included during the acceptance test. Upon satisfactory installation of the equipment, vendor should obtain signed installation certificate from the Bank Official after making the stock entry at their end and specify the same in the installation certificate. The same shall be submitted by the vendor along with the bills for payment.

5.5 The Bank reserves the right to shift the equipment to other locations in case of exigencies. In such cases the vendor has to arrange shifting of the equipment and install the same at the new location. In case of shifting of the hardware the vendor will arrange for shifting at mutually agreed shifting charges. Cost for obtaining necessary road permits and other related permits will be the responsibility of selected bidder.

- 56 At the destination site, the cartons will be opened only in the presence of Bank Officials and Vendor's representative.
- 57 Inventories at all their service locations shall be maintained by the vendor(s) for immediate replacement of Hardware items in case of faults / failures.
- 58 A sticker mentioning the date of installation and the period of warranty along with the Name of the Vendor and the Service Support Call Centre Number must be pasted on each equipment. This is mandatory at the time of installation of the system, the compliance of which must be reported in the installation report.
- 59 In case of a system failure (e.g. Hard Disk failure), vendor will ensure recovery of data from the Hard Disk and its restoration, while making the system operational at the site. However, vendor will not be liable to provide any guarantee for Data Integrity. User will be encouraged to take regular backup of his data.

## **6. Warranty**

The vendor must provide **3 years' on-site comprehensive warranty** for all hardware items to be supplied under this rate contract covering all spare parts & service (except consumables like toners, inks, cartridges and ribbons) from the date of acceptance of the systems by PASCHIM BANGA GRAMIN Bank at the respective locations.

During the warranty 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. 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 4 hours within City limits, within 8 hours in the Suburb (25 Km radius) and within 24 hours at all other places (Response time). The entire equipment should be repaired within 48 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 shall not become void even if PASCHIM BANGA GRAMIN 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.

## **7. Support**

The bidder has to provide good after-sales service/support i.e. timely attending of calls (within maximum resolution time, as specified in this RFP under warranty clause), received from the branches/offices where the hardware items have been supplied & installed. The desired support time should be uniformly maintained at all the sites. To meet up time the bidder has to maintain sufficient inventory of spare parts at all the support centers/our RO locations to avoid unnecessary delay in obtaining the spare parts.

## **8. Preventive Maintenance**

During the warranty period as well as during the annual maintenance contract, the bidder, in addition to attending calls for repairs/maintenance, shall conduct preventive maintenance checks for the supplied hardware items once in every six months basis and no charges shall be payable for such maintenance, including parts replaced or requiring replacement.

## **9. Price Composition**

- 9.1 The price quoted should be only in Indian rupees and inclusive of the following:
- Cost of the equipment including cost of software.
  - The price should be inclusive of GST and all other applicable taxes, which shall be paid as per actual by the Bank on the date of invoicing.
  - Three years comprehensive onsite warranty maintenance of Desktops / ThinClient / Other hardware items covering all components, services and visits to the concerned offices.
  - Insurance to cover the equipment from transit period till installation /date of sign off.
- 92 The bidders should quote prices strictly as per the price composition stated above failing which the offers are likely to be rejected.
- 93 Vendors will get the insurance cover for all risk up-to the delivery & installation of Hardware items. The cost of the same will be borne by the vendor. A copy of insurance policy should be provided by the vendor at the time of installation of the hardware

## **10. Award Criteria**

The price of the items which are mentioned in Annexure – I will be evaluated based on value of the estimated quantity of purchases during the period. Individual unit item with 3 years' comprehensive onsite warranty would be the basis for evaluating the lowest Bidder(s) for each item type of the group. Evaluation will be done for each group and each type separately.

After evaluation, the Bidder, whose commercial offer has been determined as the lowest, will be named as 'L1'. The whole quantity will be ordered to L1 only.

In case of Desktops, & ThinClient before award of the contract to the successful bidder(s) the configuration settings like partition of hard disk, disabling of USB Ports, installation of standard application etc., will be shared by the Bank.

## **11. Penalty Charges**

- 11.1 The selected bidder should provide onsite support at any location in West Bengal as per **Annexure – J** as and when required within maximum next 2 working days from the date of complaint lodged by Bank. In case of any non- compliance of above support, the vendor will become liable for penalty of 1% of affected equipment cost on per day basis and penalty amount will be accumulated and will be claimed to the vendor.
- 11.2 Notwithstanding anything contained above, no such penalty will be chargeable on the Vendor under the above clauses for the inability occasioned, if such inability is due to reasons entirely attributable to the Bank.
- 11.3 The sum total of penalties will not exceed 10% of the TCO. Thereafter, the contract/purchase order may be cancelled and Performance Bank Guarantee may be revoked.
- 11.4 The Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner.
- 11.5 Bank may recover such amount of penalty from any payment being released to the vendor, irrespective of the fact whether such payment is relating to this contract or otherwise.
- 11.6 If any act or failure by the bidder under the agreement results in failure or inoperability of resources and if the Bank has to take corrective actions to ensure functionality of the same, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.
- 11.7 Bank may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the resources provided by the Bidder.
- 11.8 The Bank shall implement all penalty clauses after giving due notice to the bidder.

