



## **REQUEST FOR PROPOSAL (RFP)**

**FOR**

Rate approval, supply installation & maintenance of PCs, Laptops, Thin Client, Printers, Scanners, MS Office (Word, Excel, PowerPoint, Outlook) for Banks' branches

**ALLAHABAD UP GRAMIN BANK**  
**HEAD OFFICE, D.M.Colony,**  
**CIVIL LINES**  
**BANDA(UP) - 210 001**  
**Board No.: 05192-**  
**220109,221096**  
**Extn.239**  
**Fax: (05192) - 221463**

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Following terms are used in the document interchangeably to mean:

1. Bank/Banks means "Allahabad UP Gramin Bank"
2. RFP means this "RFP document"
3. Recipient, Respondent and Bidder means "Respondent to the RFP document".
4. OEMs means "Original Equipment Manufacturers"
5. Tender means RFP response documents prepared by the bidder and submitted to Bank.
6. Purchaser means "Bank".

**Bid Details**

1.	Date of commencement of	03/09/2013
2.	Last date and time for download	23/09/2013 16.00 Hrs.
3.	Last date and time for bid submission	From 24/09/2013 16.00 Hrs.
4.	Last date and time for submitting the technical supporting documents	24/09/2013 16.00 Hrs.
5.	Date and Time of Technical Bid Opening	24/09/2013 16.00 Hrs.
6.	Place of opening of Bids	Allahabad UP Gramin Bank, Data Centre, Shalimar Titanium Park, Block C Vibhuti Khand, Gomti Nagar Lucknow - 226010
7.	Address for communication	As above, Tel:(0522) 2728917 Fax: 0522-2728895
8.	Cost of RFP	Rs.5000/- (Five Thousand only)(Non-Refundable) in the form of Demand Draft in favor of Allahabad UP Gramin Bank, payable at Banda. The Draft should be submitted along with technical bid at the time of bid submission.
9.	EMD	The EMD amount has to be submitted in the form of Demand Draft or Bank Guarantee in favour of Allahabad UP Gramin Bank, payable at Banda. The EMD should be submitted with technical bid at the time of bid submission. The details of the EMD amount are provided in the clause Earnest Money Deposit under Project Details and Scope of Work. In case of unsuccessful bidder, EMD will be returned after completion of the bid process (without interest).
10.	Contact to Bidders	Interested Bidders are requested to send their e-mail to <b>gm.crpt.augb@gmail.com</b> or <b>augb_ho@rediffmail.com</b> containing following information, so that in case of any clarification, same may be issued to them: Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., e-mail address, Mobile No. etc.

**Note:**

1. Technical Bids & Financial Bid and supporting documents received will be opened in physical form .
2. All the technical supporting documents should be given in physical form only.

## **DISCLAIMER**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Allahabad U.P. Gramin Bank (Bank), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

**Bidder's Undertaking**

**The General Manager  
Allahabad UP Gramin Bank,  
Head Office  
D.M.Colony,Civil Lines,  
BANDA**

**Sir,**

**Reg: Undertaking of Authenticity for PCs, Laptops, Thin Clients, Printers, Scanners, MS Office Standard.**

**Ref: Our bid for supply, installation and maintenance of PCs, Laptops, Thin Client, Printers, Scanners, MS Office Standard.**

With reference to the above items being quoted by us vide your tender cited above. We hereby undertake that all the components / parts / assembly used in the above mentioned hardware items shall be original and new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly are being used or shall be used. Further the software system used will be authorized licensed.

In case of default/unable to comply with above at the time of delivery or during installation, for the IT Hardware / Software already billed, we agree to take back the supplied items without demur, if already supplied and return the money if any paid to us by you in this regard. We also undertake full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Date: \_\_\_\_\_ Place:

Yours faithfully,

Signature of Authorized Signatory  
Name of Signatory:  
Designation:  
Seal of Company

**The General Manager  
Allahabad UP Gramin Bank  
Head Office,  
BANDA**

**Sir,**

**Reg.: Our bid for PCs, Laptops, Thin Client, Printers, Scanners, MS Office Standard.**

**We submit our Bid Documents herewith.**

We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form with respective banks. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- You may accept or entrust the entire work to one Bidder or divide the work to more than one bidder without assigning any reason or giving any explanation whatsoever.
- Bidder means the vendor who is decided and declared so after examination of commercial bids.
- The names of successful bidder(s) to whom the contract is finally awarded after the completion of second stage (Commercial Bid), shall be displayed on the Notice Board of the purchaser at Allahabad UP Gramin Bank, Head Office, D.M.Colony, Civil Lines, BANDA-210001 and Data Centre, Shalimar Titanium, Corporate Park, Vibhuti Khand Gombi Nagar, Lucknow - 226010.

Date :

Place:

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company

## 1. INTRODUCTION

Allahabad UP Gramin Bank intends to prepare a panel of reputed vendors for supplying computer hardware, software and peripherals as well as for undertaking maintenance of its hardware, software and peripherals. Separate Empanelled Vendors Lists will be prepared for supply and for Maintenance of hardware, software and peripherals. Vendors desirous of being included in the Bank's panel of vendors and who are fulfilling the eligibility criteria mentioned below may apply in the prescribed form. Terms and conditions for empanelment are also given below.

This Request for Proposal document ("**RFP document**" or "**RFP**") has been prepared solely for the purpose of enabling the Bank to select supplier(s) for the following items:

- PCs,
- Laptops,
- Thin Clients
- Printers, Scanners,
- MS Office Lite.

The term "Bank" or "Banks" in this RFP is to be used for Allahabad UP Gramin Bank. This RFP is being issued on behalf of our bank.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and successful bidder as identified by the Bank after completion of the selection process.

This invitation of Bids is open to all Original Equipment Manufacturers (OEMs) of Desktop/Laptop/Server having presence in India or their Authorized Representative in India, provided firms fulfil the minimum qualification criteria as mentioned in bid document (Annexure-III). In case of authorized representative, a letter of authorization to this effect from OEM must be furnished. **Either the Indian agent on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for this tender. If an agent submits bid on behalf of the OEM, the same agent shall not submit a bid on behalf of another OEM .**

### 1.2 For Respondent Only

The RFP document is intended solely for the information of the party to whom it is issued ("the **Recipient**" or "the **Respondent**") i.e. Government Organization, PSU, limited Company and no other person or organization.

### 1.3 Confidentiality

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. 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 accepts that any such revised or amended document will be 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 or suppliers without the prior written consent of Bank for this RFP.

## **Project Details And Scope of Work**

### **2. Project Background**

Allahabad UP Gramin Bank is going to open approximately 100 new Branches in this financial year & will require sufficient no. of Computer hardware & peripherals as well as replacement of old & obsolete hardware , floating the RFP for rate contract for PCs, Laptops, Thin Client, Printers, Scanners, MS Office Standard .

The above items are as follows: Desktops, Thin Clients, Printers, Scanners , Laptops, MS Office (MS Word, MS Outlook, MS Power Point, MS Excel).

