

THE KANGRA CO-OPERATIVE BANK LTD

REQUEST FOR PROPOSAL (RFP)

FOR

SUPPLY OF SERVERS AND SYSTEM SOFTWARE

HEAD OFFICE, C-29

JANAKPURI COMMUNITY CENTRE

PANKHA ROAD, JANAKPURI,

NEW DELHI – 110058

TEL: (011) – 25515969, 25500800

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TABLE OF CONTENTS

SI. NO.	SUBJECT	PAGE NO
1	INSTRUCTION TO BIDDER	4
2	TECHNICAL SPECIFICATION (ANNEXURE-I)	11
3	TERMS AND CONDITIONS (ANNEXURE-II)	13
4	PRE QUALIFICATION CRITERIA FOR VENDOR (ANNEXURE-III)	16
5	BIDDER'S INFORMATION (ANNEXURE-IV)	17
6	COMPLAINCE STATEMENT (ANNEXURE-V)	18
7	SERVICE SUPPORT DETAIL (ANNEXURE-VI)	19
8	PERFORMANCE STATEMENT (ANNEXURE-VII)	20
9	COMMERCIAL STATEMENT (ANNEXURE-VIII)	21
10	CHECK LIST (ANNEXURE-IX)	23

Bid Details

1.	Date of commencement of sale of Bidding Document	31/12/2018
2.	Last date and time for sale of Bidding Documents	17/01/2019 1400 HRS
3.	Last date and time for receipt of Bidding Document	17/01/2019 1600 HRS
4.	Date and time of Technical Bid Opening	17/01/2019 1730 HRS
5.	Date and time of Commercial Bid Opening	17/01/2019 1830 HRS
6.	Place of opening Bids	The Kangra Co-operative Bank Ltd C-29, Janakpuri Community centre, Pankha Road, Janakpuri New Delhi – 110058
7.	EMD	Rs. 2,00,000/- (Two Lakh Only) in the form of Demand Draft in favour of “The Kangra Co-operative Bank Ltd” Payable at New Delhi. EMD should be enclosed in Technical Bid . EMD should be written on the backside of the DD along with name of the company
8.	Cost of RFP	Rs. 5,000/- in the form of Demand Draft in the favour of “The Kangra Co-operative Bank Ltd” Payable at New Delhi
9	Contact to Bidders	Interested Bidders are requested to send the mail to Sh. Sahdev Sangwan, Sr. Manager IT, The Kangra Co-operative Bank Ltd, “Kangra Bhawan”, 1916, Chuna Mandi, Paharganj, New Delhi - 110055. Mobile: 9999759923 Email : ncn@kangrabank.com

Note: - Bids will be opened in the presence of the Bidder’s representative who chooses to attend.

INSTRUCTION TO BIDDER

1. INTRODUCTION

The Kangra Co-operative Bank Ltd. is leading co-operative bank with twelve branches located in Delhi. The Bank is in process of strengthening its existing computerised operations and phasing out its Hardware / Software in order to achieve the effective and efficient customer services and efficient back office operation. The Kangra Co-operative Bank Ltd, hereinafter referred to Bank, invites technically complete and commercially competitive proposals from reputed vendors for Supply & Installation of Servers and System Software.

2. ELIGIBLE BIDDER

This invitation of Bids for Servers and System Software is open to all Original Equipment Manufacturers (OEM) having presence in India or their authorised representative in India , provided firms fulfils the minimum qualification criteria as mentioned in Bid Document. In case of authorised representative a letter of authorisation to this effect from OEM must be furnished for obtaining complete set of Bid. It should be stated in the authorised letter that in case the authorised representative is not able to provide support / upgrade during contract period i.e. warranty and post warranty maintenance commitment for 8 Years, the original supplier / manufacturer shall provide the same. Servers should be quoted from single OEM make only. Interested firms should submit their proposal **for complete bill of materials. Including AMC / ATS rates. Incomplete proposal will not be entertained.**

3. SCOPE OF WORK

To supply, commission, install, testing and configure the Servers and System Software, which are approved by the Bank, at Paharganj branch of the Bank. The rates will be valid for the period of 180 Days, if not revised earlier .The accessories required for the equipment should also be specified.

To specify the various infrastructure requirements which has to be provided by the bank for commissioning and smooth functioning of the equipment. This will include site requirements, power, cables, connectors, network cards, ports, UPS, environmental conditions, illumination, etc.