- 11.9 If the Bidder fails to complete the due performance of the contract in accordance with the specification and conditions of the offer document, the Bank reserves the right either to cancel the order or to recover a suitable amount as deemed reasonable as Penalty / Liquidated Damage for non-performance.
- 11.10 As per Warranty Terms, all the items mentioned in Part - IV should be repaired within 48 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 (i.e. first call made or e-mail sent to service engineer / call center) till the system becomes functional or standby is provided. Public Holidays as declared at the respective centers 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.
- 11.11 In case vendor fails to meet any of the above standards, there will be a penalty of Rs.100/- per day per Desktops, ThinClient and Rs. 50/- per day for other hardware items. These penalty charges will be deducted from the Performance guarantee offered as security deposit or from the EMD or from any Bill payable to the vendor. The maximum penalty for downtime will be 10% of the equipment cost.

## **12. Billing**

**The General Manager (In charge of IT)  
PaschimBangaGramin Bank  
Head Office,  
Department of Information Technology,  
Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101**

## **13. Completeness of the contract**

The contract will be deemed as incomplete if any component of the item mentioned in scope of work and technical requirement as per **Annexure - H** of this tender 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.

#### **14. OEM Authorization**

In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by OEM directly or their other authorized partners for the remaining period of warranty/AMC of the product without any additional cost to the Bank. An authorization letter from OEM regarding this must be attached with the technical bid.

#### **15. Undertaking to use new components**

Bidder should give an undertaking to the Bank that the equipment (including all components) delivered to the Bank are brand new. The bidder should also give an undertaking in writing that all the software supplied by the bidder is licensed free from any malicious software/malware and legally obtained. This undertaking to the Bank is to be signed by a Director or Head of marketing of the Company.

#### **16. 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 extra no cost to PASCHIM BANGA GRAMIN Bank.

#### **17. Patent Rights**

- 18.1. The supplier shall indemnify the purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.
- 18.2. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- 18.3. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses of the court and legal fees.
- 18.4. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

## **18. CORRUPT AND FRAUDULENT PRACTICES**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders/Suppliers/Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

**“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

**“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

**PART – IV**

**REQUIREMENT OF ITEMS (ROI)**

Estimated Quantity, Cost of RFP, EMD Amount of different Items Group-wise

Item Group	Particulars of the Items	Estimated Quantity	Cost of RFP (In Rs.) (Tender Document Fee)	EMD Amount (In Rs.)
A	<b>Desktop PCs :</b> CPU, Key Board, Mouse and TFT Monitor	200	10,000	5,00,000
B	<b>ThinClient</b>	50	5,000	2,00,000
C	<b>Passbook Printer</b>	50	3,000	1,00,000
D	<b>Laser Printers:</b>			
	Non-Duplex	20	3,000	1,10,000
E	<b>Scanner – Flat Bed A4 Size</b>	50	2,500	50,000

**Note:** The above requirement is based on current assessment and may vary as per the Bank's actual requirements.

## **PART – V**

### **Bid Opening And Evaluation Criteria****1. Evaluation**

#### **Methodology**

The evaluation will be a three-stage process - Phase 1

– Eligibility Evaluation

Phase 2 – Technical Evaluation Phase 3

– Commercial Evaluation

#### **2. Eligibility Evaluation**

The Bank will evaluate the technical response to the RFP of bidder who are found eligible as per the eligibility criteria mentioned in the RFP.

#### **3. Technical Evaluation**

The proposals will be evaluated in two stages. In the first stage, i.e. Technical Evaluation, the bidders will be shortlisted, based on bidder's responses. In the second stage, the commercial bids would be evaluated.

During the period of evaluation, bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation.

The resources offered should meet all the technical requirements mentioned in scope of work and **Annexure – H**. Non-compliance to any of the technical specification may attract rejection of the proposal.

#### **4. Commercial Evaluation**

Commercial Bids of bidders, who qualified in the technical evaluation stage, will be considered for participation in commercial Bidding. After opening Commercial Offers of the short-listed Bidders, if any discrepancy is noticed between words and figures, the amount indicated in words shall prevail.

- The L1 Bidder will be selected on the basis of the amount quoted for proposed solution as per **Annexure –I**.
- The bidder will be solely responsible for complying with any applicable Export / Import Regulations. The Bank will no way be responsible for any deemed Export benefit that may be available to the bidder.