### **3. Requirement**

The Banks intend to select bidder/s to provide PCs, Laptops, , Printers, Scanners, & MS Office. The whole Operational area has been divided into Ten Regional Offices.

**Total tentative Requirement: The estimated tentative requirement of items for the year is as follows:**

- **The above requirements are indicative and may vary as per actual needs.**

<b>Sl. No.</b>	<b>Items Description</b>		<b>All Region Total</b>
1.	Desktop	Normal Desktop with i3 processor or higher with Windows 7/8 or higher	350
		Normal Desktop with AMD processor with Windows 7/8 or higher	
		Thin Client	



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3.	Pass Book Printers		150
4.	Scanners		150
5.	Laser Printers	Standalone Laser Printer(simplex Printing)	50
6.	Dot Matrix Printers		150

7	Monitor 18.5" LED/LCD		350
	Laptop with WINDOWS 7/8		25
8	MS Office (Word, Excel, Outlook, PPT)		150

**4. SCOPE OF WORK(Part of Agreement with bank)**

- i. To provide PCs, Laptops, Thin Clients, Printers, Scanners, MS Office (Word, Excel, PowerPoint, Outlook) , at different Regional Office,Branch/es identified by the bank.
- ii. Vendors may provide Linux, freeware, open office, adobe reader and other freeware softwares as per requirement of users at no extra cost.
- iii. Configuration will include IP Setting, browser settings for CBS, migration of data from old PC to new PC and configuration of add on devices such as printers, Scanners etc. The hardware vendor will also coordinate with Networking and application vendors and provide the necessary assistance for successful installation, integration and functioning of application.
- iv. Scope branches/Offices also includes, without any extra cost to the bank , to resolve OS related issues during warranty and AMC period, including installation / reinstallation of OS, all types of software installed/required to be installed in the Desktop, and laptops, Patches, bug fixes, (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware. Bidder has to install MS Office and software as per the requirement of bank. Bidder has to configure printer and scanner with desktop in network or as per requirements of bank. The driver installation, updating and other installation shall also be done for complete functioning of hardware items as per requirement of bank/s including backup /restoration of backed up data before formatting the machine, if required due to any reasons.
- v. For problem resolution like updating and Virus related issues the successful bidder has to co-ordinate and co-operate with the Anti- Virus vendor.

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- vi. The vendor/s will enter into a service level agreement with bank/s for the rate contract along with terms and conditions mentioned in the RFP for supply of various equipments as per models and specifications mentioned in the RFP. The rates will be valid for a period of ONE YEAR from the date of agreement, if not revised earlier.
- vii. During the contract period, bidders have to pass on the benefit of discount / reduction in prices/ Govt. duties, if any, to the Bank voluntarily. In case of failure, Bank reserves the right to terminate the rate contract with immediate effect.
- viii. Bank will have periodic review of technology. In case any of the models becomes obsolete, then Bank will consider the alternate model in consultation with the OEM. The Vendor will also provide the latest model available, if there is upward revision in the model offered, at no extra cost to Bank.
- ix. 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.
- x. Bidder shall provide comprehensive on-site **Three year** warranty for PCs, Printers, Scanners, MS Office and **three years** for Laptops.
- xi. All the parts of items would be covered under comprehensive warranty for all the categories of hardware & Software items. However, for the printers(all type of printers) and spares for all devices are covered under AMC except consumables and plastic parts (i.e. printer ribbon, toner, cartridges, printer head, band and stationary).If there is any gap between Bank's requirement and OEM warranty then it will be the responsibility of bidder to fill up the gap.
- xii. Bidder shall provide maintenance (preventive and corrective) service of all equipment/part of machines and arrange for spare parts for a minimum period of 6 years. Cost of parts shall be borne by the vendor/s.
- xiii. Comprehensive annual maintenance contract has to be entered with bank with approved vendor/s as per RFP terms without any exception. Bidder has to guarantee minimum uptime of 97% during warranty and AMC as per the terms and condition in the RFP and shall execute service level agreement for the same with the individual banks.
- xiv. The maintenance service under the warranty and AMC period shall be rendered from 9 AM to 6 PM except , the support will be provided 24X7 in all days of year.
- xv. Vendor shall attend the maintenance work within 24 hours in semi-urban and rural areas from the time of receipt of complaint. Penalty for delay will be computed @ 5% of the AMC for each day of default subject to a maximum of 50% of AMC amount of the hardware for the quarter. The penalty amount for the hardware will be recovered from the quarterly AMC payment by the bank. In case the downtime is to be more than 3 days, the vendor has to make immediate arrangement for standby system/item.
- xvi. For calculation of uptime, bank will consider business hours between 9AM to 6 PM except for S u n d a y .

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- xvii. Vendor will provide the configuration / specification report for the PCs, Laptops, Thin Client, Printers, Scanners, MS Office and present the printout of same along with installation report to the branch/office for their verification & signatures.
- xviii. Vendor has to undertake BIOS upgrade wherever the requirement is felt by the Bank.
- xix. Bidder should specify various infrastructure requirements which need to be provided for commissioning and smooth functioning of the equipment. This will include site requirements, power, cables, connectors, network cards, ports, UPS, environmental conditions, illumination, etc.

#### **4. COST OF BIDDING**

The Bidder shall bear all the costs associated with the preparation and submission of its bid, hereinafter referred to as the purchaser, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **5. BIDDING DOCUMENT**

The Bidder is expected to examine all instructions, forms, terms and conditions and technical 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 the rejection of its bid. Bidder should strictly submit the bid as per RFP failing which the bid will be rejected as non-responsive.

#### **7. AUTHENTICATION OF ERASURES/OVERWRITING ETC.**

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing the bid initial(s) them.

#### **8. AMENDMENT OF BIDDING DOCUMENTS**

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. All amendments shall be uploaded on the Bank's websites ([www.allahabadgraminbank.in](http://www.allahabadgraminbank.in)) and will be binding on all who are interested in bidding.

In order to provide prospective Bidders a reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

#### **9. CONTACTING THE PURCHASER**

Any effort by a bidder to influence the Purchaser in evaluation of the bid, bid comparison or contract award decision may result in the rejection of the Bidders' bid. Purchaser's decision will be final and without prejudice and will be binding on all parties.

#### **10. MODIFICATION AND WITHDRAWAL**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No

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bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

**11.PERIOD OF VALIDITY**

Bids shall remain valid for a period of **7 months** from the date of bid opening prescribed by the Purchaser. A bid valid for shorter period shall be rejected by the purchaser as non-responsive.

**12.DEADLINE FOR SUBMISSION OF BIDS**

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the specified time in the next working day. The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the correspondence/bid should be addressed to Bank at the following address:

**The Chief Manager**

Allahabad UP Gramin Bank  
Data Centre,  
Shalimar Titanium,Corporate Park,  
Vibhuti Khand  
Lucknow - 226 010

### **13. BID EARNEST MONEY**

Bidders have to submit the Bid Earnest Money in the form of Demand Draft/Bank Guarantee favouring ALLAHABAD UP GRAMIN BANK, payable at Banda. The bidder/s has to submit separate EMD amount for each cluster that they are bidding for. The EMD amount will be **Rs 2 Lacs**.