The bank reserves the right to shift the equipment to a suitable location during warranty and post warranty period depending upon the need. The vendor will arrange to install and commission the same in new site free of charge..

Vendor should provide comprehensive warranty of 3 years.

Vendor should undertake to provide maintenance support (Post Warranty) to equipment and arrange for spare parts for minimum period of 5Years comprehensive annual maintenance contract has to be entered into separately with the bank, for this purpose. The bidder shall provide support services for 7days x (9 AM to 9PM) with 2 hrs response time unless specified otherwise and also execute the Master AMC agreement with the Bank as per format provided in due course of time without any exception.

Vendor has to guarantee minimum uptime 99.99% and should be ready to execute service level agreement for the same. The vendor has to provide proper evidence to support their claim of capability to provide service at Branch.

4. RELIABILITY

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

5. COST OF RFP DOCUMENT AND BIDDING

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

Cost of RFP document has been fixed Rs.5000/- (Rs. five thousand only). Bidder can either purchase the tender document on paying Rs.5000/- by demand draft payable in favour of "The Kangra Cooperative Bank Limited" or download/obtain same in PDF form from the website (www.kangrabank.com) of the bank. However, in case bidder opts for downloading option, he has to enclose the draft in his technical bid envelop along with other requisite documents including demand draft of Rs.2,00,000/- (Rs. Two Lakh Only) for EMD.

6. BIDDING DOCUMENT

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid. **Bidder should strictly submit the bid as per check list given in Annexure-IX failing which bid will be rejected as non responsive.**

7. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Bidding Documents by amendments.

Amendment will be notified in writing or by fax to all prospective Bidders, which have received the Bidding Documents and will be binding on them.

In order to provide, prospective Bidders, reasonable time to take the amendment into account in preparing their bid, the purchaser may, at its discretion, extend the dead line for submission of bids.

8. PERIOD OF VALIDITY

Bids shall remain valid for 180 Days after the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by Bank as non-responsive. In exceptional circumstances, the Bank may solicit the Bidder's consent to an extension of the period of validity. The request and response thereto shall be made in writing or by fax. The Bidder may refuse the request. A bidder granting the request will not be required nor permitted to modify its bid.

9. BID CURRENCIES

Prices shall be expressed in the Indian Rupees Only

10. BIDDING PROCESS (TWO STAGE)

The tenders shall be submitted in two bids system in **two separate non window envelopes** each sealed and clearly identified as to envelope number 1 & 2 and contents as **“Technical Bid”** and **“Commercial Bid”** respectively. These two envelopes shall be contained and sealed in a non window large envelope. This envelope shall be submitted as per instructions with the name of job/ work **“TENDER FOR SERVERS AND SYSTEM SOFTWARE”** super scribed on the large envelope.

TECHNICAL BID will also contain the Bidders information in the format as given in bid document.

TECHNICAL BID will NOT contain any pricing or commercial information at all.

TECHNICAL BID envelop must contain EMD in the form of DD in favour of Bank payable at New Delhi.

TECHNICAL BID envelop must contain demand draft of Rs.5000/- favouring Bank payable at New Delhi, in case the RFP downloaded from the website/sent by the bank thru email to the bidder.

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

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

The bid shall be typed or written in indelible ink and shall be signed by the bidder or person duly authorised to bind the bidder to the contract. The authorisation shall be indicated by written power of attorney accompanying the Bid. **All pages of the bid except un-amended printed literature shall be initialled by the person or persons signing the Bid.**

The bid shall contain no interlineations, erasures or over writing as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

The Bidder should quote the price for each item required by the Bank.

11. BID EARNEST MONEY

Bidder have to submit the Bid Earnest Money of Rs. 2,00,000/- (refundable) in the form of Demand Draft favouring **‘The Kangra Co-operative Bank Ltd.’** payable at Delhi. EMD will be forfeited in case the bidder after opening of bids do not participate in the tender finalization process .EMD to unsuccessful bidders will be refunded after issuing of order in favour of the successful/selected bidder and its acceptance by him. In case of successful bidder the amount of EMD will be refunded after commissioning and acceptance of the Servers and system software. If the successful bidder fails or refuses to execute the order , the EMD will be forfeited.

12. SUBMISSION OF BIDS

The bidders shall duly seal each envelope (Technical Bid and Commercial Bid and send the same in a large non window envelop duly sealed as elaborated herein above under clause 10 to :

Mr. Ramesh Kasana

Assistant General Manager

The Kangra Co-operative Bank Ltd.

