

RFP REFERENCE NO. 022016

REQUEST FOR PROPOSAL (RFP) FOR SUPPLY, INSTALLATION & COMMISSIONING
OF COMPUTER HARDWARE & PERIPHERAL AT VARIOUS LOCATIONS OF
MAHARASHTRA GRAMIN BANK



**HEAD OFFICE: 35, JIVANSHREE, TOWN CENTER, SECTOR-G,
AURANGABAD 431003**

NAME OF THE PROJECT: PLAN 2016-17- HARDWARE PROCUREMENT

COST OF TENDER DOCUMENT: Rs 15,000/-

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1. Invitation for Tender offers

Maharashtra Gramin Bank invites sealed tender offers (Technical bid and Commercial bid) from eligible, reputed manufacturers and / or authorized dealers of PCs for supply, installation and commissioning of computer hardware as specified in Schedules of Requirement schedule I & II.

A complete set of tender documents may be purchased by eligible bidder on payment of a non-refundable fee of Rs. 15,000/- (Rs. Fifteen Thousand only) by demand draft / bankers cheque in favour of Maharashtra Gramin Bank and payable at Aurangabad.

Bid Collection and Submission

Tender Reference number	022016
Price of Tender Copy	Rs 15,000/- *
Date of commencement of sale of tender document	19/10/2016
Last Date of sale of tender document	09/11/2016 up to 12.00 hours
Queries to be mailed by	24/10/2016
Pre-Bid meeting with Bidders	26/10/2016 at 11.00 hours
Last Date and Time for receipts of tender offers	09/11/2016 up to 13.00 hours
Time and Date of Opening of technical bids	09/11/2016 at 16.00 hours
Place of Opening tender offers	Maharashtra Gramin Bank Head Office, Aurangabad 35, Jivanshree, Town Center, Sector G, Aurangabad - 431 003
Address of Communication	As above
Earnest Money Deposit	Rs 10,00,000/- *
Contact Telephone Numbers	Phone : 0240 – 2476140 / 41/ 42 Fax : 0240 – 2476143

* Tender copy price & EMD is compulsory to participate in bid process, no any exemption will be permitted.

Please note that to attend Pre-bid bid meeting, it is mandatory to purchase the Tender Document.

Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount/Bank Guarantee in lieu of the same should not be mixed with Technical/Commercial bid. It should be in separate cover to be handed over to the department.

Tender offers will be opened in the presence of the bidder representatives who choose to attend the opening of tender on the above-specified date, time and place.

Technical Specifications, Terms and Conditions and various formats and proforma for submitting the tender offer are described in the tender document and its Annexure.

General Manager
Information Technology

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About Maharashtra Gramin Bank

Maharashtra Gramin Bank is the Regional Rural Bank (RRB) sponsored by the Bank of Maharashtra under the RRBs Act 1976 for development of the rural economy by providing credit and other facilities for development of agriculture trade and commerce, industry and productive activities in the rural areas.

The share capital of the Bank is contributed by Govt of India, Bank of Maharashtra and Govt of Maharashtra in the proportion of 50:35:15 to integrate commercial banking within the broad policy thrust towards social banking keeping in view the local peculiarities. Bank is rendering banking services through 6 Regional Offices and 395 branches spread over 17 districts of Maharashtra State at the end of September 2016. Expansion of branches is being done in the service area of 17 districts as per government guidelines and administration is done through 3 tier organizational set up consisting of branches, Regional Offices and Head Office.

2. Instructions to bidders

2.1. Two Bid System Tender

Technical Bid and Commercial Bid must be submitted at the same time, giving full particulars in **separate sealed envelopes** at the Bank's address given below, on or before the schedule given above. All envelopes should be securely sealed and stamped. **The sealed envelope containing Commercial bid must be submitted separately to the Bank.**

Bank's address

The General Manager,
Information Technology,
Maharashtra Gramin Bank
Head Office: Aurangabad,
Plot No 35, Jivanshree,
Sector G, Town Center,
Aurangabad – 431 003.

Following two officers have been authorized to accept the tender documents

1. Maulik Chaware, Manager, Head Office Aurangabad
2. Abhay Patil, Asstt Manager, Head Office Aurangabad

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

- Type of Offer (Technical or Commercial)
- Tender Reference Number
- Due Date
- Name of Bidder

All Schedules, Formats and Annexure should be stamped and signed by an authorized official of the bidder's company.

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The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.

ENVELOPE-I (Technical bid):

The Technical bid should be complete in all respects and contain all information asked for, except prices. The TECHNICAL BID should include all items asked for in Annexure A. The Technical bid should not contain any price information. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information. For example, the Technical bid should mention that AMC charges are included in the Commercial bid, without mentioning the actual amounts in the TECHNICAL BID. A photocopy copy of Commercial offer with prices duly masked be submitted along with the Technical Bid.

ENVELOPE-II (Commercial bid):

The Commercial bid should give all relevant price information and should not contradict the TECHNICAL BID in any manner. A photocopy copy of the Commercial Bid duly masking the prices be submitted along with the Technical Bid.

The prices quoted in the commercial bid should be without any conditions. The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the RFP either with the technical or commercial bids submitted.

These two envelopes containing the Technical bids and Commercial bid should be **separately** submitted. Please note that if any envelope is found to contain both technical and commercial bid, then that offer will be rejected outright.

2.2. Schedules of the Tender

This tender comprises of following schedules.

Schedule Number	Name of Schedule	Components
I	Hardware and Peripherals	Supply, installation and configuration of Desktop PC and Peripherals
II	AMC Charges	Post warranty AMC charges for the hardware
III	Buyback offer	Buyback of existing computer hardware
IV	TCO	TCO sheet for L1

It is mandatory for the bidder to quote for all the four schedules & all the items in the schedules. Incomplete offers are liable for rejection.

The bidder must ensure that all products as specified in the above three schedules and offered by them, are in a position to integrate with each other and the bidder must successfully install and commission these products to offer a complete, successful, cost effective and efficient solution.

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2.3. Qualification Criteria

The bidders, who fulfill all the qualifications mentioned in "qualification criteria" of the tender, will only be eligible for further process i.e. technical evaluation.

2.4. Terms and Conditions

Terms and conditions for bidders who participate in the tender are specified in the section called "Terms and Conditions". These terms and conditions will be binding on all the bidders. These terms and conditions will also form a part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.

2.5. Non-transferable Tender

This tender document is not transferable. Only the bidder, who has purchased this tender form, is entitled to quote.

2.6. Soft Copy of Tender document

The soft copy of the tender document will be made available on the bank's website. However Maharashtra Gramin Bank shall not be held responsible in any way, for any errors/omissions/mistakes in the downloaded copy. The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

The bidders who are submitting the bid by downloading from the Bank's website will have to pay the non-refundable fee of Rs. 15,000/- by way of a **demand draft** in favour of Maharashtra Gramin Bank payable at Aurangabad while submitting the bid.

2.7. Offer validity Period

The offer should hold good for a period of 180 days from the date of the opening of Commercial bid.

2.8. Address of Communication

Offers should be addressed to the following office at the address given below:

The General Manager
Information Technology
Maharashtra Gramin Bank
Head Office, Aurangabad.
Plot No. 35, Jivanshree,
Sector G, Town Center,
CIDCO, Aurangabad – 431 003

Email : mgbhoit@gmail.com

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2.9. Pre-Bid Meeting

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

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

2.10. Opening of Offers by Maharashtra Gramin Bank

Tender offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. The bidder's representatives present shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so. **A copy of the authorization letter should be brought for verification.**

2.11. Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

a) Eligibility Criteria :

Maharashtra Gramin Bank will first scrutinize the eligibility of the bidders as per "qualification criteria" mentioned in point no.3.1 of the RFP based on the documents submitted. The offers of the bidders who fulfill the above eligibility criteria will be taken up for further scrutiny i.e. technical evaluation.

b) Technical evaluation:

Maharashtra Gramin Bank will scrutinize the offers. Maharashtra Gramin Bank will determine whether the technical specifications along with documents have been furnished as per RFP and whether items are quoted as per the schedules. Only those bidders who qualify in technical evaluation will be short listed for commercial evaluation. The format for technical evaluation is enclosed. The technical evaluation will be done on the basis of the information provided in this format along with supporting documents.

c) Commercial evaluation :

Maharashtra Gramin Bank will open and scrutinize the commercial offers of the technically qualified bidders only. The Commercial bids will have to be submitted in the format as per **Annexure -H**. Commercial bids should not have any alteration or

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overwriting. The bank may reject or load the financial implication of any alteration, if found into the commercial bid submitted by the respective bidder. The calculation arrived by the Bank will be final and will be binding on the bidders. If any cost items in the commercial bid is found to be blank and not filled with any amount then it shall be considered as zero and the same will be offered to the Bank free of any charges.

Maharashtra Gramin Bank will consider the six years TCO (Total Cost of Ownership) for the purpose of price comparisons given by the vendors on the figures in the Schedule IV of Annexure H. Only the details of Schedule-V will be read subject to verification after opening of commercial bids.

Six Years TCO = {Cost of Equipment of all items as per schedule I + Three year post warranty AMC charges (As per AMC clause) schedule II } – Buyback cost

2.12. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Maharashtra Gramin Bank may, at its discretion, ask some or all bidders for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

2.13. No Commitment to Accept Lowest or Any Tender

Maharashtra Gramin Bank shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. Maharashtra Gramin Bank reserves the right to make any changes in the terms and conditions of purchase. Maharashtra Gramin Bank will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

2.14. Documentation

The following information should be furnished along with the Technical bid by means of printed technical brochures as per checklist provided.