- In case there is a variation in value between numbers and words, the value mentioned in words would be considered.
- The Bidder needs to provide Unit costs for components and services; unit rates with GST and other applicable taxes would be considered for the TCO purposes.
- In the event the vendor has not quoted or mentioned the component or services required, for evaluation purposes the highest value of the submitted bids for that component or service would be used to calculate the TCO. For the purposes of payment and finalization of the contract, the value of the lowest bid would be used.

#### **5. Selection Methodology**

Technically qualified and eligible as per eligibility criteria mentioned in the RFP with lowest quote based on Total Cost of Ownership (TCO) group wise will be considered as successful bidder. Bidder may participate for single or any more groups and selection will be made on lowest quote to a particular group.

If Bank receives a single bid for any group / category, the entire Rate Contract process will not be cancelled but retendering process will be initiated for that specific group only.

#### **6. Issue of Corrigendum**

At any time prior to the last date of receipt of bids, Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by a Corrigendum.

Any such corrigendum shall be deemed to be incorporated into this RFP.

#### **7. Applicable Law & Jurisdiction Of Court**

The Contract with the selected bidder shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Kolkata (with the exclusion of all other Courts).

Undertaking Letter to the Bank on the vendor's letterhead

**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**

Dear Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/DIT/04/2019-20 dated 04.09.2019)**

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, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanners (Rate Contract)(Item:\_\_\_\_\_ ) as detailed in **Part - V** of your above referred Bid.

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

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 Pay Order / Demand Draft No. \_\_\_\_\_ for Rs.\_\_\_\_ (Rupees\_\_\_\_\_only) favoring PASCHIM BANGA GRAMIN Bank issued by\_\_\_\_ Bank \_\_\_\_\_Branch payable at Kolkata, towards Cost of Tender Document.

We enclose herewith the following:-

i. UTR no. \_\_\_\_\_ of the tender cost (Rs. /-) submitted online during NEFT of the said amount along with the hard copy of the receipt generated should be submitted along with the bid documents.

ii. Bank Guarantee No. \_\_\_\_\_ dated \_\_\_\_\_ for Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) issued by \_\_\_\_\_ Bank \_\_\_\_\_Branch favoring PASCHIM BANGA GRAMIN Bank, towards Earnest Money Deposit.

We hereby accept all terms and conditions mentioned in the RFP unconditionally. Knowingly or unknowingly if we have mentioned any deviations/ conditions in the terms and conditions of the RFP in any part of the bid submitted by us may be ignored. We understand the bid submitted with conditions shall be treated as conditional bid and shall not consider for evaluation.

Yours faithfully,

Authorized Signatory  
(Name & Designation, seal of the firm) Date:

**EMD (Earnest Money Deposit) Format**

**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**

Dear Sir(s),

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019).**

In response to your RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PASCHIM BANGA GRAMIN/DIT/04/2019-20 dated 04.09.2019), M/s\_\_\_\_\_having their registered office at \_\_\_\_\_(hereinafter called the 'Vendor') wish to respond to the said Request for Proposal (RFP) for self and other associated vendors and submit the proposal for RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PASCHIM BANGA GRAMIN/DIT/04/2019-20 dated 04.09.2019) and to provide related services as listed in the RFP document.

Whereas the 'Vendor' has submitted the proposal in response to RFP, we, the \_\_\_\_\_Bank having our head office\_\_\_\_\_hereby irrevocably guarantee an amount of Rs..... (Rupees ..... only) as bid security as required to be submitted by the 'Vendor' as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Vendor withdraws his proposal during the validity period of the proposal; or
2. If the Vendor, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently.

We undertake to pay immediately on demand to PASCHIM BANGA GRAMIN Bank the said amount of Rs.... (Rupees \_) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by PASCHIM BANGA GRAMIN Bank which shall be conclusive and binding on us irrespective of any dispute or difference raised by the vendor.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed Rs.....(Rupees.....only).

2. This Bank guarantee will be valid upto \_\_\_\_\_;and
3. We are liable to pay the guarantee amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before\_\_\_\_\_.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_ day of \_\_\_ at \_\_\_\_\_ .

**Performance Bank Guarantee Format**

**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**

Dear Sir(s),

Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019).

WHEREAS, The PASCHIM BANGA GRAMIN Bank, having its Head Office at Natabar Pal Road, Chatterjee Para More, Howrah 711101 (hereinafter called the 'Bank') has invited Bids for the RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019) on the terms and conditions mentioned in the Bid document.