C-29, Janakpuri Community Centre,

Pankha Road, Janakpuri,

New Delhi – 110058

13. DEADLINE FOR SUBMISSION OF BIDS

Bid must be received by the Bank at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to appointed time on next working day.

The bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance to Clause 7, in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

14. LATE BIDS

Any bid received by the Bank after the deadline for submission of bid prescribed by the Bank will be rejected and/or returned unopened to the Bidder, if bidder desire so.

15. MODIFICATION AND/OR WITHDRAWAL OF BIDS

The bidder may modify or withdraw its bid's submission, provided that written notice of the modification or withdrawal is received by the Bank prior to the deadline prescribed for submission of bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and delivered in accordance to the provision of Para "Submission of Bids", with the envelope additionally marked "**MODIFICATION**" or "**WITHDRAWAL**" as appropriate. The withdrawal notice may also be sent by fax but followed by a signed confirmation copy, post marked not later than the deadline for submission of bids.

No bid will be modified after the deadline for submission of bids.

No bid may be withdrawn in the intervening period between deadline for submission of bids and expiration of period of bid validity specified by the bidder in the submitted bid.

No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

16. CONTENTS OF DOCUMENTS TO BE SUBMITTED

The bidder shall submit the following documents:

Documents required in Technical Bid (Sealed Cover)

- 1.** Check list
- 2.** Supporting documents in respect of minimum qualification criteria as per **Annexure-III**.
- 3.** Bidders information as per format as per **Annexure-IV**.
- 4.** Acceptance of the terms and conditions and compliance of technical specifications as contained in **Annexure-V**.
- 5.** Any other document indicating the feature of the product.
- 6.** ISO Certification document, if any
- 7.** Last two years audited balanced sheet and profit and loss account statement.
- 8.** Bid Earnest Money in the form of Demand Draft.
- 9.** Service Support details as per **Annexure-VI**.
- 10.** Performance statement as per **Annexure-VII**.
- 11.** Technical Offer indicating compliance to the Bank requirement as per technical specification as per **Annexure-I**.
- 12.** Authorization letter from competent authority to participate tender process.
- 13.** Demand draft for cost of RFP document if downloaded from website/ email.

Documents required in Commercial Bid (Sealed Cover)

- 1.** Commercial offer as per **Annexure-VIII**.

17. BID OPENING AND EVALUATION

The Bank will open the bids, in the presence of Bidder's representative who choose to attend, at the time and date mentioned in Bid document at the address mentioned in Para "**Submission of Bids**".

The bidder's representatives who are present shall sign register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for purchaser, the bids shall be opened at the appointed time and place on next working day.

The commercial bid shall be opened in the presence of Bidder's representative, whose bids are considered as responsive as per the technical and other qualification criteria as underlined in the bid document. **The Bank will prepare the minutes of bid opening.**

18. CLARIFICATIONS OF BIDS

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

19. PRELIMINARY EXAMINATION

The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required information have been provided as underlined in the bid document, whether the documents have been properly signed, and whether bids are generally in order. Arithmetical error will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected. If there is discrepancy between words and figures, the amount in the words will prevail.

The bid determined as not substantially responsive will be rejected by the Bank and may not be made responsive by the bidder by correction of the non-conformity. The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

20. EVALUATION CRITERIA

A comparative chart will be prepared by the technology development committee, appointed by the Board of Directors of the Bank for procurement of computers, and further negotiation for getting better price and offer will be done by the above committee either with all of them or lowest three of them (L-1,L-2 and L-3) depending upon the numbers of proposals received. Selected Bidder may be asked to match the L-1 prices in respect of all remaining items.

However above Committee / Bank reserve the right of selection or rejection of any vendor without assigning any reason(s) thereof. The bank is not bound to accept the lowest or any other tender and reserves the right to accept a tender in whole or in part or to negotiate any offer or to reject any or all tenders in part or in full without assigning any reason.

21. CONTACTING THE BANK (PURCHASER)

Any effort by bidder to influence the Bank (Purchaser) in the purchaser's bid evaluation, bid comparison or contract award decision may result in the rejection of Bidder's bid.

22. BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS

The Bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without hereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the Bank's action.