- Make and model numbers of all the items quoted for.
- Specifications of all items asked along with technical specifications table.
- Version number in case of software packages. It is required to indicate if the software requires any particular version of the operating system for compatibility.
- Software(s), which will be supplied free, and the ones that will be charged for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned.

2.15. Submission of Technical Details

It is mandatory to provide the technical details in the exact format of **Technical Details column** given in the technical specifications. *The offer may not be evaluated by Maharashtra Gramin Bank in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the*

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tender. Maharashtra Gramin Bank will not allow/permit changes in the technical specifications once it is submitted. The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer could result in disqualification. (Please refer to the suggested checklist given in this document)

2.16. Make, Models & Part numbers of the equipment

It is mandatory to provide make, model and part number of all equipment and their subcomponents as asked in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough. Bidder may provide part number during PDI.

2.17. Format for Technical bid

The Technical bid must be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form. This can be divided into **three parts** – the first part should contain the documents supporting the eligibility of the vendor to participate in the tendering process as per the eligibility criteria mentioned in the RFP, the second part should contain the technical details of the proposed project and the third part should contain the technical brochures etc.

The suggested format for submission of **Technical bid** is as follows:

1. Index
2. Covering letter. This should be as per Annexure C.
3. Details of the bidder, as per Annexure D.
4. Compliance of eligibility criteria along with support documents in following format.

Sl.	Short Description of Eligibility Criteria	Submitted Yes/No	Write figures wherever required
1	Certificate of Incorporation		
2	Balance Sheets – 2013-14 2014-15 2015-16 (If the Balance sheet is provisional the CFO of the company should certify the same under company's seal)		Turnover : Rs in Lakhs)
3	Profit figure 2013-14 2014-15 2015-16		Profit: (Rs in Lakhs)
4	ISO 9000/9001 certification		
5	List of Support Centers across area of operation of the Bank i.e. 17 districts. (List is provided).		
6	Necessary Certificates for executing orders of minimum Rs 3.00 crores during each of last 3 years. (This certification is in addition to the copies of		

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	purchase orders enclosed)		
7	Self-declaration for being Not blacklisted		

The eligibility criteria will be verified based on above compliance table duly filled by the bidder along with the supporting documents.

5. Technical bid with Specifications as given in Annexure A, complete with all the columns filled in.
6. Terms and Conditions Compliance Table in the following format. This table must cover bidder's response to all the terms and conditions specified in the tender document from 4.1 to 4.29

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
4.1	Support Personnel		
4.2	Technical Inspection & Performance Evaluation		
4.3	Payment Terms		
4.4	Pre-dispatch Inspection		
4.5	Delivery, Installation and Commissioning		
4.6	Completeness of Installation		
4.7	Order Cancellation		
4.8	Inter-working of Hardware & Software		
4.9	Acceptance Tests		
4.10	Software Drivers & Manuals		
4.11	Hardware Warranty		
4.12	Software Warranty		
4.13	Annual Maintenance Charges		
4.14	Spare Parts		
4.15	Liquidated Damages		
4.16	Penalty for Downtime		
4.17	Hardware Failure		
4.18	Indemnity		
4.19	Publicity		
4.20	Application Software & Drivers		
4.21	Guarantees		
4.22	Force Majeure		
4.23	Resolution of Disputes		
4.24	Loading of Anti-Virus Solution		
4.25	Other conditions		
4.26	Non disclosure Agreement		
4.27	Special Condition		
4.28	Make & models		
4.29	Numbering in brochures		

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Note: The response to the terms & conditions will be verified based on above table.

7. Warranty and AMC details (for all relevant schedules). This should not contain any price information.
8. Delivery and Implementation schedule.
9. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
10. System software details.
11. Manufacturers' Authorization Form (if applicable) as per Annexure E
12. Details of Past installation , as per Annexure F
13. Details of support centers as per Annexure G
14. Valid Bank Draft / Bank Guarantee in lieu of EMD (To be submitted in a separate envelope along with the First Copy of Technical Bid.)
15. Bidder's Financial Details (audited balance sheets, annual reports etc.) and other supporting documents, as asked in the tender document
16. All documentary evidence wherever required to be submitted be properly arranged.
17. Copy of the Commercial Bid duly masking the price column.

2.18. Masked Commercial

The bidder should submit a copy of the actual price bid being submitted to the bank by masking the actual prices as part of technical bid. This is mandatory. **The bid may be disqualified if it is not submitted.**

2.19. Format for Commercial bid

The Commercial bid must not contradict the Technical bid in any way. The suggested format for submission of Commercial bid is as follows:

1. Index
2. Covering letter
3. Commercial Version of Bill of Materials and Price Schedule (as per Annexure H). This must contain all price information, including AMC details.
4. A statement that the bidder agrees with Payment terms given in the tender.

The bidder must quote for ALL the items mentioned in schedules I, AMC Charges (schedule II) and buyback offer (schedule III). Also fill up the TCO for L1 (Schedule IV)

2.20. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. Maharashtra Gramin Bank may treat offers not adhering to these guidelines as unacceptable.

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Maharashtra Gramin Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all bidders and Maharashtra Gramin Bank reserves the right for such waivers

2.21. Domain connections / Data Transfer

Bank proposes to install and configure single domain across the Bank.

Successful bidder should take all PC in Banks domain by ensuring unique SID number for each Desktop PC. Also successful bidder transfers all the data / e-mail / application software's to respective new PC. After ensuring the data transfer from Banks officials; vendor should do the following things:

1. Remove the all data from the old PC
2. Uninstall all the applications / software except Operating system.
3. The readiness of domain will be informed to the bidder in due course.

(Successful bidder should submit the undertaking about deletion of Data)

If PC fails during the warranty / AMC period, successful bidders should follow the same procedure for domain connection and data backup.

2.22. Alternative offers

Each offer should preferably specify a single solution, which is cost-effective and meets the tender specifications, and does not include many alternatives. Bidder willing to offer Maharashtra Gramin Bank two or more alternatives for any item(s) of requirement should submit separate details for each alternative. Each detail/table should be complete in all respects and should not require cross-referencing with details given in other options.

If more than one alternative offers are quoted in the Commercial bid, the highest quote will be considered in the TCO for arriving the L1 bidder. However, bank will have discretion to choose the one of the alternatives at the quoted price.

2.23. Location of Computerization

This tender is being floated by the Head office of Maharashtra Gramin Bank. The computers and other items being procured through this tender shall be installed and commissioned by the bidder getting the order at various locations of Maharashtra Gramin Bank across 17 districts of area of operation. Bank reserves the right to make changes in the locations.

2.24. Costs & Currency

The offer must be made in Indian Rupees only, and price quoted must include the following cost components.

1. Cost of the equipment
2. Installation and commissioning charges, if any,

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3. Minimum of three-year comprehensive on-site warranty covering all parts & labor. This period will start from the date of acceptance of maximum installations by Maharashtra Gramin Bank.
4. Three years post warranty AMC.
5. Transportation and Forwarding charges to the site.
6. In addition to transit insurance normal electronic equipment insurance should be available up to installation or up to 30 days from date of delivery whichever is earlier.
7. All taxes and levies including service tax, VAT but excluding Octroi/LBT.

2.25. Fixed Price

The Commercial bid shall be on a fixed price basis, inclusive of all taxes and levies at site as mentioned above except octroi/ LBT. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.

2.26. No Negotiation

It is absolutely essential for the bidders to quote the lowest price at the time of making the offer in their own interest, as the final selection of L1 vendor would be on the basis of TCO.

2.27. Order Splitting

With a view to reducing the risks of delay in the project implementation, Bank reserves the right to split the order approximately in the ratio of 50:30:20 between the bidders offering the lowest TCO (L1), the bidder offering the second lowest total price (L2) and the bidder offering the third lowest total price (L3) provided the difference in total price between L1 and L3 is less than or equal to 15 percent.

However, the Purchase Order (P.O.) for L2 and L3 will only be at the rate offered by L1. If L2 and/ or L3 do not accept the purchase order in writing within 5 working days, then purchase order will stand automatically cancelled. If any one of the bidders out of L2 or L3 accepts the purchase order in writing, within 5 working days, and the other refuses, the Bank will split the order in ratio of 60:40 between L1 and L2 (if L2 accepted the offer) and in the ratio of 70:30 between L1 and L3 (if L3 accepted the offer).

If difference in total price between L1 and L3 exceeds 15%, but the difference between L1 & L2 is less or equal to 15%, then the Bank will split the order in the ratio of 60:40 between the bidder offering the lowest total price and the bidder offering the second lowest total price (L2), subject to L2 matching the price with L1 prices. The purchase order for L2 will be at the same rate as offered by L1. If L2 does not accept the purchase order in writing within 5 working days, then the purchase order will stand automatically cancelled. If the difference in total price between L1 and L2 exceeds 15%, the Bank will place the entire order on L1 bidder.

L2 and L3, in the event of splitting of order are required to match their item wise prices with L1. Under any circumstances, the splitting of order will not be between more than 3 vendors. Bank reserves the right to decide on the splitting of order.