1. \_\_\_\_\_ It is one of the terms of invitation of Bids that the Bidder shall furnish a Bank Guarantee as Performance Bank Guarantee of Rs. \_\_\_\_\_ Only. (Rupees \_\_\_\_\_ Only)
2. \_\_\_\_\_ M/s \_\_\_\_\_, (hereinafter called as Vendor), who are our constituents intend to submit their Bid for the said work and have requested us to furnish guarantee to the 'Bank' in respect of the said sum of Rs. (Rupees \_\_\_\_\_ only).

NOW THIS GUARANTEE WITNESSETH

1. \_\_\_\_\_ We \_\_\_\_\_ (Bank) do hereby agree with and undertake to the PASCHIM BANGA GRAMIN Bank, their Successors, Assigns that in the event of the PASCHIM BANGA GRAMIN Bank coming to the conclusion that the Vendor have not performed their obligations under the said conditions of the Bid or have committed a breach thereof, which conclusion shall be binding on us as well as the said Vendor. We shall on demand by the PASCHIM BANGA GRAMIN Bank, pay without demur to the PASCHIM BANGA GRAMIN Bank, Rs \_\_\_\_\_ or any lower amount that may be demanded by the PASCHIM BANGA GRAMIN Bank. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Vendor under the said Conditions, provided, however, that our liability against such sum shall not exceed Rs \_\_\_\_\_ (Rupees only).

We also agree to undertake to and confirm that the sum not exceeding Rs \_\_\_\_\_ as aforesaid shall be paid by us without any demur or protest, merely on demand from the PASCHIM BANGA GRAMIN Bank on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the PASCHIM BANGA GRAMIN Bank shall be conclusive and binding on us and shall not be questioned by us in any

respect or manner whatsoever. We undertake to pay the amount claimed by the Bank within a period of one week from the date of receipt of the notice as aforesaid.

2. \_\_\_\_\_ We confirm that our obligation to the PASCHIM BANGA GRAMIN Bank under this guarantee shall be independent of the agreement or agreements or other understandings between PASCHIM BANGA GRAMIN Bank and the Vendor. This guarantee shall not be revoked by us without prior consent in writing of the PASCHIM BANGA GRAMIN Bank.

We hereby further agree that –

a) \_\_\_\_\_ Any forbearance or commission on the part of the PASCHIM BANGA GRAMIN Bank in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and / or hereunder or granting of any time or showing of any indulgence by the PASCHIM BANGA GRAMIN Bank to the Vendor or any other matters in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance by the Vendors of their obligations and in the event of their failure to do so by payment by us of the sum note exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).

b) \_\_\_\_\_ Our liability under these presents shall not exceed the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).

c) \_\_\_\_\_ Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in Bidding for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.

d) \_\_\_\_\_ This guarantee shall remain in force up to // (39 months from the date of signing of the SLA) provided that if so desired by PASCHIM BANGA GRAMIN Bank, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

e) \_\_\_\_\_ Our liability under this will terminate unless these presents are renewed as provided hereinabove on the or on the day when our said constituents comply with their obligations, as to which a certificate in writing by PASCHIM BANGA GRAMIN Bank alone is the conclusive proof whichever date is later. Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of PASCHIM BANGA GRAMIN Bank against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Yours' faithfully,

For and on behalf of

Bank.

Authorized official.

**(NB: This guarantee will require stamp duty as applicable and shall be signed by the official whose signature and authority shall be verified)**

**Manufacturer Authorization Form (MAF)**

**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**

Dear Sir,

We ..... (Name of the Manufacturer) who are established and reputable manufacturers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (Who is the bidder submitting its bid pursuant to the Request for Proposal issued by PASCHIM BANGA GRAMIN Bank on behalf, to submit a Bid and negotiate and conclude a contract with you for supply of equipment manufactured by us against the Request for Proposal received from your bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our guarantee/ warranty and AMC/ATS as per terms and conditions of the RFP No .....and the contract for the equipment and services offered for supply against this RFP No..... by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP No in respect of such equipment and services.

Yours Faithfully

Authorized Signatory  
(Name:                      PhoneNo:                      Fax:                      )

*(This letter should be on the letterhead of the Manufacturer duly signed by an authorized signatory)*

**Undertaking Letter to the Bank on the vendor's letterhead**

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

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

We submit our Bid Document herewith. We understand that Bank is not bound to accept the lowest or any bid received and Bank may reject all or any bid. We shall keep the price valid for a period of 1 year from the date of issuance of the first Purchase Order

If our bid is accepted, we are responsible for the due performance as per the scope of work and terms & conditions as per mentioned in RFP.

Yours faithfully,

For.....