23. SIGNING OF CONTRACT

If Bank decides, then successful bidder shall be required to enter into a contract with Bank, within 10 days of the award of the tender or within such extended period as may be specified by Sr. Manager IT, The Kangra Co-operative Bank Ltd., C-29, Janakpuri Community Centre , Pankha Road, Janakpuri, New Delhi - 110058, on the basis of the Tender Document, the Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract.

24. GOVERNING LAW AND DISPUTES

All disputes or differences whatsoever arising between the parties (Bank and selected bidder) out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If, however, the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any such dispute shall be referred to a mutually agreed sole arbitrator and failing such agreement the dispute shall be referred to a tribunal comprising of three arbitrators, one to be appointed by each party and the third arbitrator to be mutually appointed by the said nominated arbitrators. The language of the arbitration shall be English and the decision of the arbitrator/ majority arbitrators as the case may be, shall be final and binding on the parties. It is a term of this letter that in the event of such arbitrator(s) to whom the matter is originally referred, being transferred or vacating his office or being unable to act as an arbitrator in accordance with the terms of this order and the person so appointed shall proceed with the reference from the stage it has been left over by the earlier appointed arbitrator. The venue of Arbitration shall be New Delhi.

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

The cost of arbitration will be shared equally by the bank and bidder.

All disputes would be subjected to the Delhi/New Delhi jurisdiction only.

25. USE OF CONTRACT DOCUMENTS AND INFORMATION

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

26. PATENTS RIGHTS

The Vendor shall indemnify the Bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

The vendor shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.

The vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be fully responsible for, and shall at no time admit to any liability for or express any intent to settle the claim.

The vendor shall grant to the Bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India to access, replicate and use software (and other software items) provided by the Vendor, including-all inventions, designs and marks embodied therein in perpetuity.

27. ASSIGNMENT

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

Technical specification of Servers and System Software

Server: - RTGS/NEFT Primary and Secondary Server

Items	Required Specifications	Compliance	Your Specifications
	XEON SERVER		
Processor	1 x Intel® Xeon® Silver 4112 (2.60 GHz, 8 MB Cache or higher) Quad core		
Memory	32 GB DDR4 Memory		
Hard Disk Drive	5 x 1.2 TB 10K RPM 12G SAS		
Optical Disk Drive	DVD ± R/W Drive		
Monitor	18.5" TFT Monitor		
Ethernet	Integrated Dual Port Gigabit Ethernet controller on board with IOAT support		
Power Supply	n + 1 redundant hot swap power supply units		
	n + 1 redundant hot swap fans		
Warranty	3 years OEM ONSITE warranty		
Server Certification	Microsoft Windows 2019 Server (Standard Edition) 64 bit downgrade to 2012 R2		
Message middleware (IBM MQ)	IBM WebSphere MQ 8.0.0.10 64 bit Server		
Database (Oracle)	Oracle Enterprise Edition 12C Version 12.2.0.1.0 64 bit Server (Oracle Server 64 bit with 32 bit client)		
JDK	JAVA: Oracle 64-bit JDK 1.8.0_181		
Key Board and Mouse	Key board and optical mouse		

Commitment for Comprehensive maintenance support after warranty of three years.	5 years on site backed by the OEM		
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Note:

1. The bidder should provide a compliance statement for all the above specification of technical requirements against each item.
2. All relevant product information such as user manuals, technical specifications sheet etc should be submitted along with the offer. Failure to submit this information along with could result in disqualification of the bid.
3. The bidder should mention price detail for all the above specification against each item.

TERMS AND CONDITIONS**1. ACCEPTANCE OF ORDER:-**

Bank has a right to cancel the order if the same is not accepted within a period of 7 days from the date of the order.

2. TAXES

The prices are inclusive of all charges, taxes, statutory Levies etc.

3. ACCEPTANCE TEST

The system is subject to an Acceptance test. Vendor has to arrange one Engineer at the site at the date and time mentioned by the Bank to assist in the acceptance test.

4. PAYMENT**4.1 For Supply, installation, commissioning of Servers and Microsoft windows 2019 with 3 years warranty**

- 20% against Bank Guarantee of equal amount valid for 90 days on acceptance of our firm order or signing of contract .
- 65 % on delivery and acceptance of the equipment
- 15% against Bank Guarantee for equal amount valid for 37 months from the date of installation and commissioning or 4 months after acceptance, if installation is delayed due to Bank. The date on which the complete system is delivered will be taken as the date of delivery. In case of part delivery, the date of last items delivered will be taken as the date of delivery.