In case of unsuccessful bidder, EMD will be returned on completion of procurement process and no interest will be payable on EMD amount.

### **14. PERFORMANCE BANK GUARANTEE (PBG)**

Approved vendor/s shall submit the performance bank guarantee of 20% of total order value per cluster as per requirement finalized by bank at the time of signing of rate contract with respective vendor/s.

The performance bank guarantee would be valid up to 3 months post warranty period (e.g. 60 month warranty plus 3 months). Vendor will have to submit the PBG within 10 days after signing of rate contract with respective bank/s.

In case vendor fails to perform the contract, Bank shall invoke the Bank Performance Guarantee to recover penalty/damages. AUPGB shall return the EMD Money without interest to un-successful bidders on completion of rate approval process whereas EMD of successful bidder will be returned without interest on submission of the Performance Bank Guarantee to banks and after receiving of confirmation from banks.

### **15. PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS**

The purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The purchaser reserves the right to accept or reject any technology proposed by the vendor. The purchaser reserves the right to select more than one vendor keeping in view its large requirements.

### **16. RELIABILITY**

Since the equipment shall be installed at critical sites, the equipment so offered should be robust and reliable.

### **17. REVELATION OF PRICES**

The prices in any form or by any reasons should not be disclosed in the technical or other parts of the bid except in the commercial bid. Failure to do so will make the bid liable to be rejected.

## **18. CLARIFICATIONS OF BIDS**

To assist in the examination, evaluation and comparison of bids the purchaser may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

## **19. BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender will be submitted in two parts:

- Technical bid (Part-I)
- Commercial bid (Part-II)

**The bidders will have to submit technical bid (supporting documents) & Commercial bids in physical form only.**

### **a. TECHNICAL BID (Part I)**

The bidder will have to submit the Technical Bid in sealed envelopes, duly super scribing "RFP for supply, installation & maintenance of PCs, Laptops, Thin Client, Printers, Scanners, and MS Office ", "TECHNICAL BID"

TECHNICAL BID will also contain all the documents mentioned in the RFP. All the Annexure should be duly signed and sealed.

TECHNICAL BID will **NOT contain any pricing or commercial information at all**. Technical bid documents with any commercial information will be rejected.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Only those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed.

The bid shall contain no interlineations, erasures or over writing except as necessary to correct errors made by the Bidder, in which case such corrections shall be duly confirmed under signature/initials of the person(s) signing the bid.

### **b. COMMERCIAL BID(Part II)**

Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are responsive, will be opened.

## **20. SUBMISSION OF BIDS**

The bidders shall duly complete the formats of Technical Bid and Commercial Bid and the same will be submitted before time schedule.

**Bidders are required to submit the technical supporting documents as well as Commercial documents in physical form duly in separate sealed cover on or before date and time bid submission.**

## **21. LANGUAGE**

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and AUPGB, shall be written in English or Hindi.

## **22. OPENING OF BIDS**

All the bids will be opened at the date, time and locations mentioned in RFP (as per tender schedule). The technical bids will be opened in the presence of representatives of the bidders who choose to attend.

## **23. BID CURRENCY**

The Prices in the bid document shall be expressed in Indian Rupees only.

## **24. LATE BIDS**

Any bid received by the Purchaser after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder.

## **25. CONTENTS OF DOCUMENTS TO BE SUBMITTED Documents required in Technical Bid (Sealed Cover)**

Compliance of Technical specification of Banks' requirements as per technical specifications indicated as per **Annexure I**

Acceptance of the term and conditions as contained in **Annexure-II**  
Supporting documents in respect of minimum qualification criteria as per **Annexure-III**

Bidders Information as per format as per **Annexure IV.**

Acceptance of Compliance Statement **Annexure V.**

Service Support set up details as per **Annexure VI.**

Performance Statement as per **Annexure VII.**

OEM Letter as per **Annexure IX**

Document as per Checklist **Annexure X**

ISO Certification document.

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Audited balance sheet and profit & loss account statement for 2010-11, 2011-12 & 2012-13.

Any other document indicating the feature of the product.

Bid Earnest Money in the form of Demand Draft/Bank Guarantee. Please mention the company name at the back of DD.

- Copy of Board of Resolution for the authorized person.
- Bidder has to provide All India toll free/contact number for lodging the complaints and submit the escalation matrix chart.
- Commitment certificate for service support duly signed by the Company Secretary/Director of the company.

Unconditional Undertaking for acceptance of all terms and condition mentioned in the RFP document.

- Undertaking from Company Secretary/Director of the company certifying that all the components, parts, assembly etc used inside the company products / hardware is new and original.

**Note:** All pages of the bid documents must be signed by authorized person.  
All pages of the bid documents should be numbered in serial order i.e. 1, 2, 3...

**in Commercial Bid (Sealed Cover)**

- Commercial bids as per **Annexure-VIII**

**26. BID OPENING AND EVALUATION**

In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the specified time and place on next working day. Those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be declared technically qualified and will be eligible for commercial stage of evaluation. The Purchaser reserves the right to accept or reject any technology proposed by the bidder without assigning any reason thereof. Decision of the Purchaser in this regard shall be final and binding on the bidders.

**27. Technical Evaluation Process:**

The technical bids shall be evaluated by a committee of experts for the following:

- Compliance of Minimum eligibility criteria.
- Receipt of all/complete documents/information/undertakings etc.
- Compliance of technical specifications of the products quoted.
- Adherence to support set up requirements.

Bank may, if it deems necessary, ask for presentations of the bidder or site visits of their facilities to assess and satisfy itself on manufacturing/supply chain and



support capabilities of the bidders.

## **28. Country of Origin**

All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India.

For purposes of this clause, "origin" means the place where the goods are mined, grown, or manufactured or produced, or the place from which the related services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

### **Standards**

*The Products and/or System supplied under this Contract shall conform to the Industry standards and those mentioned in the TFS, and, when no applicable standard is mentioned, to the authoritative standards appropriate to the country of origin of products. Such standards shall be the latest issued by the institution concerned.*

## **29. Procedure for finalizing L1 Vendor:**

**The Bidders may quote for all the items required by the Bank.**

Evaluation will be done based on prices quoted as mentioned in commercial offer. **The final lowest bidder shall be short listed based on the basis of Cost of each hardware items separately. However L1 will be decided on the basis of net total of the price evaluation / normalisation as quoted in the Price**

## **30. PRELIMINARY EXAMINATION**

The Purchaser will examine the commercial bids to determine whether they are complete; whether any computational errors have been made; whether required information has been provided as underlined in the bid document; whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per the authorization form, shall be treated as non-responsive and will be out-rightly rejected. Arithmetic errors will be rectified on the following basis:

If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is discrepancy between words and figures, the amount in the words will prevail. The bid determined as not substantially responsive will be rejected by the purchaser.