(Signature and seal of authorized person) Place:

Date:



**Undertaking Letter to the Bank on the vendor's letterhead**

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

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

Further to our proposal dated ....., in response to the Request for Proposal (Bank's tender No .....hereinafter Referred to as "**RFP**") issued by PASCHIM BANGA GRAMIN Bank, we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents if any, issued by the Bank. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory  
Designation  
Bidder's corporate name

**Eligibility Criteria**

SL No	Eligibility Criteria	Document to be submitted	Compliance Yes/No
1.	<p>Bidder should be a company registered under Companies Act 1956 and Companies Act 2013 since the last three years as on RFP submission date.</p> <p>OR</p> <p>Concerns registered as MSME Entrepreneur &amp; still categorized as MSME as on RFP submission date.</p> <p>The bidder should not be a subsidiary of a foreign company.</p>	<p>Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable).</p> <p>MSME Registration registration certificate issued by NSIC (if applicable).</p>	
2	The bidder should be registered with GSTN	Copy of GSTIN Certificate	
3.	The bidder should be an OEM or their authorized representative.	<p>In case of OEM, self- declaration on company letter head and duly signed by authorised signatory to be submitted.</p> <p>In case of an authorized representative, a letter of authorization (MAF) from original manufacturer must be furnished in original duly signed &amp; stamped by the representative of the local manufacturing office (As per <b>Annexure – D</b>). MAF should include a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.</p>	
4	The bidder should have posted net profit in at least two years out of the last three financial years, i.e.	Audited Balance Sheets for last 3 years, i.e., 2016-17 & 2017-18 and 2018-19	

	2016-17 & 2017-18 and 2018-19	And	
5.	The bidder should have minimum Net Worth (capital + reserves – accumulated loss if any) of Rs. 10 Crores to apply for Group A & BRs. 5 Crores to apply for the remaining Groups.	Certificate from Chartered Accountant stating Net Worth, Turnover and Profit/Loss for last 3 financial years. It should be in concurrence with the audited balance sheet.	
6.	The bidder should have a minimum yearly turnover of Rs. 20Crores to apply for Group A & B and Rs. 5Crorestoapplyforthe remaining Groups.		
7.	The bidder should not have been debarred / blacklisted by any Bank/Central Govt. and any of the State Govt. Organizations in India for non-performance or any other reason as on date of submission of bids is not eligible to participate.	An undertaking to this effect in the company's letterhead signed by authorized signatory. Satisfactory working certificate issued by any Bank/Govt. Organization in last two years i.e. 2017-18 & 2018-19 to be submitted by the bidder.	
8.	The bidder / OEM should have presence in west Bengal with offices / support Centers at minimum 2 Centers with at least minimum manpower of 15 with 3 engineers at the offices / support Centers where PASCHIM BANGA GRAMIN Bank is having its Regional Offices/ branches (List of Regional offices is given in Annexure – K) to support the branches under its command.	Professional tax certificate to be submitted for last 6 months	

9.	The bidder should have executed orders for each group in last three years aggregating to not less than <b>Rs. 1.5 Crores</b> to apply for items under Groups A & C and <b>Rs. 1 Crore</b> to apply for the remaining Groups. Of the above, orders aggregating to <b>Rs. 1 Crore</b> should be from Govt. / Public Sector Organizations for Groups A & C and <b>Rs. 50 lacs</b> for the remaining Groups.	Related Purchase Order copies to be submitted along with copies of related invoices.	
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**TECHNICAL SPECIFICATIONS**

**RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

**Group– A****Item: Desktops**

<b>Parameter</b>	<b>Minimum Technical Specifications</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/N)</b>
Processor	Intel® 8th Generation core i3-8100 3.6 GHZ 4 Cores with 6 MB Cache or higher		
Chipset	Intel H370 Chipset or better		
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		
Graphics	Integrated Graphics		
Ethernet	Integrated Gigabit (10/100/1000 NIC) LAN		
Slots	1 x PCIe x16, 2x PCIe x1, 1x PCI, 1 M.2		
Bays	(1) 3.5" Internal drive bays (1) ODD bay		
Ports	Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front panel – remaining ports in the backside); 1 Serial Port, 1 Parallel port, RJ45 port, 1 VGA and 1 additional port (VGA/HDMI/Display port). NIC should be IPv4, IPv6 compliant		
Form Factor	Small form factor		
Power Supply	Power Supply (SMPS) - 180 W or higher watt Power supply. Energy Star 6.0 or above Compliant, Screen Blanking, Hard Disk and System Idle Mode in, Power On, Set up Password. Power Supply Surge protected. EPEAT - Silver Certified for the quoted product, RoHS certified. Worldwide auto- sensing 100-240 VAC, 50-60 Hz energy saving automatic power down, surge-tolerant, power supply supplying 19VDC should not		

	exceed 65-watt.		
Keyboard/Mouse	USB 104 keys keyboard (Same make as PC) USB 2 Button Scroll. Optical Scroll Mouse with same make as CPU OEM with one left and one right click button. Mouse pad suitable for mouse to be provided.		
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 UL/FEE/CE/LINUX and Window certification		
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		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**