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Splitting will be done on a whole branch basis so that no two bidders will be required to share any order in one branch and as such the order may not be exactly split in the proportion mentioned.

2.28. Short-listing of Bidders

Maharashtra Gramin Bank will create a short-list of **technically qualifying bidders** and the **Commercial bids of only these bidders will be opened.**

2.29. Right to Alter Quantities

Maharashtra Gramin Bank reserves the right to alter the proposed new hardware quantities (10 - 20% variation within 180 days period) specified in the tender. Maharashtra Gramin Bank also reserves the right to delete one or more items from the list of items specified in tender.

2.30. Rate Contract

Maharashtra Gramin Bank reserves the right to enter into a rate contract with L1 and/or L2 and/or L3 for delivery of hardware and software for any branches/offices including the branches/offices to be opened after order has been placed through this tender process. **The validity of the rate contract shall be 6 months from the date of last pre-delivery inspection.** The same technical specifications and terms of Commercial bid shall apply mutatis-mutandis to the order placed through the rate contract as specified through this tender. However during the validity of the rate contract, if there is downward revision of the prices beyond 10% of the price negotiated at the time of placing the order, Maharashtra Gramin Bank reserves the right to re-negotiate the prices before placing the order.

2.31. Repeat Orders

Maharashtra Gramin Bank reserves the right to place repeat order/s on the bidder under the same terms and conditions within a period of six months from the date of acceptance of first purchase order by the bidder. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.

2.32. Exchange Rate Variation (ERV)

Exchange rate variation clause will be applicable for repeat order only. Prices accepted by Bank shall be increased or decreased in repeat order if the ERV is more than 5%. (The % will be calculated from date of submission of commercial offer and repeat order proposal). The price increase or decrease will be proportionate to difference more than 5%. i.e. if dollar variation is + 7% then prices will increased by 2%.

2.33. Buy Back

Bank is having hardware purchased before 5 years. The vendors are requested to quote the buy back offer for the same. The PCs purchased were of Acer / HCL make with configuration as mentioned below –

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Sr.	Make & Model	Description
1	HCL Infiniti PRO BL1280	CPU PDC E5300, 2.60 GHz, 1 GB DDR II, 160 GB HDD
2	HCL Infiniti PRO BL1280	CPU IC2D E7500, 2.93 GHz, 1 GB DDR II, 160 GB HDD
3	Acer Veritron	Intel Core i3 2100 processor, 2 GB DDR3, 500 GB HDD
4	Canon Scanner	Lide 100 and Lide 110
5	PassBook Printer	Modi Olivetti, Lipi PB2
6	Dot Matrix Printer	LQ DSI 5235

The bidder may quote for following quantity for buy back purpose –

Sr	Particulars	Quantity
1	Desktop PC	1000
2	Pass Book Printer	300
3	Flatbed scanner	300
4	Dot Matrix Printer	300

Bank reserves the right to buyback these items or may be given to staff for the price quoted. However, for TCO purpose these items and prices will be considered.

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3. Qualification Criteria

3.1. Eligibility of the Bidder

- The Bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 and shall be in existence for the last five years having a turnover of minimum Rs. 10 Crores per year in the last three financial year's i.e 2013-2014, 2014-15 and 2015-2016 in hardware business. This must be the individual Company's turnover and not that of any group of Companies. Copy of the certificate of incorporation should be enclosed as documentary proof.
- The Bidder Company should have made profits / positive net worth in at least two financial years out of last three financial years. i.e 2013-2014, 2014-15 and 2015-2016. A copy of relevant years' audited annual reports / financial statements shall be submitted with the offer in support of net sales turnover and profit.
- The original manufacturer (OEM) should have ISO 9000 / ISO 9001 certification for Design & manufacturing of PCs. Necessary certificate be enclosed.
- If the bidder is an authorized supplier of the Desktops, then the original manufacturer should also meet the turnover and financial criteria mentioned above and documentary proof to that effect should be enclosed.
- The bidder should have support centers at 17 district places of Banks area of operation, either own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.
- The bidder should have executed orders for supply of hardware to scheduled commercial banks/PSU (having pan India presence) totaling to Rs. 3.00 Crores or more during each of last three financial years. Necessary certificates to that effect from the banks should be enclosed.
- The Bidder should not have been blacklisted by any government organization / banks. Self-declaration to that effect should be submitted along with the technical bid.

3.2. Quality Standards

Bank is looking for well-proven branded products, which is volume produced and are used by a large number of users in India / abroad. The survey reports of IDC will be taken into consideration by the Bank. All products quoted should be associated with specific model numbers and names and with printed literature describing configuration and functionality. Any deviations from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations' which must be supplied by the bidder along with the offer document. Bank reserves the right to reject the bids in case of deviations

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3.3. Earnest Money Deposit

Bidders are required to give a Demand Draft drawn in favour of Maharashtra Gramin Bank and payable at Aurangabad, (valid for 180 days from the due date of the tender) for Rs. 10.00 lakhs (Rupees Ten Lakh only) as Earnest Money Deposit (EMD) along with their offer. Offers made without E.M.D. will be rejected. Maharashtra Gramin Bank will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank other than Maharashtra Gramin Bank or any scheduled commercial bank acceptable to Maharashtra Gramin Bank. In case of Bank Guarantee from other than Public sector banks prior permission of Maharashtra Gramin Bank is essential. The BG should be valid for 6 months from the date of submission of the offer. The format of BG is enclosed.

3.4. OS Certification

All the PCs should have Microsoft Windows /10 Professional Certification and the hard copy of the same should be produced from Microsoft for the quoted Models and Configuration, for the proposed equipment's.

3.5. Manufacturer's Authorization Form

Bidder, other than sole agents in India of the manufacturers, must submit a letter of authority from their manufacturers that they have been authorized to quote on behalf of the manufacturer. Authorization from authorized distributors/dealers for software items is acceptable.

4. Terms and Conditions

4.1. Support Personnel

In addition to the regular support centers the bidder should provide one contact person either own employee or through franchisee for each Regional office of Maharashtra Gramin Bank at the cities listed in Annexure – G(B). The successful bidder shall post one resident engineers at our Head Offices, Aurangabad for the purpose of support and maintenance. The responsibility of contact person of each Region is to carry out necessary coordination for smooth function of all hardware in the Region, which includes call recording/ logging problems, stand by equipment's, various configuration / setting issues arises during the day to day working of branches / offices.

4.2. Technical Inspection and Performance Evaluation

Maharashtra Gramin Bank reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines offered by technically qualified bidders.

4.3. Payment Terms

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Maharashtra Gramin Bank will make payment as follows:

Bank proposes warranty period of three years and annual maintenance contract for three years after expiration of warranty.

Bank termed this as TCO (Total cost of ownership) for six years. Payment terms will be as follows-

Sr. No	Particulars	% Payment
1	On completion of installation and commissioning at the sites and acceptance of all equipment ordered. Maharashtra Gramin Bank will make this payment 30 days after configuration and acceptance of the installation at the respective site. At this stage, the bank guarantee given to the bank will be returned to the bidder.	90%
2	Amount retained by the bank till the warranty period or will be paid against a Performance Bank Guarantee (as per the format prescribed by Maharashtra Gramin Bank) for the equivalent amount valid for the warranty period.	9%
3	Amount would be given only after the warranty period of the hardware. In case of deficiency in service observed during the warranty period, the applicable penalty at appropriate rate shall be deducted from out of this amount held with the Bank and the balance shall be returned after the completion of the warranty period.	1%

Payment will be processed and released centrally. Bidders have to punch / upload the details of hardware on Banks inventory portal in each branch. The details will be shared with successful bidder. The data received from inventory portal and the bills submitted will be verified during payment release.

4.4. Pre-dispatch Inspection

Maharashtra Gramin Bank and/or its nominated consultants will carry out factory/pre-dispatch inspection of all the equipment before the dispatch to Maharashtra Gramin Bank.

Bidder shall inform its readiness for the factory inspection at least 8 days in advance. Factory inspection of the equipment to be supplied to Maharashtra Gramin Bank will be carried out at bidder's factory/site located in India ONLY. There shall not be any additional charges for such inspection. However, Maharashtra Gramin Bank will have the discretion to recover the costs related to travel and stay of its staff / consultants from bidder if the equipment offered for inspection is not as per Maharashtra Gramin Bank's order or the bidder does not comply with the test and inspection procedures. It is expected that the equipment should be ready for

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inspection **within 3 weeks from the date of placing the order.** Every single inspection will comprise of a minimum 500 desktops at a time. Refer to Annexure I for sample inspection procedure in detail. Only inspected and duly sealed equipment's should be dispatched to the locations, otherwise those are liable for rejection at the bidders' cost.

4.5. Delivery, Installation and Commissioning

The Bidder shall be responsible for delivery of the equipment ordered at all the sites within 6 weeks and for making them fully operational at no extra charge within 8 weeks of receiving the purchase order. The signing authority will be Branch Manager or Officer at the branch / office.

If the bidder fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Maharashtra Gramin Bank, it will be a breach of contract. In the event of Maharashtra Gramin Bank agreeing to extend the date of delivery at the request of bidder, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Maharashtra Gramin Bank before the expiry of the original bank guarantee.