### **31. SIGNING OF CONTRACT**

The successful bidder(s) shall be required to enter into a contract with bank after rate approval according to the terms and conditions of the RFP, within 30 days of the award of the tender on the basis of the Tender Document, the Tender Response of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work.

Approved vendor/s shall submit the performance bank guarantee of 20% of total order value as per requirement finalized by bank at the time of signing of rate contract with respective vendor/s.

The validity of the bank guarantee would be for 15 months from the date of issue of the bank guarantee. Individual Banks shall place order as per approved rate to approved vendor either centrally/Branch Office/ Regional Office as the case may be. Purchase order shall be based on SLA finalized with the vendor and circulated to all ROs.

#### **Delivery and Documents**

- 1 Delivery of the products/software shall be made by the Supplier in accordance with the system approved/ordered. The details of documents to be furnished by the Supplier are specified hereunder:
  - i. 3 Copies of Supplier's invoice showing contract number, products description, quantity, unit price and total amount;
  - ii. Delivery note or acknowledgement of receipt of products from the Consignee or in case of products from abroad, original and two copies of the negotiable, clean Airway Bill;
  - iii. 2 Copies of packing list identifying contents of each package;
  - iv. Insurance certificate;
  - v. Manufacturer's / Supplier's warranty certificate;
  - Vi Inspection certificate issued by the nominated inspection agency, if any, and the Supplier's factory inspection report and Quality Control Test Certificates,
  - vii. Certificate of origin.

The above documents shall be received by the Bank before arrival of products (except where it is handed over to the Consignee with all documents) and, if not received, the Supplier will be responsible for any consequent expenses.

### **32.PATENT RIGHTS**

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.

- i. 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.
- ii. 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 and court and legal fees.
- iii. 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.

### **33.GOVERNING LAW AND DISPUTES**

All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Banda.

The Bidder shall continue work under the contract during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. The venue of the arbitration shall be Banda.

### **34. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The supplier shall not, without the purchaser's prior written consent, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract.

### **35. ASSIGNMENT**

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

### **36. PREDISPATCH INSPECTION**

The bank or a govt. approved agency shall be free to carry out pre- dispatch inspection as and when required. The bidder shall make all necessary arrangement for this purpose. Bank will also conduct the random acceptance testing of select Desktops, Thin Clients etc. to ascertain their configuration and quality.

### **37. DELAY IN THE SUPPLIER'S PERFORMANCE**

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by purchaser. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

### **38. LIMITATION OF LIABILITY**

Vendor's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a. IP Infringement indemnity
- b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender. Vendor shall not be liable for any indirect, consequential, incidental or special damages under the agreement/ purchase order.

### **39. DETAILS OF LICENSES**

The Successful bidder must furnish a list of all the licenses, number of all the software supplied by the vendor, along with a COA (Certificate of authenticity) from respective OEMs. This must be submitted along with the invoices.

### **40. Manuals**

- 1 Before the products/system is/are taken over by the Bank, the Supplier shall supply technical/systems manuals for all hardware & software supplied and for all interfaces etc. Operation and maintenance manuals for all systems and applications systems covering at least the operations needed to start, run, the system during operational day, close, restore, archive, recover from failures, to be provided by the vendor. User manuals for all Bank Branches, for all modules to be provided for by the vendor. The manuals shall be in English or Hindi.

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2 Unless and otherwise agreed, the products and equipment shall not be considered to be completed for the purpose of taking over, until such manuals have been supplied to the Bank.

3 The Supplier shall provide one set of Design Manual, System Manual, User Manual and Security Manual for the Hardware, Application Software including documentary proof of certification of standards & materials with full warranty of the offered/deployed Desktop,Laptop,Thin Clients,Scanners,Printers etc. The Supplier shall also provide one Soft copy of each of the Manuals. Soft and Hard copy User manuals shall be provided, commensurate with number of installations of Products in the Bank.

4 Documentation should be comprehensive & include:

- ✍ Product Literature.
- ✍ Operating manuals.
- ✍ General Specifications.
- ✍ Certificate of confirming Standards issued by IBA/IDRBT/UIDAI/RBI/GOI etc.
- ✍ Operator Reference manuals for each operator task.
- ✍ Messages manuals.
- ✍ Documentation on troubleshooting, Help-Desk supports 24x7 hrs.

**For the System & Other Software, the following will apply:**

The Supplier shall provide complete and legal documentation of subsystems, **licensed operating systems, licensed system software, licensed utility software and other licensed software's**. The Supplier shall also provide licensed software for all software products, whether developed by it or acquired from others. The Supplier shall also indemnify the Bank against any levies/penalties on account of any default in this regard.

In case the primary vendor is coming with a software which is not his propriety software, then the primary vendor must submit evidence in the form of agreement he has entered into with the software vendor, which includes support from the software vendor for the proposed software for the full period required by the Bank.

**40.FORCE MAJEURE**

Notwithstanding the above provisions, the successful bidder shall not be liable for penalty or termination for default if and to the extent that it's 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 bidder and not involving the bidders' fault or negligence and not foreseeable. Such events may include, but are not restricted to, war or revolution and epidemics. If a force majeure situation arises, the bidder shall promptly notify the bank in writing of such condition and the cause thereof. Unless otherwise directed by the bank in writing, the bidder shall continue to perform its obligation under the contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the force majeure event.

**41.**Bank may scrap the whole tender process at any stage without stating any reasons.

## **42.Order Cancellation**

The bank reserves its right to cancel the order in the event of one or more of the following situations-

- I. Delay in delivery beyond the specified period of delivery.
- II. Delay in installation beyond 4 weeks from the date of delivery inspection.
- III. Serious discrepancy in hardware noticed during the Pre-dispatch factory inspection or subsequent testing evaluation
- IV. Any other reason.

In addition to the cancellation of the purchase order, the Bank reserves the right to claim the damages from the vendor.

**ANNEXURE-I**

**Technical specification:-**

<b>Dot Matrix Printer</b>		
S.No.	Parameter	Specification Required
1	Make	Must be specified
2	Model	Must be specified ,All relevant product brochure and manual must be submitted
3	Print Head	24 Pins
4	Print Modes & Direction	Draft,Highspeed Draft and LQ Bi directional Logic seek
5	Print attribute	Bold,Italic,Underline,Superscripting and subscripting
6	Print Speed	Draft Minimum 300 cps at 10cpi
7	Print width	136 columns or more
8	I/O Interface	Bi Directional Parallel,Additional Serial Port Interface or USB Port
9	Printer Head Life	> 200 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% duty cycle) or> 200 Million Dots per pin
10	Printer Ribbon Life	>Million Characters(10 CPI Draft Mode with 33% Print Density at 25% duty cycle)
11	MTBF	> 8000 POH (10 CPI Draft Mode with 33% Print Density at 25% duty cycle)
12	Noise Level	< 55 dba from 1 Meter Distance
13	Buffer Memory	Minimum 256 KB
14	Drivers	Window XP or 7/8 ,Windows server 2000, Windows Server 2008 or higher ( Both 32 & 64 bit ) windows 7/8,Linux RedHat
15	Certification	ISO 9001:2000 and ISO 14000 Certificate with current validity for OEM
<b>Pass Book Printer</b>		
S.No.	Parameter	Specification Required
1	Make	Must be specified
2	Model	Must be specified ,All relevant product brochure and manual must be submitted
3	Print Head	24 Pins
4	Print Modes & Direction	Draft & LQ Condensed ,Double H/W ,Graphics,Bit Image mode,Bidirectional Printing with logic seek
5	Print attribute	Bold,Italic,Underline,Superscripting and subscripting