Thin Client			
Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/N)
Make	Bidder to specify		
Model	Bidder to specify		
Flash Memory	32Gb Flash or Higher		
Main Memory	4Gb DDR3 1333 MHz SODIMM		
Processor	Intel/AMD 2.0 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	Enhance Write Filter & File Based Write Filter support, In-built Utility for image and add-on update / installation		
Emulation/Protocol support	Citrix Receiver 3.3(E),Citrix Online Plugin 13.3, Citrix HDX Support, Microsoft RDP 8.0, Microsoft Internet Explorer 9 or higher, Windows Media Player 12, VMware Horizon View Client 5.2, Built-in tool to capture TC image and redeploy using a USB pen-drive.		
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, SNTP)		
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, BIS, Energy Star Category B, RoHS Directive- 2002/95/EC, WEEE Directive-2002/96/EC		
Warranty and Services	OEM/Vendor should have atleast two service centers in the operational area of Bank with 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		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**



## Specification of Passbook Printers

Parameter	Minimum Specification	Offered Specification (Equal or higher)	Compliance (Y/ N)
Make	Bidder to specify		
Model	Bidder to specify		
Print Head	24 PINS		
Print Speed	Draft : 390 cps at 10 CPI		
Print Width	94 Columns or more @ 10 cpi		
Character Pitch	10, 12, 15, 16.6, 17.1 cpi		
Print Mode & Printing Direction	Draft & LQ Condensed, Double H/W, Graphics, Bit image mode, Bi-directional Printing with logic seeking		
Print Attributes	Bold, Italics, Underline, Wide-front, Superscripting and Subscripting		
I/O Interface	Standard RS 232 C Serial, Parallel and USB Port		
Features	Automatic Gap Adjustment/Auto border/Auto alignment/Auto head cleaning.		
	To support, both Document and Passbook		
	To support Horizontal/Vertical Passbook		
Print Head life	400 million strokes/Character per pin		
	3 Years Warranty		
Ribbon life	5 Million Characters		
MTBF	10,000 POH or higher		
Ink	Indelible Ink to provide extra protection in draft printing.		
Buffer Memory	128 KB		
Power supply	Energy Star/ BIS Complied		
Drivers	Windows 7, Windows 8, Windows 10, Windows Server 2000, Windows Server 2003 & 2008 (Both 32 & 64 bit), Vista, Linux Redhat		

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		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**

Group- D

Item: Laser Printer – Non-Duplex

Laser Printer			
Parameter	Minimum Specification	Offered Specification (Equal or higher)	Compliance (Y/ N)
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 Panel	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		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**

Group- E

Item: Scanner

<b>Flatbed Scanner</b>			
<b>Parameter</b>	<b>Minimum Specification</b>	<b>Offered Specification (Equal or higher)</b>	<b>Compliance (Y/ N)</b>
Make	Bidder to specify		
Model	Bidder to specify		
Scanner Type	Flatbed with Preview option, Single pass scanning at Maximum resolution in color , feature of a' single button press' scanning, scan size upto A4		
Scan Technology	CCD/CIS		
Scanning speed	≤ 30 seconds per A4 size paper or better		
H/W based Resolution & color bit depth	H/W enabled resolution of 4800 x 4800 dpi at 48 bit color 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		

**Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.**

**COMMERCIAL FORMAT****Group: A. Item: Desktop (with Three Years Comprehensive On-site Warranty)**

S I N O	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years' comprehen- sive warranty (A)	GST Amount (men- tion GST %) (B)	Total Cost including three years warranty (including GST) (C=A+B)
1	Desktop (monitor)					
2	Desktop (CPU including keyboard and Mouse with mouse pad)					
3	MS Office License	Optional Item (Price not to be included in calculating TCO)				

**Note:**

1. Unit Price quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total Cost (Column C) will be compared to find out the lowest bidder.
3. The combined cost of monitor and CPU will be considered for calculation of L1 bidder for Desktop.
4. Lowest Bidder (L1) will be determined on the sum of Unit Price. The bidder should strictly quote for Unit Price with 3 years warranty in column A.
5. Technical specifications of monitor and CPU will be as per the specifications mentioned in RFP / Pre Bid responses / Corrigendum / Addendum.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 04.09.2019 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: B****Item: ThinClient (with Three Years Comprehensive On-site Warranty)**

SI No	Particulars of the Items	Make	Model	Unit Price (Excluding GST) with 3 years' comprehensive warranty (A)	GST Amount (mention GST %) (B)	Total Cost including three years warranty (including GST)  (C=A+B)
1	Thinclient					
2	MS Office	Optional Item (Price not to be included in calculating TCO)				

**Note:**

1. Unit Price quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column C) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price.
4. The bidder should strictly quote for Unit Price with 3 years warranty in column A.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 04.09.2019 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group: C**      **Item: Passbook Printer (with Three Years Comprehensive On-site Warranty)**

SI No	Particulars of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years' comprehensive warranty (A)	GST Amount (mention GST %) (B)	Total Cost including three years warranty (including GST)  (G=A+B)
1	Pass Book Printer					

**Note:**

1. Unit Price quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price.
4. The bidder should strictly quote for Unit Price with 3 years warranty in column A.