Appropriate insurance shall be provided by the bidder to cover the equipment for the transit period and till acceptance of hardware by the Bank. The copy of the Insurance Policy should be submitted to the Bank after PDI at the discretion of Maharashtra Gramin Bank, there will be an acceptance test conducted by the bidder in presence of Maharashtra Gramin Bank officials and/or its nominated consultants after installation of complete equipment. In case of serious discrepancy in hardware/software supplied, Maharashtra Gramin Bank may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.

4.6. Completeness of Installation

The installation will be deemed as incomplete if any component of the hardware, software, etc., or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Maharashtra Gramin Bank after acceptance testing/examination.

In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

4.7. Order Cancellation

Maharashtra Gramin Bank reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond 10 weeks from the date of purchase order.

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3. Serious discrepancy in hardware noticed during the pre-dispatch factory inspection.

In addition to the cancellation of purchase order, Maharashtra Gramin Bank reserves the right to appropriate the damages from the earnest money deposit (EMD) given by the bidder or foreclose the Bank Guarantee given in lieu of EMD and/or foreclose the bank guarantee given by the supplier against the advance payment.

4.8. Inter-working of Hardware and Software

The bidder must integrate hardware, software and networking components supplied by him to make the system integrated and fully functional. It will be bidder's responsibility to locate the exact nature of the problem/fault(s) and rectify the same except for the problems in the application software, if any. Under no circumstances will a problem/fault be blamed on the application software without sufficient cause and justification.

The bidder must also take necessary steps to successfully install all the software components supplied by him on the hardware supplied. Moreover, any relevant software patches that are required to be applied, to the system software to make it compatible with supplied hardware must be identified and installed from time to time during the warranty and AMC period.

4.9. Acceptance Tests

At the discretion of Maharashtra Gramin Bank, acceptance test will be conducted by the bidder at the site in the presence of the officials of Maharashtra Gramin Bank and/or its nominated consultants. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by Maharashtra Gramin Bank for carrying out this acceptance test. Maharashtra Gramin Bank will take over the system on successful completion of the above acceptance test.

4.10. Software Drivers & Manuals

The desktops and all peripheral components will have to be supplied with the software drivers and manuals for the Display controller, Ethernet interface, DVD-ROM drive, DAT Drive, SAS controllers, DVD-Writer etc. for operating system as applicable.

4.11. Hardware Warranty

The offer must include a minimum three years comprehensive on-site warranty. The Warranty in respect of all the locations would start from a single and uniform date i.e. from the date of release of the last and final lot of 90% payment. With the release of this last and final lot of 90% payment, the total payment released to the bidder would be equal to the 90% amount of the total order value. In no case, there would be multiple warranty dates, although the 90% payments are made in different lots after the successful installation and acceptance of the systems by Maharashtra

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Gramin Bank at the respective locations. On release of the last and final lot of 90% payment it would be presumed that the Bank has accepted the installation at all the locations. The performance guarantee to be submitted for getting the final 9% payment released as per clause 3.3 above, should be for a period of three years covering the warranty period; the expiry date of the performance guarantee and the date of expiry of warranty will be co-terminus. Please note that in case of dot matrix printer & pass book printer, printer heads and logic cards, miler strip, miler sheet etc. must be covered by a three years warranty and also during the post warranty AMC period. In case of Multifuction laser device all parts of the printer (like logic board, AGA sensor, gear, power supply, encoder strip, miler strip, fuser assembly, sprocket etc.) with necessary cables must be covered under warranty and AMC. Physical damage and consumables (toner and drum) is excluded from warranty.

Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. Bidder must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, bidder shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Maharashtra Gramin Bank.

The Bank is in the process of providing through this tender, additional hardware to some of the existing locations where computerization has already been done. There is a possibility that hardware ordered on selected bidder/s would be required to be added to the existing (old) hardware at such locations. This may create a multi-bidder scenario at these locations. In such a case,

- i. the existing / old hardware at the respective locations would continue to be under warranty / maintenance by the bidder to whom the assignment was awarded earlier, till the time of its expiry.
- ii. the new hardware that would be added to the existing hardware would be under warranty by the bidder from whom the same would be procured.
- iii. as and when both the warranties / AMC coincide in terms of its expiry or if Bank decides to have them end on a particular day, bidder will have no objection to this.
- iv. on expiry of the warranty / AMC period of the old / existing hardware and / or the new hardware, it would be the Bank's discretion to award the A.M.C. to any bidder of Bank's choice.
- v. supplier of new hardware can obtain the information on old hardware at a particular branch before accepting the order as it is required that he would be required to give a certificate that there is no compatibility issue with the old equipment and that he is willing to supply and maintain the equipment at a given location.
- vi. Preventive maintenance for hardware and software (OS) should be done once in a quarter. Vendor shall submit quarterly report to bank for having done the preventive maintenance.

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So also, the warranty of the new hardware procured should not become void if Maharashtra Gramin Bank further buys any other supplemental hardware from a third party and installs it with / in these machines in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by Maharashtra Gramin Bank.

4.12. Software Warranty

All the software supplied will carry following warranties:

- ◆ Media warranty for 90 days
- ◆ Patches and updates for three years

However, version upgrades of the software supplied are not expected to be covered by the warranty.

4.13. Annual Maintenance Charges

The bidder should provide post warranty AMC services @ 4% p.a. on the cost of Hardware. The cost of 4% annual AMC will be loaded to the cost for arriving TCO & L1.

The offer must give commitment to provide comprehensive onsite maintenance at the rates quoted as above for three years from the date of expiry of warranty. Bidders are expected to maintain the equipment supplied for at least six years from the date of acceptance by Maharashtra Gramin Bank.

Maharashtra Gramin Bank will pay AMC Charges in Indian Rupees at the end of each quarter for every quarter.

On expiry of the warranty period, it would be the Bank's discretion to award the A.M.C. to the bidder on existing or negotiated rate of Bank's choice.

During the warranty period and during the subsequent AMC period, the bidder would be required to maintain adequate spares/consumables locally to ensure prompt attendance to faults.

During warranty period all parts developing defects are replaceable at no cost to the Bank.

The process of signing AMC agreement will start well in advance and settlement of 1% payment & 9 % PBG will be done on the signing of AMC

AMC contract of three years will be concluded with performance BG equivalent to one quarter payment valid for 3 years.

4.14. Spare parts

Bidder will make the spare parts for the systems available for a minimum period of six years from the time of acceptance of the system. Thereafter, bidder will give at least twelve months notice prior to discontinuation of support services, so that

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Maharashtra Gramin Bank may order its requirements of the spares, if it so desires. If any of the peripherals, components like hard disk, CPU, Memory etc. are not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity at no additional charges to Maharashtra Gramin Bank.

4.15. Liquidated Damages

If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Maharashtra Gramin Bank. In case the complete delivery is delayed beyond the scheduled delivery date, Maharashtra Gramin Bank reserves the right to cancel the contract and return the partially delivered equipment, if any, at the cost of the bidder. In case the bidder fails to deliver all the deliverables as specified in the order, the liquidated damages will be charged on the entire contract value.

4.16. Penalty for downtime

Bidder should provide facility of call (fault) logging through telephone, e-mail, FAX, web portal, etc.

Any equipment other than Servers that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.

The penalty for server failure/ malfunction of hardware/ software provided by vendor due to which the bank is not able to use the server for applications installed on the server is given in below table.

In case bidder fails to meet the above standards of maintenance, there will be a penalty in rupees per day as specified in the table below:

Sl.	Item	Amount in Rs/day
1.	Desktop PC	500
2.	Passbook Printer	400
3.	Scanner	100
4.	Laser Jet Printer	200

The temporary substitute machine or equipment should be replaced by the original machine or equipment duly repaired within a week's time, failing which the above penalty will be imposed for the number of days exceeding one week. The standby machine so provided shall be returned within 10 days time.

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During warranty period, the penalty would be recovered from the vendor from the 1% retention amount. If the 1% amount is not sufficient to recover the penalty, the vendor would be liable to pay the penalty amount within a period of 15 days from the date of demand made by the bank through its branches/offices. If the vendor does not make the payment of penalty within the stipulated period, the bank is free to invoke the bank guarantee and recover the amount.

Total of such penalty mentioned under the clause 4.16 shall be subject to maximum of 10 percent of the total contract value.

4.17. Hardware Failure

If during the warranty period, any equipment has a hardware failure on four or more occasions in a quarter, it shall be replaced by equivalent new equipment by the bidder at no cost to Maharashtra Gramin Bank.

4.18. Indemnity

Bidder shall indemnify, protect and save Maharashtra Gramin Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware/software/network equipment etc. supplied by him.

4.19. Publicity

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

4.20. Application software and Drivers

Maharashtra Gramin Bank and/or the application software bidder will install the application software and drivers on the systems. It is bidder's responsibility to cooperate with the application software development agency appointed by Maharashtra Gramin Bank to ensure that the installation is successful. No changes in application systems will be made to suit the new hardware.

4.21. Guarantees

Bidder should guarantee that the systems delivered to Maharashtra Gramin Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to Maharashtra Gramin Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Desktops and Servers like Hard Disk, Monitors,

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Memory etc. are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used.

4.22. Force Majeure

The bidder 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 Bidder and not involving the bidder'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 Maharashtra Gramin Bank either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify Maharashtra Gramin Bank in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Maharashtra Gramin Bank in writing, the Bidder 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 not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Maharashtra Gramin Bank and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of Maharashtra Gramin Bank shall be final and binding on the bidder.