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6	Print Speed	Draft Min. 360 cps at 10 cpi NLQ Min. 150cps at 10 cpi LQ Min 100 cps at 10 CPI
7	Charater Pitch	10,12,15,16.6,17.1
8	Line Pitch	6,8 lpi incremental
9	Print width	94 columns or more
9	I/O Interface	Standard RS 232 C Serial with additional Parallel or USB port
10	Printer Head Life	> 400 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% duty cycle) or> 400 Million Dots per pin
		Must have 3 years replacement Guarantee
11	Printer Ribbon Life	> 4Million Characters(10 CPI Draft Mode with 33% Print Density at 25% duty cycle)
12	Feature	Automatic Gap adjustment /Auto border/Auto alignment/Auto head cleaning
		To support both Document and pass book
		To support both Horizontal/Vertical pass book
13	MTBF	> 10000 POH (10 CPI Draft Mode with 33% Print Density at 25% duty cycle)
14	Noise Level	< 55 dba from 1 Meter Distance
15	Buffer Memory	Minimum 128 KB
16	Certification	ISO 9001:2000 and ISO 14000 Certificate with current validity for OEM
17	Ink	Should be indelible Inkto provide extra protection in draft printing
18	Drivers	Window XP or 7/8 ,Windows server 2000, Windows Server 2008 or higher ( Both 32 & 64 bit ) windows 7/8,Linux RedHat
<b>Mono Chrome Laser Printer</b>		
S.No.	Parameter	Specification Required
1	Make	Must be specified
2	Model	Must be specified ,All relevant product brochure and manual must be submitted
3	Print Speed	20 PPM or more (A4 pages@5% print average coverage at 600X600dpi)
4	Resolution	Normal printing at 600X600 dpi,best Quality printing at true 1200X1200 dpi or higher
5	First page out	Less than 8 second
6	Paper input feed tray capacity	250 sheet or more
7	Paper output tray capacity	Minimum 125 sheet
8	Paper Handling	Plain paper of A4 ,Letter,Executive,Legal,Envelopes of different size ,labels,Transparencies



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9	Processor speed	400 MHz or higher
10	Buffer Memory	32 MB or more
11	I/O interface	USB2.0/3.0
12	Noise Level	< 55 dba from 1 Meter Distance
13	Consumable yield in pages	Must be specified as number of A4 pages @ 5% print coverage at 600X600 dpi for seperately for starter (Economic)and Regular (Full) Toner & Drum (Or Toner cum drum ,as the case be )
14	Certification	Energy star compliant ISO 9001:2000 and ISO 14000 Certificate with current validity for OEM
15	Duty Cycle	> 15,000 pages per month (A4 pages @ 5% print coverage at 600X600 dpi)
16	Drivers	Window XP or 7/8 ,Windows server 2000, Windows Server 2008 or higher ( Both 32 & 64 bit ) windows 7/8,Linux RedHat
	<b>Scanners</b>	1.) Resolution in dpi: 600x600 Flatbed scanner, ADF, network,15ppm 2.) Resolution in dpi: 600x600 Flatbed scanner, duplex ADF,50ppm/100ipm 3.) Resolution in dpi: 1200x1200 Flatbed scanner with CCD technology
		please specify two models for each line item*
	<b>High speed Printers</b>	24 Pin, 136 col, 400cps@10cpi ,draft, parallel and USB
		24 Pin, 136 col, 550cps@10cpi , draft, parallel and USB
		please specify two models for each line item*
	<b>Standalone Laser Printer(simplex)</b>	1.) A4: 20ppm or above with USB port
		2.) A4:30 ppm or above with USB port and support for
		please specify two models for each line item*

**Desktop with i3 processor (All in one Desktop/VESA)**

1	Make and model	
2	Processor	Intel® Core™ i3 -3220 Processors(3.3 GHz, 3 MB cache) 3 <sup>rd</sup> generation or Higher
3	Mounting	Vertical/Horizontal/VESA (Bank's choice at the time of order placing)
4	Chipset	Intel 7 series Chipset or higher
5	Motherboard	OEM/ Intel Original
6	System Memory	1x2GB DDR3-1600MHz RAM upgradeable up to 8 GB or more with minimum 4 DIMM slots MHzDDR3 RAM
7	HDD	500GB or higher SATA HDD with three partitions
8	Ports	5/6 USB 2.0 VGA, Speaker, Microphone, 1 serial, 1 parallel convertor with converter / inbuilt.
9	Graphics	Intel HD Graphics
10	Audio	Integrated Audio Controller

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11	Monitor	Non touch screen size 18.5" or higher OEM color monitor asset controlled. Energy Star 5.0 /TCO 05 or higher for entire system.
12	Keyboard	Mechanical Keyboard with
13	Mouse	Optical USB Mouse
14	BIOS	Flash Bios
15	Ethernet Port	Embedded Auto Sensing gigabit LAN with WOL & PXE
16	Recovery and back up S/w	Bundled S/w for Data Recovery

17	Operating System	Microsoft Windows 7/8 Professional or higher (as applicable) preinstalled.
18	Components for Finacle/other software access	IE 8.0 or higher with full JVM and link web shall be loaded and configured as requirement of Finacle/other software application in the branches.
19	Security	Kensington slot on chassis for physically securing the chassis. Serial & USB Interface Control, Power -On Password, Setup Password, Memory Change Alert functionality
20	Manageability	Manageability features like Asset tracking (BIOS, HDD, Memory, O/S Information, BIOS, Serial Number, Model and Manufacturer).
21	Compliance	OEM 9001:2008
22	Certificate	Desktop: Windows OS Certified, DMI 2.0 Compliant, Energy Star 5.0 –UL,FCC & ROHS
		ERTL/ETDC compliances at par will be accepted.
		Equivalent Indian certifications will also be accepted.
		Certificate of Authenticity of Windows should be supplied, which should mention OEM name.
		Certificate of Authenticity of Windows should be supplied, which should mention OEM name.