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 04.09.2019 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**Group:D****Item: Laser Printer (with Three Years Comprehensive On-site Warranty)**

S I N O	Particular s of the Items	Make	Model	Unit Price (Excluding taxes) with 3 years' comprehensiv e warranty (A)	GST Amount (mention GST %) (B)	Total Cost including three years warranty (including GST)  (G=A+B)
1	Laser Printer – Non Duplex					

**Note:**

1. Unit Price quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price.
4. The bidder should strictly quote for Unit Price with 3 years warranty in column A

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 04.09.2019 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:



**Group: E**      **Item: Flatbed Scanner (with Three Years Comprehensive On-site Warranty)**

S I N o	Particu lars of the Items	Mak e	Mod el	Unit Price (Excluding taxes) with 3 years' comprehen sive warranty (A)	GST Amount (mention GST %) (B)	Total Cost including three years warranty (including GST)  (G=A+B)
1	Flatbed Scanner					

**Note:**

1. Unit Price quoted should be exclusive of GST and should be quoted in INR.
2. Each Items Total price (Column G) will be compared to find out the lowest bidder.
3. Lowest Bidder (L1) will be determined on the sum of Unit Price.
4. The bidder should strictly quote for Unit Price with 3 years warranty in column A

We hereby agree to abide by all the terms and conditions mentioned in the Bank's RFP dated 25.02.2019 and subsequent pre-bid and amendments.

Company Seal  
Date

Authorized Signatory  
Name & Designation:

**RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

<b>Maintenance and Service support at each locations / Offices</b>					
<b>Sl no.</b>	<b>Zonal Office</b>	<b>Owned / Franchise</b>	<b>Phone / Mobile / Fax No and E-mail with communication address</b>	<b>No of Technical staff with Name</b>	<b>Status of Office Working Days &amp; hours</b>
1	Howrah				
2	Burdwan				
3	Hooghly				
4	SURI				

Compliance ChartCompliance chart for submitting RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract)

SI No.	Particulars	Compliance Status (Yes / No)
1.	Are Technical & Commercial bid submitted under separate sealed envelopes	
2.	Is the Technical bid made in conformity with technical requirements as per Annexure H	
3.	Is the Commercial bid made in conformity with Commercial bill of Materials as per Annexure –I.	
4.	Whether Bill of Material & <b>commercial format with masking of price</b> is submitted in Technical offer document	
5.	Whether Model No. & Bill of Material is mentioned in Commercial Bid document.	
6.	Are the Technical & Commercial Bids organized properly	
7.	Are all the pages numbered properly and signed and stamped.	
8.	Is EMD submitted	
9.	Is EMD & NEFT Receipt for Cost of RFP submitted in a separate sealed envelope	
10.	Duly signed <b>Annexures –A,B,C,D E,F,G,H,I J,K,L ,M,N, O,P,Q</b> are enclosed	
11.	Is the softcopies of the response of Technical Commercial RFP submitted in separate CDs.	
12.	Are document in support of all eligibility criteria submitted.	

Signature of Bidder:

Name:

Business

Place:

Date:

Address:

**Undertaking for Non-Blacklisting / Non-Debarment of the bidder**

To,  
The General Manager (DIT)  
PASCHIM BANGA GRAMIN Bank, Head Office  
Department of Information Technology  
Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101

Dear Sir(s),

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

We, M/s \_\_\_\_\_, the undersigned, hereby confirm that we have read and understood the eligibility criteria and full fill the same.

- a) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- b) Further, we hereby undertake and agree to abide by all terms and conditions and guidelines stipulated by the Bank. We understand that any deviation may result in disqualification of our bid.
- c) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- d) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.

(Deviation to the above if any, the Bidder must provide details of such action(s)) (1)

(2)

**(Signature and the capacity of the person duly authorized to sign the bid  
For and on behalf of)**

**Undertaking to abide by all By-Laws / Rules / Regulations**

(TO BE EXECUTED ON NON-JUDICIAL STAMP PAPER OF REQUISITE VALUE)

**The General Manager (DIT)  
PASCHIM BANGA GRAMIN Bank, Head Office  
Department of Information Technology  
Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101**

**Sub: Declaration-Cum-Undertaking regarding compliance with all statutory requirements**

In consideration of PASCHIM BANGA GRAMIN Bank, a body corporate, constituted under Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 as amended from time to time having its Head Office at Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711101 (hereinafter referred to as "Bank" which expression shall include its successors and assigns), we, M/s....., having its Registered Office at \_\_\_\_\_, do hereby, having examined the RFP including all Annexure, confirm and agree to comply with all Laws, Rules, Regulations, Bye-Laws, Guidelines, Notifications etc.