4.23. Resolution of Disputes

Maharashtra Gramin Bank and the bidder 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, Maharashtra Gramin Bank and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Maharashtra Gramin Bank and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Aurangabad.

4.24. Loading of Anti-Virus Software

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Maharashtra Gramin Bank is implementing an Enterprise-wide Anti-Virus Solution across all the branches. The successful bidder will cooperate with the existing vendor of the Anti-virus solution for loading of the Anti-Virus solution on the machines at the branches / offices of the bank.

4.25. Other Instructions

Either the Indian agent on behalf of the principal / OEM or principal / OEM itself can bid but both cannot bid simultaneously for the same item / product in the tender.

If an agent submits bid on behalf of the principal / OEM, the same agent shall not submit a bid on behalf of another principal / OEM in the tender for the same item / product.

The purchase order will be issued in phased manner as per banks requirement.

4.26. Non-Disclosure Agreement

The Bidder shall hold all information about this tender and / or information gathered about the Bank through this process in strict confidence with the same degree of care with which the Bidder protects its own confidential and proprietary information. The Bidder shall restrict disclosure of the Information solely to its employees, agents and contractors on a need to know basis and advise those persons of their obligations hereunder with respect to such Information.

To use the Information only as needed for the purpose solely related to this Project;

Except for the purpose of execution of this Project, not disclose or otherwise provide such information or knowingly allow anyone else to disclose or otherwise provide such Information.

The Bidder shall not disclose any information to parties not involved in supply of the products and services forming part of this order and disclosure of information to parties not involved in supply of the products and services forming part of this order will be treated as breach of trust and invite legal action. This will also mean termination of the contract and disqualification of the bidder in any future tendering process of the Bank.

Any information considered sensitive must be protected by the vendor from unauthorized disclosure or access. (Refer annexure M)

4.27. Special Condition

1. The successful bidder will have to paste sticker "Supplied By M/s -----
-: Year 2016-17" on all the items provided by them.
2. The Serial number of CPU and information related to Computerization Plan should be written to BIOS.
3. The serial numbers of all hardware items including PC, Monitor, Printer along with Branch Number, Name, plan, amount, etc should be punched / upload

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on Banks Inventory portal with the help of branch manager / officers / excel file to be submitted to Head office during 9% payment.

4.28. Make and Models

Please specify the make and model which you are going to supply in the format as mentioned below –

Sr.	Particulars	Make	Model
1	Desktop PC		
2	Pass Book Printer		
3	Flat bed Scanner		
4	Multifunction Laser jet Device		

4.29 Numbering in brochures

Vendors should write the respective number on respective brochure as appearing on technical specification in Annexure No. 6.

For example the Sr. No. 2 of Desktop PC is described with requirement of CPU specification. In the brochure, nomenclature 2 should be given (it may be handwritten) showing the compliance of what we are requiring.

In the same way the Sr. No. 3 of Desktop PC is described with requirement of specifications of memory. In the brochure, the information should be marked as 3 so that the brochure can be understood easily.

Like wise 21 specifications of Desktop PC, 19 Specifications of PassBook Printer, 10 Specifications of Flat bed Scanner and 23 Specifications of Multifunction laser jet device should be shown in the brochure by writing respective serial number as seen in Annexure 6.

5. Schedule of Items Required :

5.1. Schedule I – Hardware

Sr. No.	Item	Qty
1.	Desktop PC	1300
2.	Passbook Printer	340
3.	Flat bed Scanner	340
4.	Multifunctional Laser Jet Printer	340

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6. Annexure A Technical Specifications

6.1. Desktop PC

Sr.	Category	Specification Required
1.	MAKE	Make, Model, Part Number and details - Must be Specified and all the relevant product brochures and manuals must be submitted
2.	CPU	6th Generation Intel® Core™ i3-6300 Processor (4MB cache, 3.8Ghz)/AMD A10 PRO 7800B(3.9 Ghz; 4MB Cache) processor or equivalent or higher
3.	MEMORY	1 x 4 GB DDR3 RAM upgradable to 8 GB RAM with 2 DIMM slots
4.	Mother Board	Intel : H81 or higher Chipset on OEM Motherboard AMD : AMD A75 or higher Chipset on OEM Motherboard Should have following features: <ul style="list-style-type: none"> • Minimum 2 Free PCI / PCIe Slots • Compatible with CPU & RAM
5.	Monitor	18.5" Wide TFT LCD Color Monitor with TCO 05 Certified.
6	Display Controller	64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours
7	Hard Disk	Minimum 500 GB SATA III (6 Gb/s) HDD with 7200 RPM
8	Optical device	16X or higher speed DVDRWOM
9	Ethernet Interface	10/100/1000 Mbps auto-sensing Ethernet interface with UTP port with Wake-on-LAN support Internet Protocol Version 6 & 4 (TCP IPv6 & TCP IPv4) ready.
10	Ports	Minimum 1 Serial Port, 1 Parallel Port, 6 High speed USB 3.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports
11	Keyboard (USB/PS/2)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).
12	Mouse (USB/PS/2)	2 button optical scroll mouse with mouse pad
13	BIOS	Should be Y2K compliant
14	Power supply	200 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC
15	Power Management	Energy star compliant for power saving
16	Operating System	Dos, Freeware. Successful bidder has to install win 7 with IE 8 / win server 2008 with IE 8 as per Bank requirement. Bank will provide necessary CD. Vendor has to support the hardware with OS for the contract period.
17	Bundled software	Standard bundled software pertaining to the model offered should be included in offer (Must be specified in the offer)
18	Warranty	3 Years Comprehensive onsite Warranty
19	Product Details testing	The product details / brochure should be available on publicly available website
20	Certification	ISO 14001, ISO 9001, Windows 10 certification
21	Peripherals	The Keyboard, Mouse & Monitor shall be OEM specific.

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6.2. Passbook Printer:

Sr.	Item	Required Specification
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Head	24 Pin
4.	Print Width	90 Col at 10 CPI
5.	Print Matrix	24 x 12 draft, 24 x 36 NLQ
6.	Character pitch	10, 12, 15, 17.1 CPI
7.	Line pitch	6, 8 lpi, incremental
8.	Print Speed	Minimum 216 CPS (draft), 72 CPS (NLQ) at 10 CPI
9.	Print Method	Horizontal / Vertical
10.	Print Modes	Draft and NLQ Condensed, Double h/w, graphics, bit-image mode
11.	Print attributes	Bold, Italics, underline, wide-font, super and sub scripting
12.	Paper handling	Automatic front feed for handling average size passbook with Automatic document alignment
13.	Emulations	IBM, EPSON, ESC/P & Olivetti
14.	Interface	RS 232C Serial and Parallel interface with cables
15.	Noise Level	Less than 55 dB
16.	Driver Compatibility	IBM pro printer driver compatibility needed
17.	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability
18.	Drivers	Windows 7 / 8 / 8.1/10
19.	Compatibility	All printer should support DLP software in raw printing mode

Note: Passbook printers shall be supplied with uniform pre-defined calibration / settings as will be communicated to the successful bidder.

6.3. Flat bed Scanner

Sr.	Item	Required Specification
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Scanner Type	Flat Bed, Color & Monochrome
4.	Resolution	Minimum 600 x 1200 DPI true resolution.
5.	Color	Minimum 48 bit color
6.	Interface	Parallel / USB
7.	Interface cable	Appropriate cable must be included in the offer
8.	Document size	Standard A4 Size
9.	Software	Scanning software, image editing software, OCR software, document management software
10.	Drivers	Windows 7/ 8/ 8.1 / 10

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6.4. Multifunction Laser Jet Device

Sr.	Item	Required Specification
1	Functions	<u>Print, Scan, Copy with FAX as optional</u>
2	Printing Method	Laser Print technology with black color
3	Print Speed (Simplex; A4/LTR)	Minimum 16 PPM or higher
4	Toner Saver	Should be available
COPY		
5	Copy Resolution	Minimum 600 X 600 dpi
6	Reduce / Enlargement	With range of 25 % to 400 % of original
SCAN		
7	Scan Resolution	600 x 600 dpi
8	Color Depth	True Color
9	Pull Scan	Facility should be provided.
10	Push Scan (Scan To PC) with Multi Function Utility	Facility should be provided
11	Scan Features	TWAIN, WIA std
PAPER HANDLING		
12	Paper Input (Standard)	Minimum 150 sheets
13	Paper Sizes (Standard Cassette)	Minimum size of A4, A5, A6, Letter, Legal, Executive, Folio, Custom (76 x 127 mm – 216 x 356mm)
14	Paper Types	Plain / Thick / Thin / Cotton / Colour / Preprinted / Recycled / Lables / CardStock / Bond / Archive / Envelope
CONNECTIVITY & SOFTWARE		
15	Standard Interface(s) (Wired)	Minimum 2.0 High speed USB and 10/100/1000 base T/base TX Ethernet port
16	Network Protocol	IPv4 and IPv6 compatible. Protocol should be compatible with all above mentioned technical specification.
17	Compatible Operating Systems	Win7, Win8.1, Win10, Win Server 2008, 2012, (all 32 and 64 bit), Various Linux OS, Mac OS X 10.4 - 10.8
18	Software	Printer Driver, Scanner Driver, Multi Function Utility, Compatible to print a document in Microsoft Unicode font.
GENERAL SPECIFICATIONS		
19	Memory	Minimum 128 MB or equivalent or higher
20	Screen LCD Display	Adequate screen to display all functions.
21	Power Consumption	During Operation Maximum 560 W
		During Standby Maximum 4.75 W
		During sleep Maximum 2.0 W
22	Power Requirements	AC 220 to 240 V with 50 to 60Hz
23	Toner Cartridge	Single toner should be refilled two times. After two refill; NEW toner will be used. Vendor has to ensure that appropriate toner is available at district place where vendor is having office / representative.