**Normal/ Traditional Desktop**

1	Processor	Intel® Core™ i3-3220 Processors(3.0 GHz, 3 MB cache) 3 <sup>rd</sup> generation or Higher / AMD A8 5500 processor(3.2 GHz, 4 MB cache) or higher
2	Chipset	Intel/ AMD Chipset
3	Motherboard	OEM motherboard
4	System Memory	1x2GB DDR3-1600MHz RAM upgradeable up to 8 GB or more with minimum 4 DIMM slots
5	HDD	500 GB or higher SATA HDD with three partitions
6	DVD	DVD RW Drive
7	Ports	1 serial,1 parallel, 6 USB 2.0 with at least 2 in front, VGA, Speaker, Microphone

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8	Graphics	Intel HD Graphics/HD 7000 Series
9	Audio	Integrated Audio Controller
10	Monitor	18.5 Or higher "TFT OEM color monitor asset controlled/ Energy Star 5.0 /TCO 05 or higher.
11	Keyboard	Mechanical Keyboard
12	Mouse	Optical USB Mouse
13	BIOS	Flash Bios
14	Ethernet Port	Embedded Auto Sensing gigabit LAN with WOL & PXE
15	Recovery and back up S/w	Bundled S/w for Data Recovery
16	Operating System	Microsoft Windows 7/8 Professional or higher reinstalled.
17	Components for Finacle/other software	IE 8.0 or higher with full JVM and link web shall be loaded and configured as requirement of
18	Security	Kensington slot on chassis for physically securing the chassis. Serial & USB Interface Control, Power -On
19	Manageability	Manageability features like Asset tracking (BIOS, HDD, Memory, O/S Information, BIOS, Serial
20	Compliance	OEM 9001:2008
		Desktop: Windows OS Certified, DMI 2.0 Compliant, Energy Star 5.0 –UL,FCC & ROHS
		ERTL/ETDC compliances at par will be accepted.
		Equivalent Indian certifications will also be accepted.
21	Certificate	Certificate of Authenticity of Windows should be supplied, which should mention OEM name.

<b>Technical Specification of Normal Laptop with WINDOWS 7/8</b>		
	Make/Model	
1	System weight	Maximum 2.5 kgs including battery
2	Motherboard technology	Intel chipset based OEM motherboard
3	Chipset	Intel 7-Series 3rd Generation chipset or higher
4	Processor conduct	Intel Core i5 – 2430M Processor [2.53 GHz] with 3MB L3 Cache or higher
5	LAN	Intel Integrated 10/100/1000 Mbps port
6	Storage	500 GB HDD or higher SMART SATA (5400 rpm) HDD with three partitions
7	CD/DVD	DVD RW drive
8	Memory	4 GB DDR3 RAM expandable up to 8 GB
9	Flash Bios	Plug and play
10	Display/Resolution	14" WXGA
11	MS Office	Vendor will load MS Office Professional or any other version as per requirement of bank. Media/License to be arranged by the bank.
12	Thermal	Surface Temperature of the laptop should not exceed 8° C beyond the ambient temperature while operational
13	Certifications	Energy Star 5.0 Certified, RoHS Compliant
14	Multimedia	Integrated Multimedia capabilities with Speaker, Mic (combo) and Webcam 1.3 mp/HD or higher+
15	Ports	3 or more USB [or 2 USB Ports and 1 HDMI/Mini DP port], 1 VGA port for presentation with projector and Accessory battery connector.
16	Input devices	Ergonomically designed Internet Keyboard and integrated touchpad
17	Software	Acrobat reader (latest version Freeware)
18	AntiVirus	Preinstalled & Norton/McAfee/e-trust & other software, Software latest Version with 3 years
19	MS Office	Vendor will load MS Office Professional or any other version as per requirement of bank. Media/License to be arranged by the bank.
22	Battery	6 cells battery with minimum 4 hours backup or Higher.
23	Wireless	WLAN and Bluetooth compliant.
24	OS	Microsoft Windows 7/8 Professional or higher (as applicable) preinstalled.
25	Certifications	Energy Star 5.0 Certified, RoHS Compliant, ISO 9001,ISO 14001
26	Warranty and AMC	Comprehensive on-site warranty of 36 months from the date of installation. And AMC for 2 years i.e.2 years Post-Warranty.
27	Laptop Bag	OEM Laptop bag

**Technical Specification of Laptop with WINDOWS 7/8**

1	Motherboard technology	Intel/OEM motherboard
2	Chipset	Intel 7-Series chipset or higher.
3	Processor	Intel Core i5 – 2540M Processor [2.6 GHz] with 3MB L3 Cache or higher
4	LAN	Intel Integrated 10/100/1000 Mbps port
5	Memory	4 GB DDR3 RAM expandable up to 8 GB
6	Flash Bios	Plug and play
7	Display/Resolution	14” [Plus or minus 1"] LED-backlit Display
8	Graphics	Min 1 GB or above Dedicated/ Shared video memory.
9	HDD with recovery CD/DVD	500 GB HDD or higher SMART SATA (5400 rpm) HDD with three partitions
10	Optical drive	DVD RW drive
11	Battery	6 cells battery with minimum 4 hours backup or higher
12	Wireless Connectivity	WLAN and Bluetooth compliant
13	Multimedia	Integrated Multimedia capabilities with Speaker and Mic.
14	Webcam	Integrated Webcam-1.3 MP/HD or higher.
15	System weight	Maximum 2.5 KGs including battery or lower
16	I/O Ports	3 USB(Universal Serial Bus) 1VGA,1HDMI,1RJ45 Jack,1 DC-in Jack.1 Mic-in,1 Headphone-out Jack.
17	3G Card Slot	Inbuilt 3G Card Slot
18	Input devices	Ergonomically designed Keyboard and integrated touchpad
19	OS	Microsoft Windows 7/8 Professional or higher (as applicable) preinstalled.
20	TPM chip	For enabling Bit locker facility in Window.
	Fingerprint reader	Optical
21	Software	Acrobat reader (latest version Freeware)
22		Vendor will load latest version of Symantec software/Commercially available . License will be arranged by the bank.
23	Certifications	Energy Star 5.0 Certified, RoHS Compliant, ISO 9001,ISO 14001
24	Warranty and AMC	Comprehensive on-site warranty of 36 months from the date of installation. And AMC for 2 years i.e.2 years Post-Warranty.
25	Laptop Bag	OEM Laptop bag

<b>Microsoft -office lite specifications</b>		
1	MS Office	MS Office(MS Word, MS Outlook, MS Power Point, MS Excel)
<b>SPECIFICATIONS</b>		
1		Norton
		Symantec
		McAfee
		Quick heal
		Pre-installed e-trust
		(Please specify , any other )

\* Bidders should quote for two make/models for all the printers and scanners under each line item. Bank will be free to choose any of the models depending upon its requirement at the approved rates. All the printers/scanners should be USB based.

**ANNEXURE-II**

**TERMS AND CONDITIONS**

**1. ACCEPTANCE/ CANCELLATION OF ORDER:-**

If the vendor fails to deliver and/ or install the equipment within the stipulated time schedule or the extended date communicated by the Bank, it will be a breach of contract. Bank reserves its right to cancel the order in the event of delay in delivery/ installation/ commissioning of equipments.

**2. TAXES**

The prices are inclusive of all charges, Taxes, Statutory levies etc. except Sales Tax/VAT, Octroi/Entry Tax/ **Service Tax** which will be paid on actual basis. The Excise/Custom duty will however have to be mentioned separately in the invoice and the bank may set off the applicable Excise/Customs duty against the Duty Free Scrip for which bank is eligible under chapter 3 of Foreign Trade Policy.

**3. ACCEPTANCE TEST**

The system is subject to an Acceptance test. Vendor has to arrange acceptance test at the time of installation.

**4. PAYMENT**

There would be no provision for advance payment against purchase order. 80% on Delivery and 20% on successful Installation and after running the system for 90 days.

In case installation of equipment is delayed due to Bank and the delay is more than 15 days then payment will be made as under:-

- 80% on delivery of equipment
- 20% on successful Installation.

**5. DELIVERY PERIOD:**

Desktop, Thin client, Laptop, MS Office, , servers, printers and scanners are to be delivered and installed within 6 weeks, from the date of purchase order. The date on which the complete system is delivered will be taken as the date of delivery. In case of part delivery of the system, the date of last items delivered will be taken as the date of delivery. If the bidder fails to deliver any or all goods or perform services within stipulated time schedule, the purchaser shall, without prejudice to its other remedies under the rate contract, deduct penalty at the rate of 1% of the order value of undelivered equipment / system for per week of delay, as late delivery charges until actual delivery of the equipment subject to a maximum of 10%. The Penalty will be charged on order value for the items for which delivery is delayed. For this purpose, delivery means delivery of all the ordered equipment including interface cables at the site along with the set of document/CDs on

operational use of the equipment, one set of cartridge tapes/CD ROM containing the original system software and all the relevant documentation of the system add on utilities as specified in the orders.

## **6. INSURANCE**

Bidder will get the Insurance cover, for all risk, up to the delivery and Installation of the system. The cost of the same will be borne by the bidder. Bidder has to submit a copy of the bills so that the Bank may get a new insurance cover after stipulated delivery period of the system, in case installation is delayed due to Bank.

1 The insurance shall be in an amount equal to 110 percent of the value of the Products from “Warehouse to final destination” on “All Risks” basis including War Risks and Strikes, valid for a period not less than 3 months after installation and commissioning and issue of acceptance certificate by the Bank.

2 Should any loss or damage occur, the Supplier shall –

- a. initiate and pursue claim till settlement, and,
- b. promptly make arrangements for repair and/or replacement of any damaged item/s irrespective of settlement of claim by the underwriters.

## **7. WARRANTY:**

Bidder shall provide comprehensive on-site Three year warranty for PCs, Printers, Scanners, MS Office and three years for Laptops (including battery and adapter), from the date of complete installation of ordered system/s.

The bidder shall be fully responsible for the warranty for all equipments, accessories, spare parts etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or bidder any defect that may develop under normal use of supplied equipment during warranty period.

Warranty should not become void if the purchaser buys any other USB based peripherals hardware from third party and installs it. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:-

- a) The equipment should be attended within Twenty four hours of receipt of complaint (Excluding travelling time).In case the downtime is to be more than 3 days; the vendor has to make immediate arrangement for standby system/item. The replaced equipment should be installed, so that normal job of the purchaser may not hamper.
- b) Warranty would cover updates/maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware.
- c) The bidder will obtain written acknowledgement from purchaser after



completion of warranty period for successful sign off of warranty period.

- d) In case of repetitive hardware failure (two or three times in a quarter) it shall be replaced by equivalent new equipment by bidder at no extra cost to Bank.

Providing of all deliverables, under the rate contract shall be the sole responsibility of the approved vendor/s. Bank will not be responsible for any delays/violation from third party OEMs.

## **8. ANNUAL MAINTENANCE CONTRACT:**

Bidder shall provide maintenance (Preventive and corrective) service of all equipments / part of machines and arrange for spare parts for a minimum period of 2 years post warranty for all items. AMC rate will be 5% of the hardware cost. AMC for particular item will be awarded annually.

AMC charges will not be paid in advance and will be paid on quarterly basis, on completion of the particular quarter. The scope of AMC will be same as warranty clause. In case vendor not provides satisfactory AMC bank have the option to deduct the penalty as mentioned in scope of work .

## **9. PENALTIES**

### **➤ SYSTEM UP TIME**

Bidder has to guarantee minimum uptime of 97% during warranty and AMC to be calculated quarterly. For calculation of uptime bank will consider business hours between 9 am to 6 pm except . For s, the calculation will be based on 24X7 in all days of year. It will be calculated on quarterly basis. Bank will charge penalty in case of not meeting the uptime requirements. For every fall of 1% up-time, charges will be deducted @ 10% of the AMC subject to a maximum of 50% of AMC amount of the hardware for the quarter. For this purpose, total elapse time between receiving the breakdown message (over telephone or otherwise) in and making the system functional or providing a standby machine will be treated as downtime.

If system is down for more than 4 hours in metro or urban areas and 24 hours in rural and semi urban areas it will be deemed to be down for 1 day.

### **➤ SERVICES**

If the bidder fails to perform services within stipulated time schedule, the purchaser shall, without prejudice to its other remedies under the rate contract, deduct penalty at the rate of 2% of the AMC for each day of default subject to a maximum of 50% of AMC amount of the hardware for the quarter. The penalty amount for the hardware will be recovered from the quarterly AMC payment by the bank.

## **12. OBTAINING REQUISITE FORMS LIKE FORM 32 ETC.**

Requisite form, Like 32, will be the sole responsibility of the bidder. However, Bank will sign the forms as per the requirement from the bidder. For obtaining the requisite form the bidder will provide the necessary documents i.e. Performa invoice etc.

13. The Vendors shall adhere to the terms of this RFP and shall not deviate from the same. The Bank reserves its right to not accept such deviations to the Tender terms
14. The Bank at its discretion may split the order at 60% (approximate) to L-1 vendor and 40% (approximate) to L-2 vendor provided the L-2 vendor agrees to supply the machines at the same rates as quoted by L-1 vendor. However, if the L-2 vendor does not agree to the above condition or not interested, Bank at its discretion may give 40% to L-3 vendor provided the vendor agrees to supply the machines at the same rates as quoted by L-1 vendor. The decision of splitting as above will be at the sole discretion of the Bank, and the Bank may or may not implement the splitting.
15. Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Banda, India only.

**ANNEXURE-III**

**PRE QUALIFICATION FOR BIDDERS for PCs, Laptops, Thin Clients ,  
Printers, Scanners, MS Office**

The minimum qualification criteria for the bidders, is as under: -

<b>Pre-Qualification Criteria</b>	<b>Compliance (Yes/No)</b>	<b>Detail of proof Attached</b>
i. The bidder should be either Original Equipment Manufacturer (OEM) or one of their authorized representatives in India. In case of authorized representative, a letter of authorization to this effect from OEM must be furnished in accordance with the format provided in Annexure IX.		
ii. The bidder should have supplied computer hardware's during the last accounting in at least three banks.		
iii. The turnover of the bidder should be minimum Rs. 10 Crore in the last accounting year for computer hardware.		
iv. The bidder should have positive Net worth company for at least last two accounting years i.e. 2011-12 & 2012-13. Minimum Net worth should be 1 crore.		
v. Only OEM's or their Principal agents itself can submit bid but both cannot bid simultaneously. The OEM/Principal Agent must be engaged in manufacturing /supply of PCs, Laptops, Thin Clients, Entry Level Server, Printers, Scanners, MS Office for at least last two years in India.		
vi. Bidders may certified that they have not been blacklisted by any public sector banks.		