We do also hereby irrevocably and unconditionally agree and undertake to save and keep the Bank, including its respective directors, officers, and employees and keep them harmless from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and any damage caused from and against all suits and other actions that may be instituted taken or preferred against the Bank by whomsoever and all losses, damages, costs, charges and expenses arising out of non-compliance with or non-adherence to any statutory/regulatory requirements and/or any other law for the time being in force.

Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Place:

**For M/s. ....**

.....

**[Seal and Signature(s) of the Authorized Signatory (s)]**

**Undertaking Letter to the Bank on the vendor's letterhead**

**(Signed by the officials not lower than the company secretary of the system OEM)**

**The General Manager (DIT)**

**PASCHIM BANGA GRAMIN Bank, Head Office**

**Department of Information Technology**

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

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers,  
LaserJet Printers and Flatbed Scanners (Rate Contract)**

**(RFP Ref.No. \_\_\_\_\_ dated \_\_\_\_\_)**

We do hereby undertake that all the components / parts / assembly / software used in the proposed hardware like hard disk, monitor, memory, etc. along with the delivered items are original / new components / parts / assembly / software and that no refurbished / duplicate / second hand components have been used or would be used. The delivered items are free from any malicious software/malware and legally obtained.

Yours faithfully,

Authorized Signatory

(Name & Designation, seal of the firm) Date:

**Undertaking Letter to the Bank on the vendor's letterhead**

(Signed by the officials not lower than the company secretary of the system OEM)

**The General Manager (DIT)**

**PASCHIM BANGA GRAMIN Bank, Head Office**

**Department of Information Technology**

**Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711101.**

Sir,

**Sub: RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

We do hereby provide a list of items / spare parts / optional items that are not covered under warranty along with the best possible prices (in INR) respectively.

<b>SL No</b>	<b>Description of Spare part / Optional item (not covered under warranty)</b>	<b>Unit Price (A)</b>	<b>GST Amount with % (B)</b>	<b>Total Price (including GST) (C = A + B)</b>

Yours faithfully,

Authorized Signatory

(Name & Designation, seal of the firm) Date:

**Pre-Bid Query Format**

Bidders have to provide their queries on eligibility criteria, scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the pre bid queries will be entertained in this Microsoft Excel format by e-mail).

<b>Page No</b>	<b>Clause No</b>	<b>Original Clause</b>	<b>Query/ clarification/ deviation raised</b>	<b>Bank Response</b>

Place:

Date:

Name & Designation:

Business Address:

Email Address:

Mobile Number



**Undertaking Letter on the vendor's letterhead for Central Minimum Wages Act & Labour Laws**

To,  
The General Manager (DIT)  
PASCHIM BANGA GRAMIN Bank, Head Office  
Department of Information Technology  
Natabar Pal Road, Chatterjee Para More, Tikiapara, Howrah 711 101

Sir,

**Sub: Confirmation for Government Rules relating to Minimum Wages:**

Ref: **RFP for Supply, Installation & Maintenance of Desktops, ThinClient, Passbook Printers, LaserJet Printers and Flatbed Scanner (Rate Contract) (RFP REF NO: PBGB/HO/DIT/04/2019-20 dated 04.09.2019)**

Further to our proposal dated ..... In response to the Request for Proposal (Bank's tender No..... herein

Referred to as RFP) issued by Bank, we hereby covenant, warranty and confirm as follows:

In this regard we confirm that the employees engaged /or to be engaged in future by our Company to carry out the services in your bank for the above said contract are paid/ shall be paid minimum wages / salaries as stipulated in the Government (Central / State) Minimum Wages / Salaries act in force. All the employees/operator deployed as part of this solution will comply with government's rules and regulations like minimum wages act, Provident Fund and ESIC facility standard. We also indemnify the Bank against any action / losses / damages that arise due to action initiated by Commissioner of labor for non-compliance to the above criteria.

We further authorize the Bank to deduct from the amount payable to the Company under the contract or any other contract of the Company with the Bank if a penalty is imposed by Labor Commissioner towards non-compliance to the "Minimum Wages / Salary stipulated by government in the Act by your company. **(Proof of compliance and labor license needs to be submitted along with the quotation)**

Yours faithfully,  
Authorized Signatory  
Designation  
Bidder's corporate name  
Place: