

**Supply, Installation & Maintenance of Computer Hardware & Peripherals at Paschim  
Banga Gramin Bank-Rate Contract for 2020-21**



**PASCHIM BANGA GRAMIN BANK**

Department of Information Technology  
Head Office  
HOWRAH

Tender Document

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

Ref No:-PBGB/HO/DIT/ 1788 /2020-21 Dated: - **04-01-2021**

**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.

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**CONTROL SHEET TABLE**

<b>Tender Reference</b>	PBGB/HO/DIT/ 1788 /2020-21 Dated: - 04-01-2021
<b>Cost of Tender Documents</b>	As mentioned in 'Part – VI'
<b>Date of issue of RFP</b>	04/01/2021
<b>Earnest Money Deposit (EMD)</b>	As mentioned in 'Part – VI'

<b>Pre Bid queries to be received only online at- ho.tender@mail.pbgb.co.in</b>	On or before 11-01-2021 up to 3:30 PM
<b>Hosting of Pre-bid Queries at website</b>	Up-to 18-01-2021
<b>Last Date and Time for receipts of tender bids</b>	22-01-2021 2:00 PM
<b>Opening of Technical Bids</b>	Prequalification & Technical Bid –22-01-2021 at 03:30 PM
<b>Opening of Commercial Bid</b>	Will be informed subsequently to eligible & technically qualified bidders.
<b>Address of Communication</b>	Chief Manager - DIT, Paschim Banga Gramin Bank, Department of Information Technology, 1st Floor, Head Office – Natabar Pal Road, Tikiapara, Howrah- 711 101
<b>Email address</b>	ho.tender@mail.pbgb.co.in
<b>Contact Telephone/Fax Numbers</b>	Tel : 03326671506
<b>Bids to be submitted</b>	Department Of Information Technology Paschim Banga Gramin Bank, Department of Information Technology, 1st Floor, Head Office – Natabar Pal Road, Tikiapara, Howrah- 711 101

**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 **03:30 PM**. PASCHIM BANGA GRAMIN Bank is not responsible for non-receipt of responses to RFP within the specified date and time due to any reason including postal holidays or delays. Any bid received after specified date and time of the receipt of bids prescribed as mentioned above, will not be accepted by the Bank. 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.

## 1. INTRODUCTION

Paschim Banga Gramin Bank (hereinafter referred to as 'the bank') is one of the leading Regional Rural Banks with 230 branches in rural areas across five districts viz. Howrah, Hooghly, Purba Bardhaman, Paschim Bardhaman and Birbhum. The Bank implemented Core Banking Solution (CBS) at the branches and has been automating all operations in the controlling offices/branches. Bank intends to purchase Computer Hardware & Peripheral items to pursue its computerization program for which a Tender application is issued on Computer Hardware & Peripheral items (Annexure-I of Tender application) to be procured through this Rate Contract for a period valid up to 31-12-2021. However, this requirement is indicative and may vary based upon actual requirement.

## 2. OVERVIEW OF TENDERING PROCESS

Paschim Banga Gramin Bank invites sealed tenders comprising of eligibility, Technical bid and Commercial bid from experienced prospective bidders having proven capabilities of Supply, Installation & Maintenance of Hardware Items. The prospective bidders are 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 bidder (also called the vendor or bidder through this document) 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 prospective bidder in terms of this RFP documents.

The bidders should take care of submitting the bids properly filled so that the papers are not loose. The bid documents should be properly numbered and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.

## Paschim Banga Gramin Bank

Bidders are requested to participate in the tender process according to the time schedule mentioned above.

The eligibility 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. Commercial Bid 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.

**The Bids should be addressed to:**

**General Manager (DIT)  
Paschim Banga Gramin Bank,  
Department of Information Technology,  
1st Floor, Head Office – Natabar Pal Road, Tikiapara, Howrah- 711 101**

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 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 same time on that day.

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

**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 all or any of the following eligibility criteria are liable to be rejected.

SL NO	Eligibility Criteria	Document to be submitted
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	Certificate of Incorporation or Certificate of Commencement of business (whichever is applicable) (Annexure II need to be given). MSME Registration: valid



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	date. The bidder should not be a subsidiary of a foreign company.	registration certificate issued by NSIC (if applicable) and certificate date should not be expired.
<b>2</b>	The Vendor should be Original Manufacturer of hardware and peripheral items Desktop, Laser Printer, Passbook Printer and scanner or Authorized Distributor, Channel Partner or Reseller of those items.	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 (As per Annexure – 2). MAF should include a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.
<b>3</b>	The bidder should have posted net profit in at least two years out of the last three financial years, i.e., 2017-18 & 2018-19 and 2019-20.	Audited Balance Sheets for last 3 years, i.e., 2017-18 & 2018-19 and 2019-20.. And 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.
<b>4</b>	The bidder should have positive Net Worth (capital + reserves – accumulated loss if any) in the last three Financial Year i.e. 2017-18 & 2018-19 and 2019-20.	
<b>5</b>	The bidder should have a minimum yearly turnover of Rs. 10 Crores to apply for Desktop, Rs. 5 Crores to apply for the remaining items, in the last three Financial Year i.e. 2017-18 & 2018-19 and 2019-20.	