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7. Annexure B – Checklist for Product Documentation

Note:

1. Bidders are required to provide printed technical documentation for the items listed in Table below.
2. Availability of adequate, correct and relevant technical documentation is essential for evaluation of any offer.
3. Bidders are requested to provide original (not photocopies) copies of the documentation. In case the original copies are not available, bidders can provide clear readable photocopies.
4. Bidders to mark the column "Documentation Provided" with Tick mark () or Cross (), as appropriate.
5. Bidder may add any other documentation, which will support their offer.

7.1. Schedule I – Hardware

Sl.	Item	Documentation provided	
1.	DVD-ROM Drive for Server / Desktop PC	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Keyboard for server / Desktop	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3.	Desktop PC	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4.	Passbook Printer	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.	Flat bed Scanner	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6.	18.5" Wide LCD monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7.	Multifunction LaserJet Printer	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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Annexure C - Tender offer cover letter

Date: _____

Tender Reference No.: _____

To:

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver hardware, and software components as mentioned in schedule I & II of Schedule Of items in conformity with the said tender documents in accordance with the Schedule of Prices indicated in the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

If our tender offer is accepted, we undertake to commence delivery within _____ (Number) days and to complete delivery, installation and commissioning of all the equipment as specified in the Contract within _____ (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

If our tender offer is accepted, we will obtain the guarantee of a bank for a sum equal to 10% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer till 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We have separately quoted for the comprehensive on-site annual maintenance charges in the Commercial bid. The charges as such are expressed in terms of percentage to total hardware cost.

Dated this _____ day of _____ 2016

Signature: _____

(In the Capacity of :) _____

Duly authorized to sign the tender offer for and on behalf of

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Annexure D – Details of the Bidder

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

Sl.	Item	Details
1.	Name of Company	
2.	Postal Address	
3.	Telephone/ Mobile and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorized to make commitments to the Maharashtra Gramin Bank	
6.	Email Address	
7.	Year of commencement of Business	
8.	Turn over of the company (not of group)	2013-14 2014-15 2015-16
9.	Profit of the company (not of group)	2013-14 2014-15 2015-16
10.	Sales Tax Number	
11.	Income Tax Number	
12.	Whether direct manufacturer or authorized dealers/agent	
13.	Name and Address of manufacturer of desktops	
14.	Location of Manufacturing facility	
15.	Brief Description of facilities for manufacture, production, inspection, testing and quality assurance	
16.	Brief Description of after sales service facilities available with the bidder Please fill up Annexure G also.	
17.	Names and addresses of the principal bankers with whom major credit facilities (fund / non-fund) are being enjoyed (Also mention names of the banks in consortium, names of the contact officials of the bank, phone & fax numbers etc.)	

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8. Annexure E – Manufacturer’s Authorization Form (MAF)

No. _____ dated _____

TO

Dear Sir,

Tender Reference No. _____

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

We confirm that our company (as a single unit, not the group) has had a turnover exceeding Rs _____ crores of last three financial years (i.e. 2013-14, 2014-15 and 2015-16). We also confirm that we made profit in ___ years in last three financial years.

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

In case of M/s _____ is out of service due to any reason, we will make alternative arrangement for the service and maintenance of our product on same terms and condition.

Yours faithfully,
(Name)

for and on behalf of

M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

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9. Annexure F - Details of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	Servers		Desktops		Date of completion of delivery as per contract as well as Actual		Contact person • Name • Tel. No. • Fax No. • Address	Total Amount of Order
	Make, Model, CPU	Qty	Make, Model, CPU	Qty	As per contract	Actual		

Date: _____
Place: _____

10. Annexure G (A) - Details of Service Centres

Sl.	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1							
2							
3							

11. Annexure G (B) – Details of Locations of Bank’s Regional Office

Sr.	Place
1	Aurangabad
2	Beed
3	Latur
4	Nanded
5	Parbhani
6	Thane

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12. Annexure H - Bill of Materials : Schedule of Items

Schedule I – Hardware

Sr. No.	Item	Qty	Rate	Total
1	Desktop PC	1300		
2	Passbook Printers	340		
3	Flatbed Scanners	340		
4	Multifunctional Laser Jet Printer	340		
Total (Schedule-I) inclusive of taxes				Σ Schedule I

Schedule II – Annual Maintenance Contract Charges for Schedule I – Hardware

Sr. No.	Description	Total Amount (Total cost for 1 to 4 items in Schedule I)	AMC rate	Amount
1	4 th year comprehensive on-site AMC	Σ Schedule I	4%	
2	5 th year comprehensive on-site AMC	Σ Schedule I	4%	
3	6 th year comprehensive on-site AMC	Σ Schedule I	4%	
			Total	

Schedule III – Buy Back Offer

Sr. No.	Item	Qty	Rate	Total
1	Desktop PC	1000		
2	Passbook Printers	300		
3	Flatbed Scanners	300		
4	Dot Matrix Printer	300		
Total (Schedule-III)				Σ Schedule III

Schedule –IV- TCO for L1:

For arriving at the TCO, the following table will be considered:

Sr. No	Particulars	Amount in Actual Rupees
1	Total of Schedule – I (Hardware Items)	
2	Total AMC for Three Years (Schedule - II)	
3	Total of Schedule III - Buy Back Offer	
4	TOTAL COST (1+2-3)	

Note: All the Columns in all the above tables of Annexure –H must be completely filled and should not be blank.

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13. Annexure I – Pre-Dispatch Inspection Procedure

The following text describes Pre-dispatch Inspection procedure to be followed by the supplier and inspection support expected.

1. The factory inspection / reliability test is required to be carried out at a site having adequate power and, dust free environment. The bidder should make suitable arrangements to provide Uninterrupted (UPS) power for the inspection set-up.
2. It is suggested that the bidder should make appropriate arrangement to place the equipment offered for inspection/reliability test on suitable racks/tables, considering easy and hassle-free access to keyboard/monitor of all the equipment.
3. It is required that the bidder should make appropriate arrangement to test the network interfaces on all servers/desktops in an optimized and hassle-free manner.
4. The bidder should ensure availability of trained technical/support staff at the inspection site for efficient handling of the inspection and movement of the equipment during the inspection.
5. It is suggested that adequate number of extra machines are offered for the inspection and kept for reliability testing. This may be useful in the event of some machines failing during the reliability tests.
6. All the hardware equipment like servers, desktops etc and its sub-components must bear relevant original manufacturer's part numbers. The inspection team will confirm this, with part numbers indicated in the purchase order.
7. It is required that a list containing serial numbers of all the computers offered for inspection is kept ready before the arrival of the inspection team. The list should preferably be typed. The list should also contain (in a tabular fashion) the serial numbers of CPU cabinet, monitor and keyboard, for each category of the hardware offered for inspection. The serial numbers must be sorted according to the rack/table positions of the equipment.
8. For all the computers, the screws for the top cover should be removed without removing the cover itself. This is required, as each and every machine will be physically inspected for conformance to the specifications as given in the purchase order.
9. In case of serious discrepancy found in the hardware vis-à-vis the ordered hardware, the inspection will be called off.
10. Hard disks of all the machines must be fully partitioned and formatted. All the desktops must have Windows pro 7 installed on their hard disk(s). Scandisk should also be installed on hard disk(s), as the inspection team will require this for further testing.

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11. All the machines must be kept in power-on condition for at least for **24 hours** before the arrival of the inspection team at the site.
12. During the power-on condition as mentioned above and during the visit of the inspection team, all the machines should be running latest versions of QAPLUS/QAPLUS factory/ AMIDIAG diagnostics in an endless loop. If the bidder desires to run any other diagnostic software then the ones mentioned herein, a prior approval of Bank/Consultants is necessary. While obtaining such approval, the bidder must submit to the bank, the detailed description and functionality of the proposed diagnostic software.
13. It must be ensured that every piece of hardware ordered is included in the reliability test, e.g. system board, system memory, hard disk(s), video memory, network interface, display interface, floppy drives, ports (SP/PP/USB), etc.
14. The bidder will make suitable arrangements for inspection team to check the following hardware components in addition to the above.
 - DVDROM. *This can be done by keeping a DVD/ CD in side the drive to check read operations of drive or the drive can be checked in AMIDIAG/QAPLUS.*
 - Network Interface: *This can be checked by remote boot connection/Novell Netware Login on all the computers.*
 - HDP: Pages per hour, *This can be done by actual printing in DOS mode.*
15. Under no circumstances the diagnostics/reliability test on any/all machines should be stopped or interrupted before the arrival of the inspection team.
16. It is required that errors reported by diagnostics are automatically stored in a file on the floppy disk/hard disk for the review by the inspection team.
17. The inspection team may reject machines, which fail to pass the reliability test.
18. At least one copy of all the software items (including media and documentation) ordered should be available at the time of inspection.
19. At least one copy of all the documentation to be supplied to the Bank should be available for the inspection.
20. The bidder must keep the following equipment ordered by the bank, ready for inspection, along with its accessories/ documentation:
 - High speed dot matrix printer
 - Pass book printer

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15 Annexure K : FORMAT FOR PRE BID QUERIES

A) Queries Related to RFP

RFP 022016	Hardware procurement				
BIDDERS NAME					
Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions

B) General queries Related to RFP

RFP 022016	Hardware procurement	
BIDDERS NAME		
Sr. No.	General Query related to RFP	Comment / Suggestions

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**14. Annexure L - Proforma for the Bank Guarantee for Earnest Money
Guarantee for Payment of EMD**

Bank Guarantee no.:
Date
Period of Bank Guarantee: Valid upto
Amount of Bank Guarantee: Rs.