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vii. The bidder should have presence in the Regions		
viii. The bidder should have support offices/ Support Centers with necessary support infrastructure for maintenance of PCs, Laptops Thin Clients, Printers, Scanners, at Regional Office level. The bidder shall submit the complete list of such support Offices/ Support Centers		

**Signature**  
**Seal of Company**

**Annexure-IV**

**Bidders Information**

Name:

Constitution:

Address:

Names & Addresses of the Partners if applicable

Contact Person(s)

Telephone, Fax, e-mail

Number of years of experience in business of the product for which the bidder is bidding \_\_\_\_\_

Please give brief financial particulars of your firm for the last 3 years along with the volume of business handled.

*(The information will be kept confidential)*

Year	2010-11	2011-12	2012-13
Net Profit			
Total Turnover			
Revenue earned			

Please provide information along with true copy of ISO certificate.

**Signature:**

**Seal of company**

**ANNEXURE-V**

**COMPLIANCE STATEMENT**

**DECLARATION**

**All Terms and Conditions including scope of work except technical specifications**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of bids.

**Signature:**

**Seal of company**

**ANNEXURE-VI**

**SERVICE SUPPORT DETAILS**

Sr. No.	Location			Status of Office working days & hours	No. of Maintenance Engineers	Volume of min. stock of spares available at all time
	District	Office Telephone Number	Name of contact Person with contact number			

Please provide above details as per clause mentioned in RFP, i.e support centers available at the district level. There should be at least 1 support engineer for 30-40 branches of banks to provide support to branches. Written proof/ commitment should be furnished.

**Signature**

**Seal of Company**

**ANNEXURE-VII**

**PROFORMA FOR PERFORMANCE  
STATEMENT (FOR A PERIOD OF LAST  
3YEARS)**

**NAME OF BID**

**NAME OF FIRM**

Order Placed by (Full Address of Purchaser)	Order No. and Date	Description and Quantity of ordered Equipment	Value of Order	Date of Completion		Remark (reason for late delivery)	Performance of equipment (Attach certificate from customer)
				As per contract	Actual		

**Signature  
Seal of Company**



**ANNEXURE-VIII**

**COMMERCIAL OFFER**

**TABLE FOR DECIDING L-1 BIDDER FOR Desktop & Peripherals**

Items	Items Description		Make/Model	Unit Rate (INR)(b)
1	Desktop	All in one Desktop with i3 processor with Windows 7 or higher		
		Normal Desktop with i3 processor with Windows 7 or higher		
		Normal Desktop with AMD processor with Windows 7 or higher		
3	Dot Matrix Printers	1) 24 pin 80 col, 225cps@ 10 cpi	Model1	
			Model2	
		2) 24 pin 136 col, 300cps@10 cpi	Model1	
			Model2	
4	High speed Printers	24 Pin, 136 col, 400cps@10 cpi	Model1	
			Model2	
		24 Pin, 136 col,	Model1	

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		<b>550cps@10 cpi</b>	<b>Model2</b>	
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			<b>Model2</b>	
<b>6</b>	<b>Pass Book Printers</b>	<b>24 Pin, 94 col, 300 cps or above</b>	<b>Model1</b>	
			<b>Model2</b>	
<b>7</b>	<b>Standalone Laser Printer(simplex Printing)</b>	<b>1.) A4: 20ppm or above</b>	<b>Model1</b>	
			<b>Model2</b>	
		<b>2.)A4:30 ppm or above</b>	<b>Model1</b>	
			<b>Model2</b>	

<b>10</b>	<b>Scanners</b>	<b>1.)Flatbed scanner (A4 size)with Resolution in dpi: 600x600 with ADF,netwo -rk</b>	<b>Model1</b>	
			<b>Model2</b>	
		<b>2.)Flatbed scanner (A4 size)with Resolution in dpi: 600x600 with duplex ADF</b>	<b>Model1</b>	
			<b>Model2</b>	

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		<b>3.)Flatbed scanner (A4 size with ADF facility) with Resolution in dpi: 1200x1200</b>	<b>Model1</b>	
			<b>Model2</b>	
<b>11</b>	<b>Monitor (18.5")</b>			
<b>12</b>	<b>Web cam 5MP with microphone</b>			
<b>13</b>	<b>MS Office</b>			
<b>GRAND TOTAL</b>				

**Note:**

- 1. Bidders must quote for all the items required by the bank . If the rate of any of the items is not quoted, Bid will not be considered for that particular item.**
- 2. Please incorporate the item in commercial proposal strictly as per Technical offer only.**
- 3. Multiplication Factor is not indicative of any estimated/ tentative quantity to be purchased by the Bank.**
- 4. Commercial bids should be submitted in separate envelop.**
- 5. Bidder must mention two make/model for printer and scanner for which price remain same.**
- 6. Bank may place order for any Make / Model of Hardware and software.**

**Signature  
Seal of Company**

**Annexure-IX**

**The General Manager  
Allahabad UP Gramin Bank,  
Head Office  
D.M.Colony,Civil Lines,  
BANDA**

**Sir,**

**Reg.: Bid submitted by our Supplier for RFP for PCs, Laptops, , Printers,  
Scanners, MS Office .**

With reference to PCs, Laptops, Printers and Scanners of our company make, being quoted by our supplier, vide your tender cited above, we undertake as under:-

We (system OEM name) take full responsibility of both Parts & Service SLA as per the content of this RFP, even if there is any defect by our authorized Supplier / Service Centre / Reseller / SI etc.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Yours faithfully,

Signature of Authorized Signatory

Name of Signatory:

Designation:

Seal of Company:

**Check List**

**Technical Bids**

Sl. No.	Documents	Attached in Bid (Yes/No)	Page No	
			From	To
1	Technical Offer indicating compliance to the Bank's requirements as per Technical specifications - <b>Annexure I</b>			
2	Acceptance of the terms and conditions as contained in <b>Annexure II</b>			
3	Supporting documents in respect of minimum qualification criteria as per <b>Annexure III</b>			
4	Bidders Information as per format as per <b>Annexure IV</b>			
5	Compliance Statement- <b>Annexure-V</b>			
6	Service Support Details as per <b>Annexure VI</b>			
7	Performance Statement as per <b>Annexure VII</b>			
8	OEM letter as per <b>Annexure-IX</b>			
	Bid Earnest Money in the form of Demand Draft/Bank Guarantee			
9	Any other document indicating the feature of the product			
10	ISO Certification document			
11	Undertaking from authorized signatory certifying that all the components, parts, assembly etc used inside the company products / Hardware are new and original.			
12	Power of attorney			
13	Last four years audited balanced sheet and profit and loss account statement.			

**Commercial bids**

Sl. No.	Documents	Attach in Bid (Yes/No)	Page No	
			From	To
1.	Commercial bids as per <b>Annexure-VIII</b>			