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<b>7</b>	<p>The bidder should have executed orders for each item in each of the last three financial years i.e. 2017-18 &amp; 2018-19 and 2019-20, not less than as under:</p> <table border="1" data-bbox="272 478 997 800"> <thead> <tr> <th data-bbox="272 478 634 638">Item</th> <th data-bbox="634 478 997 638">Minimum Quantity (nos.) supplied for each group in each FY</th> </tr> </thead> <tbody> <tr> <td data-bbox="272 638 634 680">Desktop PCs</td> <td data-bbox="634 638 997 680">500</td> </tr> <tr> <td data-bbox="272 680 634 722">Passbook Printer</td> <td data-bbox="634 680 997 722">100</td> </tr> <tr> <td data-bbox="272 722 634 764">Laser Printers:</td> <td data-bbox="634 722 997 764">100</td> </tr> <tr> <td data-bbox="272 764 634 800">Scanner</td> <td data-bbox="634 764 997 800">100</td> </tr> </tbody> </table> <p>Out of the above, 50 % orders should be from PSU Bank/Regional Rural Bank, PSU, Gov. Institution or Gov. Organization for each Items.</p>	Item	Minimum Quantity (nos.) supplied for each group in each FY	Desktop PCs	500	Passbook Printer	100	Laser Printers:	100	Scanner	100	<p>Related Purchase Order copies to be submitted along with Copies of invoices. Annexure III need to be submitted.</p>
Item	Minimum Quantity (nos.) supplied for each group in each FY											
Desktop PCs	500											
Passbook Printer	100											
Laser Printers:	100											
Scanner	100											
<b>8</b>	<p>Bidder should not have been blacklisted by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.</p>	<p>Self-declaration to this effect on Company letter head should be submitted.</p>										
<b>9</b>	<p>The vendor should be having adequate technical manpower to provide speedy &amp; quality service at all locations for purchases. There should be at least 2-3 technically competent support personnel available at the vendor's own office/ franchise Offices at each of the above 5 districts at the time of submission of bid.</p>	<p>Self-declaration to this effect on Company letter head should be submitted.</p>										
<b>10</b>	<p>Original Equipment Manufacturer (OEM) Vendor should have a valid ISO 9001/2015 Quality Certification for their Production facility.</p>	<p>Copies of valid ISO 9001/2015 Certificate on production facility of OEM vendor.</p>										
<b>11</b>	<p>The vendor should have Offices/Support Centers at all the 5(five) Regions viz Howrah, Hooghly, East Bardhaman, West Bardhaman and Suri (Annexure-IV) or at a place within a distance of 30 k.m. from the respective District</p>	<p>Details of Support Centers as per Annexure IV (Attach Letters from service partners, if applicable). Letter from the</p>										

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	<p>Head Quarter. In case the vendor do not have its own office at some of the above locations and wishes to provide support services through partner/ Franchisee at those locations, a letter from the partner/franchisee should be enclosed stating that they will be providing support services to Paschim Banga Gramin Bank branches/ offices for the purchases to be made. Such partner/franchisee must have their office in the aforesaid locations.</p>	<p>partner/franchisee should be enclosed stating that they will be providing support services to Paschim Banga Gramin Bank branches/ offices for purchases under this Rate Contract at particular centers.</p>
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The vendor should be willing to enter into Service Level Agreement with Paschim Banga Gramin Bank, guaranteeing 98% uptime and must be willing to offer Performance Bank Guarantee equivalent to 10% of the estimated order value.

**Documents to be submitted :( Each such document to be placed in separate envelop superscripting the content) Hard copy and soft copy in CD**

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

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

**All responses i.e. Pre-qualification, Technical and Commercial bid separately must reach the above address latest by 02:00 PM on or before 22/01/2021.**

**Response is to be submitted only in the prescribed format. The sealed envelope containing the response must be super scribed as “Application in response to the**

**Tender advertisement in website & Newspapers on 04-01-2021” and it should be dropped in the Tender Box placed inside the Bank premises.**

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

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

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

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

The Bank intends to purchase Desktops, Passbook Printers, LaserJet Printers and Scanners. The details of items and their required quantities are mentioned in Annexure – I. 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 in 5 districts of west Bengal state on Rate Contract basis. Bidders with unsatisfactory past record need not apply.

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

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

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

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

**TENDER DOCUMENT & FEE**

***Bank Details***

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

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

In case of bidders being an MSME under registration of any scheme of Ministry of MSME, they are exempted from the submission of EMD and the Tender Cost / Fee. A valid certificate in this regard issued by the Ministry of MSME has to be submitted.

Bids received without EMD for bidders not having valid NSIC registered documents for exemption will not be considered. Bids received without EMD for bidders not having valid registration documents for exemption will not be considered. However,

Performance Bank Guarantee has to be submitted by the bidder under any circumstance.

**\*Details given in Annexure I**

### **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. Bidder should be capable of providing all the equipments and services thereon for which they have submitted their bids.
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)
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.
4. Bank desires to procure Computer Hardware & Peripherals for the branches/offices under its various Zones; hence the selected bidder should work seamlessly throughout the Country.
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.
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.
7. Obtaining of the Road Permits, FORM 32, security forms etc. will be the sole responsibility of the successful bidder at its own cost.

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.
9. The Scope of Work also includes the scope provided under Other Terms & Conditions and instructions to the bidders in the RFP.
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/laptops/.
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.
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.
13. The bidder(s) has to submit an undertaking 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.
14. The validity of Rate Contract will be for one year from **01.02.2021 to 31.01.2022** which may be extended by the Bank on mutually agreed terms. Bidder shall

not quote products, whose End of sale/ End of Support / End of Life has been declared by the OEM as on RFP submission date.

15. Bidder to ensure that any equipment supplied as part of this RFP would not reach end of support or end of life for at least five (5) years postdate of acceptance of such equipment by the Bank. In the event if any equipment supplied by bidder, reaches either end of support or end of life as stipulated in this clause, within the period of five (5) years , Bidder shall immediately replace/upgrade the equipment at no additional cost to the Bank.

## **Terms and Conditions of the Request for Proposal:**

### **1. Introduction:**

**Paschim Banga Gramin** Bank (hereinafter referred to as 'the bank') is one of the leading Regional Rural Banks with 230 branches in rural areas across five districts viz. Howrah, Hooghly, Purba Bardhaman, Paschim Bardhaman and Birbhum. The Bank implemented **Core Banking Solution (CBS)** at the branches and has been automating all operations in the controlling offices/branches. Bank intends to purchase Computer Hardware & Peripheral items to pursue its computerization programme for which a Tender application is issued on Computer Hardware & Peripheral items (Annexure-I of Tender application) to be procured through this Rate Contract for a period valid up to **31-12-2021**. However, this requirement is indicative and may vary based upon actual requirement.

### **2. Rate Contract:**

The selected bidder(s) is/are required to keep the quoted price for Computer Hardware/ & Peripheral items fixed and constant for a period valid up to **31-01-2022** from the date of the contract. However, the selected bidder(s) must undertake to pass on the benefit of subsequent reduction in the price and or reduction in taxes, duties payable in this connection. The selected bidder(s) must execute a rate contract agreement with Bank for this purpose. However, Bank reserves the right to



extend/reduce the period of rate contract at its sole discretion. Any offer falling short of the validity period is liable for rejection.

### 3. Two Bid System:

Bank would follow Two Bid System i.e. Request for Proposal (RFP) – containing Technical Information & Request for Quote (RFQ) - containing Price Information. Technical phase would be completed first. Thereafter, Price Information (RFQ) would be only of the vendors qualified in Technical Evaluation. However, the RFP of only those vendors who will satisfy the pre-qualification (Eligibility) criteria will be evaluated. Only Technical Information duly sealed and superscripted 'Request for Proposal for Supply, Installation & Maintenance of Computer Hardware & Peripherals on Rate Contract' shall be submitted as per terms and conditions of this Request for Proposal (RFP). **No Price Information should be submitted with the Request for proposal**; else the offer will be rejected outright. A separate sealed Envelope quoting price bid should be submitted.

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

The Request for Proposal (RFP) should be complete in all respect and must contain all information asked for, **except prices**. The Technical Information should include all components asked for in **Annexure 4 (A-E)**.

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

### 4. Earnest Money Deposit:

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

Item	Particulars of the Items	EMD (in INR)
	Desktop PCs, Laser Printer, Scanner, Passbook Printer	Rs.300000/-

Non-submission of EMD will lead to rejection of the Offer. The EMD of unsuccessful bidders will be returned to them on completion of the procurement process. The successful bidder(s) are required to submit a Bank Guarantee to the tune of 10% of the Purchase Order in the form of Bank Guarantee under Rate Contract valid for 3 years issued by a schedule Bank, payable at Kolkata as Initial Security Deposit within 7 days of signing the rate contract. The EMD of the successful bidder(s) shall be returned on submission of Initial Security Deposit as Bank guarantee. **No interest shall be paid on the EMD.** If any of the bidders, who have been shortlisted for submitting RFQ (Price Information), withdraws themselves from the Rate Contract process, their EMD will be forfeited.

#### **5. Manufacturer's Authorization form:**

Vendors, other than the Original Equipment Manufacturers (OEM), must submit a letter of authority (Annexure – 2) from their representative of local manufacturers office that they have been authorized to quote on behalf of the manufacturer.

#### **6. Alternative offers:**

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

#### **7. Erasures or Alterations:**

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

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

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

subsequent to the closing date and time for submission of offers. In the event of withdrawal of the offer by successful bidders, the EMD will not be refunded by the Bank.

#### **9. Preliminary Scrutiny:**

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

#### **10. Clarification of Offers:**

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

#### **11. Technical Inspection and Performance Evaluation:**

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

#### **12. Verification:**

Bank reserves the right to verify any or all statements made by the vendor in the Bid document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job. The verification will be carried out before opening of the Commercial Bid. In case vendor's statements found to be false and/or vendor's facility found to be non-compliant with the requirement given in Tender application, the offer will be rejected forthwith.

### **13. Pre-shipment Inspection:**

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

### **14. No Commitment to Accept Lowest or Any Bid:**

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

### **15. Short-listing of Vendors:**

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

### **16. Award Criteria:**

The price of Computer Hardware/ Peripheral items will be evaluated as mentioned in Tender application, based on value of the estimated quantity of purchases during the period. Total cost of ownership (TCO) for 3 years of each item (as per specifications decided by the Bank at its sole discretion) would be the basis for evaluating the lowest Bidder(s).