To,
Maharashtra Gramin Bank,
IT Department,
'Jivanshree', 35,
Sector G, Town Center,
CIDCO, Aurangabad 431003.

THIS DEED OF GUARANTEE made at thisday of between Bank of a banking company having its office at hereinafter referred to as 'the Bank' of the One Part and Maharashtra Gramin Bank a New Bank constituted under the Regional Rural Bank Act 1976 having its Head Office at Plot No. 35, 'Jivanshree', Sector G, Town Center, CIDCO, Aurangabad – 431003, hereinafter called the Beneficiary, of the other Part.

1. Whereas the Beneficiary had invited tenders for supply, installation, commissioning of Computer Hardware, Software and networking components at various locations vide tender No 022016 dated _____.
2. One of the terms of the tender is that bidder are required to give a Demand Draft drawn in favour of beneficiary and payable at Aurangabad, (valid for 180 days from the due date of the tender) for Rs 10.00 lakh (Rs. Ten lakh only) as Earnest Money Deposit (EMD) along with their offer. The Beneficiary may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank, valid for 6 months from the date of issue.
3. M/s XYZ & Co.Ltd. hereinafter referred to as the said 'Contractors' have given their offer to supply, installation, commissioning of Computer Hardware, Software and networking components at various locations to the Beneficiary and the said Contractors are required to deposit the said amount of earnest money (or security deposit) or to furnish bank guarantee.
4. At the request of the said M/s.XYZ & Co. Ltd. the Bank has agreed to furnish guarantee for payment of the said amount of earnest money (or security deposit) in the manner hereinafter appearing :

NOW THIS DEED WITNESSETH that pursuant to the said tender and in consideration of the premises the Bank do hereby guarantee to and covenant with the Beneficiary that the Bank shall, whenever called upon by the Beneficiary in writing and without demur and notwithstanding any objection raised by the said Contractor/s, pay to the Beneficiary the said amount of Rs. 10.00 lakh (Rupees Ten lakh only) payable by the said Contractor/s under the said Contract.

AND IT IS AGREED and declared by the bank that the liability of the Bank to pay the said amount whenever called upon by the Beneficiary shall be

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irrevocable and absolute and the Bank will not be entitled to dispute or inquire into whether the Beneficiary has become entitled to forfeit the said amount as earnest money (or as security deposit) under the terms of the said contract or not and entitled to claim the same or not or whether the said contractors have committed any breach of the said contract or not or whether the Beneficiary is entitled to recover any damages from the said contractors for breach of terms thereof or not.

Any such demand made by the Beneficiary shall be binding and conclusive as regards amount due and payable by the Contractor to the Beneficiary. And the Bank undertakes to pay unconditionally on written demand without demur and the claim of beneficiary shall be conclusive and binding as to the amount specified therein.

AND it is further agreed and declared by the Bank that any waiver of any breach of any term of the said contract or any act of forbearance on the part of the Beneficiary or any time given by the Beneficiary to the contractors for carrying out and completing the work under the said contract or any modifications made in the terms and conditions of the said contract or any other act or omission on the part of the Beneficiary which could have in law the effect of discharging a surety, will not discharge the Bank.

AND it is agreed and declared that this guarantee will remain in force until the time fixed in the said contract for completion of the said work or until the expiration of any extended time for such completion and shall be valid for a period of six months from the date hereof i.e. the guarantee shall be valid upto

AND it is agreed and declared that this Guarantee will be irrevocable and enforceable even if the contractor's company goes into liquidation or there is any change in the constitution of the said Company or management of the said Company and shall ensure to the benefit of its successors and assigns and shall be binding on the successors and assigns of the Bank.

Notwithstanding anything contained herein:

- a. The liability of the Bank under this Bank Guarantee shall not exceed Rs._____. (Rupees _____).
- b. This Bank Guarantee shall be valid up to _____.
- c. Bank is liable to pay guaranteed amount or part thereof under this Bank Guarantee only and only if beneficiary serve upon as a written claim or demand on or before _____ (date of expiry of the Guarantee).

IN WITNESS WHEREOF the Bank has put is seal the day and year first hereinabove written.

Signed, sealed and delivered by Mr.....
For and on behalf of the Guarantor Do so and
to affix the seal of the Bank, in the presence of

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15. Annexure M – FORMAT A - COMPLIANCE AGREEMENT

We communicate our unconditional acceptance to the following terms and conditions of RFP 022016

1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 022016 for the hardware & software procurement.
2. We agree that we cannot change Price or Quantity or Quality or Delivery terms or Technology & Service levels (or any other terms that impact the price) post the bid event without prior consent of MAHARASHTRA GRAMIN BANK.
3. We agree that we are deemed to have accepted the all rules on participation at the bid. MAHARASHTRA GRAMIN BANK will make every effort to make the bid process transparent. However, the award decision by MAHARASHTRA GRAMIN BANK would be final and binding on us.
4. We agree not to divulge either our bids or those of other suppliers to any other external party.
5. We agree to abide by the required security policies of the Bank.
6. We agree to non-disclosure of trade information regarding the purchase, part specifications, and identity of MAHARASHTRA GRAMIN BANK, bid process, bid technology, bid documentation and bid details. MAHARASHTRA GRAMIN BANK TENDER documents remain the property of MAHARASHTRA GRAMIN BANK and all suppliers are required to return these documents to MAHARASHTRA GRAMIN BANK upon request.
7. MAHARASHTRA GRAMIN BANK's decision will be final and binding on us and would be based on Strategic Sourcing Evaluation, Current Service Performance and Actual Compliance of Agreed Specifications.
8. Splitting of the award decision over a number of suppliers or parts or over time (as in the case of staggered deliveries) will be at MAHARASHTRA GRAMIN BANK's discretion.
9. Bids once made cannot be withdrawn or modified under any circumstances. Only blatant typing errors would be withdrawn from bid. The decision of MAHARASHTRA GRAMIN BANK would be final and binding on all bidders.
10. MAHARASHTRA GRAMIN BANK has the right to decide to extend, reschedule, cancel the RFP.
11. Please note that MAHARASHTRA GRAMIN BANK may consider debarring a supplier in the event the supplier violates terms and conditions mentioned in this compliance agreement.
12. We have read the MAHARASHTRA GRAMIN BANK technical specifications & drawings for various products in detail & have agreed to comply with Quality, Technology & Service expectations.
13. Product specifications offered in technical bid will remain unchanged. No diversification / substitution of products will be entertained.

We agree to have read and understood the Compliance Agreement in its entirety and agree to abide by this Statement.

Name:

Stamp:

Designation:

Signature:

Organization:

Place:

Date:

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16. Annexure M – Non Disclosure Agreement

(On stamp paper of relevant value)

This Non Disclosure Agreement is made and entered into at this day of 2016
BY AND BETWEEN Maharashtra Gramin Bank, a company incorporated under the Regional Rural Bank Act 1976, and having its registered office at Plot No. 35, 'Jivanshree', Sector G, Town Center, CIDCO, Aurangabad – 431003 (hereinafter called "the Purchaser/Bank" which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and assigns) of the ONE PART and (Name of System Integrator) of (please specify the registered office of the (System Integrator) (hereinafter called "the System Integrator/Contractor" which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors) of the OTHER PART;

The System Integrator and Bank are hereinafter collectively referred to as "the Parties" and individually as "the Party"

WHEREAS, Bank called for the bids for engagement of System Integrator to setup IT infrastructure at the various branches (\pm 25% of the total) of the Bank. M/s_____ after going through the Bid Documents and being interested to act as System Integrator and provide the services for setup of IT infrastructure at the various branches (\pm 25% of the total) branches of Bank, has submitted its Bid.

WHEREAS, the System Integrator is aware and confirms that the information, data, drawings and designs, and other documents made available in the Bid Documents / the Contract and thereafter regarding the Services as furnished by the System Integrator in their Request For Proposal or otherwise and all the Confidential Information under the Bid Documents/the Contract is privileged and strictly confidential and/or proprietary to Bank,

NOW, THEREFORE THIS AGREEMENT WITNESSETH THAT in consideration of the above premises and the Bank granting the contractor and or his agents, representatives to have specific access to Bank property / information and other data it is hereby agreed by and between the parties hereto as follows:

- (i) maintain and use the Confidential Information only for the purposes of this Contract and only as permitted herein;
- (ii) make copies as specifically authorized by the prior written consent of the other party and with the same confidential or proprietary notices as may be printed or displayed on the original;
- (iii) restrict access and disclosure of confidential information to such of their employees, agents, vendors, and contractors strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
- (iv) treat Confidential Information as confidential for a period of six (6) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of [two (2)] years from the date of such termination.