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

Desktop PCs, Laser printers, Passbook Printer, Scanner.

The lowest Bidder (L1) will be determined based on the aggregate TCO of total quantity of each of the items.

Bank reserve the right to reject the claim of any vendor at its sole desecration.

### **17. Signing of Contract:**

The successful bidder(s) shall be required to enter into a contract with Bank, within 7 days of the award of the Bid or within such extended period as may be specified. The rate contract should remain valid for a period up to 31-07-2020 extendable / shortened at the discretion of the Bank. The Bank, however, reserves the right to enter into a parallel contract for the same items simultaneously or during the period of the rate contract with one or more suppliers. The Bank also reserves the right to place ad-hoc orders with one or more suppliers simultaneously or at any time during the period of rate contract for the above items.

### **18. Repeat Orders**

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

### **19. Locations to be covered:**

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

### **20. Delivery & Installation Period:**

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

i. **Delivery: 4 weeks**

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

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

### **21. Billing:**

The billing shall be done Department of Information Technology, Head Office. Billing address will be,

**General Manager - DIT,**

**Paschim Banga Gramin Bank, Department of Information Technology,**

**1st Floor, Head Office – Natabar Pal Road, Tikiapara, Howrah- 711 101**

## **22. Payment Terms:**

**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 at the respective sites, original octroi, receipt, waybill etc. In case installation is held up by the Bank for site non-readiness, the payment may be released after 30 days from delivery on production of Site Non-Readiness (SNR) certificate from the competent authority at the delivery site.

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

## **23. Completeness of the contract:**

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

## **24. Warranty:**

**The vendor must provide 3 years' on-site comprehensive warranty for all hardware and peripherals items to be supplied under this rate contract** covering all parts & labour from the date of acceptance of the systems by Bank at the respective locations or 37 months from the date of delivery of the systems whichever is later at the respective locations to the Bank i.e. on-site comprehensive warranty. Bank also reserves the right to enter into AMC either with the vendor or any other Service Provider at its sole discretion.

During the warranty the vendor will have to undertake comprehensive maintenance of the entire hardware, hardware components, systems software and accessories

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

#### **25. Penalty for downtime:**

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

#### **26. Repeated Failure:**

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

#### **27. Liquidated Damages for delayed supply:**

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

### **28. Order Cancellation (Termination):**

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

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

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

### **29. Indemnity to Bank:**

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

### **30. Guarantees:**



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

### **31. Publicity:**

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

### **32. Force Majeure:**

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

### **33. Resolution of Disputes:**

Bank and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank and the Vendor have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

### **34. CONFIDENTIALITY AND SECRECY**

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers, suppliers, or agents without the prior written consent of Bank.

The bidder/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.

Paschim Banga Gramin Bank

- The selected service provider acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, data, papers, statements, any business/customer information, trade secrets and process of the PASCHIM BANGA GRAMIN Bank relating to its business practices in connection with the performance of services under this Agreement or otherwise, is deemed by the PASCHIM BANGA GRAMIN Bank and shall be considered to be confidential and proprietary information ("Confidential Information"), solely of the PASCHIM BANGA GRAMIN Bank and shall not be used/disclosed to anybody in any manner except with the written consent of The PASCHIM BANGA GRAMIN Bank.
- The selected service provider shall ensure that the same is not used or permitted to be used in any manner incompatible or inconsistent with that authorized by the PASCHIM BANGA GRAMIN Bank. The Confidential Information will be safeguarded and the selected service provider will take all necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof.
- 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.

The successful Bidder is required to execute a Non-Disclosure Agreement to the bank as per bank's format before or at the time of execution of the Service Level Agreement.

**35. Jurisdiction:**

The jurisdiction of the courts shall be Kolkata only.

### **36. Price Bid:**

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

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

### **37. Cost & Currency:**

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

- a) Cost of the equipment
- b) Excise/Customs duty
- c) Insurance cover till installation & successful acceptance at site
- d) Freight & forwarding charges
- e) Charges for onsite installations
- f) 3 years on-site comprehensive warranty covering all parts & Labour starting from the date of installation & acceptance by the Bank at site

g) GST will be paid extra as per applicable rates. The Bank will not provide any 'C' form /way bill. However, Octroi/entry Tax, if any, will be reimbursed on production of original receipts.

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

### **38. SELECTION PROCESS**

Technically qualified and eligible as per eligibility criteria mentioned in the RFP with lowest quote based on Total Cost of Ownership (TCO) will be considered as successful bidder. If Bank receives a single bid for any item, the entire Rate Contract process will be cancelled.

### **39. REJECTION OF THE BID**

The Bid is liable to be rejected if:

- a.** The document doesn't bear signature of authorized person on each page signed and duly stamp.
- b.** It is received through E-mail.
- c.** It is received after expiry of the due date and time stipulated, or such extended time as stipulated by the Bank, for bid submission.
- d.** Incomplete Bids, including non-submission or non-furnishing of requisite documents including Integrity Pact/ Conditional Bids/ deviation of terms & conditions or scope of work/ 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.
- e.** Bidder should comply with all the points mentioned in the RFP. Noncompliance of any point will lead to rejection of the bid.
- f.** Any form of canvassing/lobbying/influence/query regarding short listing, status etc. will be a disqualification.

- g.** The bidder submits Incomplete Bids, including non-submission or non-furnishing of requisite documents / Conditional Bids / Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP).

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

SLN	Name of the document	Yes /No	Page No		Remarks
<u>1</u>	Tender Fee				
<u>2</u>	EMD ( In the form of Bank Draft, drawn in favour of Paschim Banga Gramin Bank, payable at Howrah/Kolkata)				
<u>3</u>	Manufacturer's Authorization Form as per Annexure 2				
<u>4</u>	Valid ISO 9001/2015 quality certification of Original Equipment Manufacturer for each product offered				
<u>5</u>	Technical Information with Specifications as given in Annexure 4 (A to E) complete with all				

	the columns filled in. This table should not contain any price information. (Soft copy of Annexure 4(A to E) should also be submitted)				
<u>6</u>	Warranty compliance statement in Annexure 3				
<u>7</u>	Technical Documentation (Product Brochures, leaflets, manuals etc.).				
<u>8</u>	Deviation Table as per Annexure 5				
<u>9</u>	Annexure VI				
<u>10</u>	Whether the bidders signed all Pages in the tender document				
<u>11</u>	Documents relating to service centres at four regions of the bank including service engineer information.				
<u>12</u>	Document of Annual Turnover				
<u>13</u>	Copy of GSTIN/ Service/ Income Tax Registration				

Signature: -  
Name of the Authorized signatory: -  
Designation: -  
Office Seal:-  
Date:-

### LIST OF ITEMS AND COST OF RFP

**Annexure-I**

Indicative Requirement (may vary based upon actual requirement)

Sl No	Particulars of the Items (Specifications as per Annexure)	Estimated Quantity	Cost of RFP (in Rs.) (Tender Document Fee)
1	Desktop	100	5,000/-

## Paschim Banga Gramin Bank

	Type 1: CPU, Key Board, Mouse , TFT Monitor and DVD RW	90	
	Type 2: CPU, Key Board, Mouse, TFT Monitor	10	
3	Laser Printer	50	2000/-
4	Pass Book Printer	60	2000/-
5	Scanners	60	2000/-

## Annexure – II

## Company Profile

Sl		Particulars
1	Name of Company	
2	Address	
3	Telephone No.	
4	Name of Directors/Partners/Proprietor	
5	Contact Person for all enquiries for this EOI	Name : Designation : Telephone No : Mobile No. : e-mail address :
6	Date of incorporation of the Company	
7	Date of commencement of Business	
8	Paid up Capital ( ` Lac) 31.03.18                      31.03.19                      31.03.20	
9	Free Reserve ( ` Lac) 31.03.18                      31.03.19                      31.03.20	



<b>10</b>	Net Profit ( ` Lac) 31.03.18                      31.03.19                      31.03.20	
<b>11</b>	Turn Over of the Company ( ` Lac) 31.03.18                      31.03.19                      31.03.20	
<b>12</b>	Sales Tax Number	
<b>13</b>	PAN Number	
<b>14</b>	Whether direct manufacturer of Hardware /Peripherals /System software dealer/reseller/channel partner	
<b>15</b>	Five Major Clients of Hardware/ Peripherals/System Software	

Signature of Authorized Representative (Name & Designation)  
Date

**Annexure III**  
**Details of latest Purchase order/(s) for Items**

Name of the Vendor

<b>Name of the Client</b>				
<b>Reference &amp; Date of Purchase Order</b>				
Computer Hardware Peripherals supplied	Items Supplied			
	Quantity			
	Value (`Lac)			
Passbook Printer	Items Supplied			
	Quantity			
	Value (`Lac)			
Laser Printer	Items Supplied			
	Quantity			
	Value (`Lac)			
Scanner	Items Supplied			
	Quantity			
	Value (`Lac)			

Client's Contact Person details, Name, Address, E mail id. Tel.No.				
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**(Enclose Documentary evidence of each of the Purchase Orders)**

Signature of Authorized Representative

(Name & Designation)

**Date**

**Annexure IV**

<b>Maintenance and Service support at each locations / Offices</b>					
<b>SI 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	Hooghly				
3	Purba Burdwan				
4	Paschim Burdwan				
5	Suri				

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

Signature of Authorized Representative  
(Name & Designation)

**Annexure – 1**

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

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

Dear Sir,

**Sub: Your RFP for Computer Hardware/Software & Peripherals on Rate Contract  
Ref No.**

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

## Paschim Banga Gramin Bank

Sl No.	Item	Description of Hardware	Make of the Item	Model No.	Part No

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

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

We enclose Demand Draft No. ....for Rs. .... (Rupees ..... only) favouring Bank issued by ..... Bank, Branch payable at Kolkata, towards Earnest Money Deposit

Yours faithfully,

Authorized Signatory

## Annexure – 2

### Manufacturer's Authorisation Form (MAF)

No. \_\_\_\_\_ dated \_\_\_\_\_

**The General Manager**  
**Paschim Banga Gramin Bank**

**Department of Information Technology**  
**Head Office**  
**Tikiapara, Chatterjee Para More, Natabar Pal Road,**  
**Howrah – 711 101**

Dear Sir,

**Subject: Supply & Installation of Computer Hardware/Software & Peripherals on Rate Contract**  
**Ref No. :**

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

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

Yours faithfully,

Authorized Signatories  
(Name & Designation)  
Date :

for and on behalf of M/s \_\_\_\_\_

(Name of manufactures)

Note:

1. This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.
2. Such MAF for all items offered for which the vendor is not an OEM, should be attached.