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Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 days of such disclosure. Confidential Information does not include information which:

- the recipient knew or had in its possession, prior to disclosure, without limitation on its confidentiality; is independently developed by the recipient without breach of this Contract;
 - is the public domain
- (i) is received from a third party not subject to the obligation of confidentiality with respect to such information;
- (ii) is received from a third party not subject to the obligation of confidentiality with respect to such information
- (iii) is released from confidentiality with the prior written consent of the other party.

The recipient shall have the burden of proving hereinabove are applicable to the information in the possession of the recipient

Notwithstanding the foregoing, the parties acknowledge that the nature of the Services to be performed under this Contract may require the System Integrator's personnel to be present on premises of Bank or may require the System Integrator's personnel to have access to computer networks and databases of Bank while on or off premises of Bank. It is understood that it would be impractical for Bank to monitor all information made available to the System Integrator's personnel under such circumstances and to provide notice to the System Integrator's of the confidentiality of all such information. Therefore, the System Integrator agrees and undertakes that any technical or business or other information of Bank that the System Integrator's personnel, or agents acquire while on Bank premises, or through access to Bank computer systems or databases while on or off Bank premises, shall be deemed Confidential Information.

Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Contract, confidential information shall be returned to the disclosing party or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorised representative of each of the parties. Nothing contained herein shall in any manner impair or affect rights of Bank in respect of the Confidential Information.

In the event that any of the parties hereto becomes legally compelled to disclose any Confidential Information, such party shall give sufficient notice to the other party to enable the other party to prevent or minimize to the extent possible, such disclosure. Neither party shall disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.

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Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Aurangabad shall have exclusive jurisdiction in relation thereto even though other Courts in India may also have similar jurisdictions.

Indemnity: The System Integrator/Contractor shall defend, indemnify and hold harmless Bank, its affiliates, subsidiaries, successors, assigns, and their respective officers, directors and employees, at all times, from and against any and all claims, demands, damages, assertions of liability whether civil, criminal, tortuous or of any nature whatsoever, arising out of or pertaining to or resulting from any breach of representations and warranties made by the System Integrator/Contractor. and / or breach of any provisions of this Agreement, including but not limited to any claim from third party pursuant to any act or omission of the System Integrator/Contractor, in the course of discharge of its obligations under this Agreement.

The provisions hereunder shall survive termination of the Contract.

In witness whereof, the Parties hereto have executed these presents the day, month and year first herein above written

For and on behalf of ----- Ltd. () (Designation)	For and on behalf of Maharashtra Gramin Bank () (Designation)
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17. Annexure N FORMAT FOR TECHNICAL EVALUATION

17.1. Desktop PC

Sl.	Category	Specification Required	Offered Y / N
1.	MAKE	Make, Model, Part Number and details - Must be Specified and all the relevant product brochures and manuals must be submitted	
2.	CPU	6th Generation Intel® Core™ i3-6300 Processor (4MB cache, 3.8Ghz)/AMD A10 7800B(3.9 Ghz; 4MB Cache) processor or equivalent or higher	
3.	MEMORY	1 x 4 GB DDR3 RAM upgradable to 8 GB RAM with 2 DIMM slots	
4.	Mother Board	Intel : H81 or higher Chipset on OEM Motherboard AMD : AMD A75 or higher Chipset on OEM Motherboard Should have following features: <ul style="list-style-type: none"> • Minimum 2 Free PCI / PCIe Slots • Compatible with CPU & RAM 	
5.	Monitor	18.5" Wide TFT LCD Color Monitor with TCO 05 Certified.	
6	Display Controller	64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours	
7	Hard Disk	Minimum 500 GB SATA II (3III (6 Gb/s) HDD with 7200 RPM	
8	Optical device	16X or higher speed DVDRWOM	
9	Ethernet Interface	10/100/1000 Mbps auto-sensing Ethernet interface with UTP port with Wake-on-LAN support Internet Protocol Version 6 & 4 (TCP IPv6 & TCP IPv4) ready.	
10	Ports	Minimum 1 Serial Port, 1 Parallel Port, 6 High speed USB 3.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports	
11	Keyboard (USB/PS/2)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).	
12	Mouse (USB/PS/2)	2 button optical scroll mouse with mouse pad	
13	BIOS	Should be Y2K compliant	
14	Power supply	200 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC	
15	Power Management	Energy star compliant for power saving	
16	Operating System	Dos, Freeware. Successful bidder has to install win 10 / win server 2008 as per Bank requirement. Bank will provide necessary CD. Vendor has to support the hardware with OS for the contract period.	
17	Bundled software	Standard bundled software pertaining to the model offered should be included in offer (Must be specified in the offer)	
18	Warranty	3 Years Comprehensive onsite Warranty	

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19	Product Details testing	The product details / brochure should be available on publicly available website	
20	Certification	ISO 14001, ISO 9001, Windows 7, 8, 8.1, 10 certification	
21	Peripheral	The Keyboard, Mouse & Monitor shall be OEM specific.	

17.2. Passbook Printer

Sr.	Item	Required Specification	Offered Y / N
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Print Head	24 Pin	
4.	Print Width	90 Col at 10 CPI	
5.	Print Matrix	24 x 12 draft, 24 x 36 NLQ	
6.	Character pitch	10, 12, 15, 17.1 CPI	
7.	Line pitch	6, 8 lpi, incremental	
8.	Print Speed	Minimum 216 CPS (draft), 72 CPS (NLQ) at 10 CPI	
9.	Print Method	Horizontal / Vertical	
10.	Print Modes	Draft and NLQ Condensed, Double h/w, graphics, bit-image mode	
11.	Print attributes	Bold, Italics, underline, wide-font, super and sub scripting	
12.	Paper handling	Automatic front feed for handling average size passbook with Automatic document alignment	
13.	Emulations	IBM, EPSON, ESC/P & Olivetti	
14.	Interface	RS 232C Serial and Parallel interface with cables	
15.	Noise Level	Less than 55 dB	
16.	Driver Compatibility	IBM pro printer driver compatibility needed	
17.	Bilingual	The printer should have bilingual (Devanagari & English) printing capability	
18.	Drivers	Windows 7 / 8 / 8.1/10	
19.	Compatibility	All printer should support DLP software in raw printing mode	

Note: Passbook printers shall be supplied with uniform pre-defined calibration / settings as will be communicated to the successful bidder.

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17.3. Flatbed Scanner

Sr.	Item	Required Specification	Offered Y / N
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Scanner Type	Flat Bed, Color & Monochrome	
4.	Resolution	Minimum 600 x 1200 DPI true resolution.	
5.	Color	Minimum 48 bit color	
6.	Interface	Parallel / USB	
7.	Interface cable	Appropriate cable must be included in the offer	
8.	Document size	Standard A4 Size	
9.	Software	Scanning software, image editing software, OCR software, document management software	
10.	Drivers	Windows 7/ 8/ 8.1 / 10	

17.4. Laser Jet Printer

Sr.	Item	Required Specification	Offered (Y/N)
1	Functions	<u>Print, Scan, Copy with FAX as optional</u>	
2	Printing Method	Laser Print technology with black color	
3	Print Speed (Simplex; A4/LTR)	Minimum 16 PPM or higher	
4	Toner Saver	Should be available	
	COPY		
5	Copy Resolution	Minimum 600 X 600 dpi	
6	Reduce / Enlargement	With range of 25 % to 400 % of original	
	SCAN		
7	Scan Resolution	600 x 600 dpi	
8	Color Depth	True Color	
9	Pull Scan	Facility should be provided.	
10	Push Scan (Scan To PC) with Multi Function Utility	Facility should be provided	
11	Scan Features	TWAIN, WIA std	
	PAPER HANDLING		
12	Paper Input (Standard)	Minimum 150 sheets	
13	Paper Sizes (Standard Cassette)	Minimum size of A4, A5, A6, Letter, Legal, Executive, Folio, Custom (76 x 127 mm – 216 x 356mm)	
14	Paper Types	Plain / Thick / Thin / Cotton / Colour / Preprinted / Recycled / Lables / CardStock / Bond / Archive / Envelope	
	CONNECTIVITY & SOFTWARE		
15	Standard Interface(s) (Wired)	Minimum 2.0 High speed USB and 10/100/1000 base T/base TX Ethernet port	

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16	Network Protocol	IPv4 and IPv6 compatible. Protocol should be compatible with all above mentioned technical specification.		
17	Compatible Operating Systems	Win7, Win8.1, Win10, Win Server 2008, 2012, (all 32 and 64 bit), Various Linux OS, Mac OS X 10.4 - 10.8		
18	Software	Printer Driver, Scanner Driver, Multi Function Utility		
GENERAL SPECIFICATIONS				
19	Memory	Minimum 128 MB or equivalent or higher		
20	Screen LCD Display	Adequate screen to display all functions.		
21	Power Consumption	During Operation	Maximum 560 W	
		During Standby	Maximum 4.75 W	
		During sleep	Maximum 2.0 W	
22	Power Requirements	AC 220 to 240 V with 50 to 60Hz		
23	Toner Cartridge	Single toner should be refilled two times. After two refill; NEW toner will be used. Vendor has to ensure that appropriate toner is available at district place where vendor is having office / representative.		