**Annexure - 3**  
**Warranty Compliance Statement**

Date :

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

Dear Sir,

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

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

Dated -----.

1. We warrant that everything to be supplied by us shall be brand new, free from all defects and faults in material, workmanship and manufacture and shall be of the highest grade and quality and consistent with the established standards for materials specification, drawings or samples if any, and shall operate properly. We shall be fully responsible for its efficient operation.

2. For the preventive and corrective maintenance support offered to you, both during the warranty and post warranty period we shall ensure that the downtime shall be as prescribed in the para 25 of the RFP. In case we fail to meet the above standards of maintenance, there will be a penalty as specified in para 26 of the RFP. These penalty charges will be deducted from the Performance guarantee and or security Deposit and or Earnest Money Deposit at the rate prescribed in RFP.

3. Further, during the downtime, we shall provide at our cost, hardware and system software so as to keep the system working.

Yours faithfully

Signature

(Name &amp; Designation)

Date:

**Annexure-5****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**



SL NO	Eligibility Criteria	Document to be submitted	Compliance Yes/No
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) (Annexure II need to be given). MSME Registration: valid registration certificate issued by NSIC (if applicable) and certificate date should not be expired.	
2	The Vendor should be Original Manufacturer of hardware and peripheral items Desktop, Laser Printer, Passbook Printer and scanner or Authorized Distributor, Channel Partner or Reseller of those items.	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 (As per Annexure – 2). MAF should include a clause that OEM will provide support services during warranty period if the bidder authorized by them fails to perform.	
3	The bidder should have posted net profit in at least	Audited Balance Sheets for last 3 years, i.e., 2017-18 &	

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	two years out of the last three financial years, i.e., 2017-18 & 2018-19 and 2019-20.	2018-19 and 2019-20.. And 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.											
<b>4</b>	The bidder should have positive Net Worth (capital + reserves – accumulated loss if any) in the last three Financial Year i.e. 2017-18 & 2018-19 and 2019-20.												
<b>5</b>	The bidder should have a minimum yearly turnover of Rs. 10 Crores to apply for Desktop, Rs. 5 Crores to apply for the remaining items, in the last three Financial Year i.e. 2017-18 & 2018-19 and 2019-20.												
<b>7</b>	<p>The bidder should have executed orders for each item in each of the last three financial years i.e. 2017-18 &amp; 2018-19 and 2019-20, not less than as under:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Minimum Quantity (nos.) supplied for each group in each FY</th> </tr> </thead> <tbody> <tr> <td>Desktop PCs</td> <td>500</td> </tr> <tr> <td>Passbook Printer</td> <td>100</td> </tr> <tr> <td>Laser Printers:</td> <td>100</td> </tr> <tr> <td>Scanner</td> <td>100</td> </tr> </tbody> </table> <p>Out of the above, 50 % orders should be from PSU</p>	Item	Minimum Quantity (nos.) supplied for each group in each FY	Desktop PCs	500	Passbook Printer	100	Laser Printers:	100	Scanner	100	<p>Related Purchase Order copies to be submitted along with Copies of invoices. Annexure III need to be submitted.</p>	
Item	Minimum Quantity (nos.) supplied for each group in each FY												
Desktop PCs	500												
Passbook Printer	100												
Laser Printers:	100												
Scanner	100												

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	Bank/Regional Rural Bank, PSU, Gov. Institution or Gov. Organization for each Items.		
<b>8</b>	Bidder should not have been blacklisted by any bank / institution in India. An undertaking to this effect must be submitted in their letter head.	Self-declaration to this effect on Company letter head should be submitted.	
<b>9</b>	The vendor should be having adequate technical manpower to provide speedy & quality service at all locations for purchases. There should be at least 2-3 technically competent support personnel available at the vendor's own office/ franchise Offices at each of the above 5 districts at the time of submission of bid.	Self-declaration to this effect on Company letter head should be submitted.	
<b>10</b>	Original Equipment Manufacturer (OEM) Vendor should have a valid ISO 9001/2015 Quality Certification for their Production facility.	Copies of valid ISO 9001/2015 Certificate on production facility of OEM vendor.	

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11	<p>The vendor should have Offices/Support Centers at all the 5(five) Regions viz Howrah, Hooghly, East Bardhaman, West Bardhaman and Suri (Annexure-IV) or at a place within a distance of 30 k.m. from the respective District Head Quarter. In case the vendor do not have its own office at some of the above locations and wishes to provide support services through partner/ Franchisee at those locations, a letter from the partner/franchisee should be enclosed stating that they will be providing support services to Paschim Banga Gramin Bank branches/ offices for the purchases to be made. Such partner/franchisee must have their office in the aforesaid locations.</p>	<p>Details of Support Centers as per Annexure IV (Attach Letters from service partners, if applicable). Letter from the partner/franchisee should be enclosed stating that they will be providing support services to Paschim Banga Gramin Bank branches/ offices for purchases under this Rate Contract at particular centers.</p>	
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**Annexure 4**  
**(Specification details in Annexure 4(A) to 4(E))**

**Annexure 4A****DESKTOP – TYPE II**

	Make	Bidder to specify		
	Model	Bidder to specify		
	Processor	Intel® Core™ i5-8600 (Min 1.6 GHz base frequency, 6 MB L3 cache) 8 <sup>th</sup> Generation or higher processor <b>OR</b> AMD Ryzen 5 5300U (2 GHz base frequency, 6 MB total cache) or higher processor.		
	MOTHER BOARD & CHIPSET	Intel Q270 or higher chipset/ equivalent AMD chipset as per Bank's technical specifications.		
	RAM	Minimum 8 GB DDR 3/4 1600 MHz or higher expandable up to 16 GB, 4 DIMM slots out of which at least 2 should be free		
	HD Drive	1 TB SATA III HDD, 7200 RPM or higher with Pre configuration 3 Partitions		
	Ports	Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front		

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		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.		
	ETHERNET INTERFACE	Integrated 10/100/1000BaseT Network Controller with Ethernet RJ-45 Port. Should confirm to IEEE 802.3 standards and should be CE Mark compliant.		
	FORM FACTOR	Small Form Factor (SFF)		
	Keyboard	104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty. The keyboard should support Rupee symbol of Indian standard.		
	Mouse	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	Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System. Recovery software to be dumped in the inerasable portion of the HDD. A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the CPU where it is preloaded.		

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	POWER SUPPLY	<p>Power Supply (SMPS) - 180 W or higher watt Power supply. Energy Star 6.0 or above</p> <p>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.</p> <p>Worldwide auto-sensing 100-240 VAC, 50-60 Hz energy-saving automatic power-down, surgetolerant, power supply supplying 19VDC should not exceed 65-watt</p>		
	QUALITY MANAGEMENT	<p>1. The production facility of the Original Equipment Manufacturer (OEM) should have ISO 9001 Certification.</p> <p>2. The Original Equipment Manufacturer (OEM) should also possess ISO 14001 Certification.</p> <p>Copies of relevant certificates to be attached.</p>		
	CERTIFICATION/REGULATORY STANDARDS	The bidder should submit FCC / UL / RoHS / BEE / BIS / QCI / EPR / EPEAT / Energy Star 5/6 compliant certifications.		
	DVD RW DRIVE	DVD+/- RW drive		

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	MONITOR	18.5" TFT (1024X768) / LED (1366X768) Color Monitor or higher with same make as CPU OEM TCO 6.0. certified/ Energy Star 5.2 or higher.		
	Direct Named OEM	The Manufacturer of the Desktop should be direct named OEM of Microsoft Corporation for preloading Microsoft products		
	Warranty & Support	3 Years comprehensive onsite warranty		
	BIOS	Flash BIOS, PASCHIM BANGA GRAMIN Logo to be incorporated in BIOS at OEM Factory. Further Bank Name & Logo should be embossed/Printed/Pasted with tamper proof stickers on CPU, Monitor and Keyboard.		
	Security	Kensington Slot on chassis for physically securing the chassis. Serial, Parallel & USB Interface Control, Power-On Password, Setup Password, Memory Change Alert Functionality with Pad Lock		
	Software & Components for Finacle Software Access.	Installation of software such Open Office, Bank related s/w dump etc. from the media provided by the Bank. IE 8 /IE 10 with full JVM and link web shall be loaded and configured as per requirement of		



		Finacle / other software application in the branches. Certified to preload Windows 10 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.		
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**DESKTOP TYPE -I**

SL No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Processor	Intel® Core™ i5-8600 (Min 1.6 GHz base frequency, 6 MB L3 cache) 8 <sup>th</sup> Generation or higher processor <b>OR</b> AMD Ryzen 5 5300U (2 GHz base frequency, 6 MB total cache) or higher processor.		
4	MOTHER BOARD & CHIPSET	Intel Q270 or higher chipset/ equivalent AMD chipset as per Bank's technical specifications.		

## Paschim Banga Gramin Bank

5	RAM	Minimum 4 GB DDR 3/4 1600 MHz or higher expandable up to 16 GB, 2 DIMM slots out of which at least 1 should be free		
6	Hard Disk	Minimum 500 GB SATA-III HDD, 7200 RPM or higher with Pre configuration 3 Partitions		
7	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		
8	Ethernet Interface	Integrated 10/100/1000BaseT Network Controller with Ethernet RJ-45 Port. Should confirm to IEEE 802.3 standards and should be CE Mark compliant.		
9	Form Factor	Small Form Factor (SFF)		
10	Keyboard	104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty. The keyboard should support Rupee symbol of Indian standard.		

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11	Mouse	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.		
12	Operating System (OS)	Windows 10, 64 / 32 bit along with media license and recovery DVD media or Disk Recovery System. Recovery software to be dumped in the inerasable portion of the HDD.  A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the CPU where it is preloaded.		
13	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, surgetolerant, power supply supplying 19VDC should not exceed 65-watt.		
14	Quality	1. The production facility of the		

## Paschim Banga Gramin Bank

	Management	Original Equipment Manufacturer (OEM) should have ISO 9001 Certification.  2. The Original Equipment Manufacturer (OEM) should also possess ISO 14001 Certification. Copies of relevant certificates to be attached.		
15	Certification/Regulatory Standards	The bidder should submit FCC / UL / RoHS / BEE / BIS / QCI / EPR / EPEAT / Energy Star 5/6 compliant certifications.		
16	TFT MONITOR	Minimum 18.5" TFT (1024X768) / LED (1366X768) Color Monitor or higher with same make as CPU OEM TCO 6.0. Certified / Energy Star 5.2 or higher.		
17	Direct Named OEM	The Manufacturer of the Desktop should be direct named OEM of Microsoft Corporation for preloading Microsoft products		
18	WARRANTY SUPPORT	3 Years comprehensive onsite warranty		

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19	BIOS	Flash BIOS, PBGB Logo to be incorporated in BIOS at OEM Factory. Further Bank Name & Logo should be embossed/Printed/Pasted with tamper proof stickers on CPU, Monitor and Keyboard.		
20	Security	Kensington Slot on chassis for physically securing the chassis. Serial, Parallel & USB Interface Control, Power-On Password, Setup Password, Memory Change Alert Functionality with Pad Lock		
21	Software & Components for Finacle Software Access.	Installation of software such Open Office, Biometric S/w, Bilingual S/W and Finacle related S/W dump etc. from the media provided by the Bank. IE 8 /IE 10 with full JVM and link web shall be loaded and configured as per requirement of Finacle / other software application in the branches. Certified to preload Windows 10 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.		

**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.**

**Annexure 4B****PASSBOOK PRINTER**

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify.		
2	Model	Bidder to specify.		
3	Type	24- PIN dot matrix		
4	Print head life	400 million dots or better.		
5	Printing Speed( min.)			
	a) H.S.D.	480 cps or better		
	b) Draft	300 cps or better		
	c) N.L.Q.	150 cps or better		
	d) L.Q.	100 cps or better		
6	Line Length	94 Columns or more @10cpi		
7	Line Pitch	6, 8 LPI incremental.		
8	Font	Draft, Sans serif, Roman, Italic, Bar code, OCR-A/B		
9	Pitch	10,12,15,16.6, 17.1 cpi or more		
10	Interface	IEEE 1284 Parallel and RS232 serial & USB 2.0		
11	Ribbon cartridge life	3.5 million character or more		

12	Emulation	Olivetti standard + IBM + Epson		
13	Noise level	< 55 dB		
14	Passbook handling	Vertical and Horizontal		
15	Power consumption			
	a) Standby	8 Watts.		
	b) Printing	120 Watts.		
16	Ink	Indelible Ink		
17	MTBF	Heavy Duty, Not less than 10000 hrs		
18	Compatibility	Must be configured		
	with software packages	as required for Paschim Banga Gramin Bank version of Finacle		
19	Compatibility with operating systems	Vista, Win7, Win8, Win10		
20	Warranty Period	3 years Comprehensive onsite warranty with all spare parts and comprehensive AMC for 4th & 5th year.		
21	Buffer Memory	32 KB or more.		
22	Certification	ISO 9001 & 14001		

**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.**

## Flatbed Scanner

Annexure 4D

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Scanner Type	Flatbed with Preview option, Single pass scanning at Maximum resolution in colour , feature of a' single button press' scanning, scan size upto A4		
4	Scan Technology	CCD/CIS		
5	Scanning speed	≤ 30 seconds per A4 size paper or better		
6	H/W based Resolution & colour bit depth	H/W enabled resolution of 4800 x 4800 dpi at 48 bit colour depth		
7	I/O Interface	USB 2.0 (USB powered)		
8	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		
9	Drivers	Windows XP, Vista, Windows 7, Win 8, Windows 10 and RHEL		
10	Warranty	OEM On-Site Warranty 3 Years with all spare parts.		
11	Certification	ISO Certified		
12	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.**



**Laser Printer****Annexure 4E**

Sl no	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Type	A4 All in one (Print, Scan, Copy), Monochrome Ink Tank		
4	Print Method	On-demand ink jet (piezoelectric)		
5	Nozzle Configuration	360 Nozzle Black		
6	Resolution	1440 dpi x 720 dpi		
7	Print Speed	34 ppm		
8	Double Side Printing	Manual		
9	Control Pannel	2 Line LCD		
10	Network Printing	Yes		
11	Interface	USB 2.0 & Ethernet 100BASE-TX / 10BASE-T		
12	Paper Feed	Friction Feed		
13	Paper Tray Capacity (Input/Output)	100 Sheets/ 30 Sheets (A4)		
14	Power Consumption	12W or less		
15	Energy Star Certified	Yes		
16	Ink Cartridges	Pigment Ink Bottle (Page Yield 6000*)		
17	Warranty	3 Years onsite with all spare parts.		
18	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 Bid Format****Annexure VI**

<b>SLN</b>	<b>Particular s of the Items</b>	<b>Make</b>	<b>Model</b>	<b>Unit Price (Excluding GST) with 3 years comprehensive warranty (A)</b>	<b>GST Amount (mention GST %) (B)</b>	<b>Total Cost including three years warranty and GST (C=A+B)</b>
1	Computer					
3	Pass Book Printer(PBP)					
4	Flatbed Scanner					
5	Laser Printer					
6	Total cost					

Signature of authorized person with seal