4.2 For Supply , installation and commissioning of system software (Oracle and IBM WebSphere)

- 20% against Bank Guarantee of equal amount valid for 90 days on acceptance of our firm order or signing of contract .
- 65 % on delivery and acceptance of the system software supplied.
- 15% against Bank Guarantee for equal amount valid for 13 months from the date of installation and commissioning

4.3 For AMC/ATS

- AMC for servers and Microsoft windows 2019 will be released after successful completion of AMC. However this can be released in advance against Bank Guarantee of equal amount valid for 13 months.
- ATS charges for Oracle and IBM WebSphere will be released on receipt of information/acknowledgement on successful renewal for one year from OEMs.

5. DELIVERY PERIOD

Vendor shall be responsible for delivery of the systems ordered at site within 6 weeks from the date of order.

6. INSURANCE

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

7. WARRANTY

Comprehensive on-site warranty of 36 months from the date of complete installation and acceptance of systems ordered.

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

Warranty should not become void if the Bank buys any other supplemental hardware from third party and install it with/in these machines in the presence of the bidder. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:-

- A) The equipment should be attended with two hours of receipt of complaint. In case problems persist, systems should be replaced within 48 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed, so that normal job of the Bank may not hamper.
- B) Warranty would cover updates/maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware
- C) The vendor should provide onsite preventive maintenance regularly on quarterly basis..
- D) The scope of service will include.

Servers

O/S tuning including but not limited to Disk checking/File management/reloading of preloaded/ordered software/updation of software

Cleaning of Drive including Lens Cleaning

Any other check /service that will make equipment work smoothly and as per system uptime on regular basis.

- E) The vendor will obtain written acknowledgement from Bank after completion of warranty period for successful sign off of warranty period. The warranty period will get extended by 3 months for each failure to provide quality service, which is required to be provided by vendor.
- F) In case of repetitive hardware failure (two or three times in a quarter) it shall be replaced by equivalent new equipment by vendor at no extra cost to Bank.
- G) In case of system software oracle, IBM WebSphere etc. should be one year or the period being offered by the original system providers (Oracle, IBM etc.); whichever is more.

8. SYSTEM UP TIME

The vendor shall assure that the system gives and minimum 99.99% uptime (Calculated on quarterly basis on main system configuration only).

9. ANNUAL MAINTENANCE CONTRACT:

The vendor should also quote separately for AMC / ATS at the site for 3 years from the date of expiry of warranty period (Post Warranty). The quoted AMC rate for would be applicable for 7 x 9 AM to 9 PM hrs support and response time should not be more than 2 hrs. AMC would cover maintenance patches/bug fixes (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware.

10. PENALTY

The system is to be delivered within stipulated time from the date of order. For this purpose delivery means:-

- Delivery means delivery of all the ordered equipment including interface cables at the site along with the set of documents/CDs on operational use of the equipment, one set of CD ROM (If OEM deliver same with the equipment) containing the original system software and all the relevant documentation of the system add on utilities as specified in the orders.
- Penalty at the rate of 1% per week will be charged for late delivery. For this purpose the period will commence from the date of order upto the date of last item delivered. However total LD will not be more than 5% of the servers' cost (excluding taxes).
- The Bank reserves the right to cancel the order in case complete delivery is not affected within the stipulated time.

PRE QUALIFICATION FOR VENDORS SUPPLYING THE SERVERS AND OTHER PERIPHERALS

The minimum qualification criteria for the firms is as under:-

1. The bidder should be Original Equipment Manufacturer (OEM) for Servers having presence in India or its authorized representative in India. In case of authorised representative a letter of authorisation to this effect from OEM must be furnished. The bidder in addition to it should be authorized sales partner/distributor of Oracle/ IBM WebSphere. Please refer Para “**2 Eligible bidder**” of instruction to bidder.
2. The average sales turnover of last two financial years of the bidder should have been minimum Rs. 1 Crore.
3. The bidder should have valid GST and PAN number.
4. The bidder should have exclusive support infrastructure for maintenance of their items in Delhi/NCR and be able to provide and maintain equipment supplied their competent support engineers at sites. The vendor should have their own support offices in Delhi / NCR.
5. The bidder should be able to provide efficient and effective support at all branches so as to meet 7 days x 24 hrs. service support with 2 hrs response time – A commitment on the letter head duly signed/stamped by the competent authority to this effect should be furnished.
6. The bidder should be able to produce the commitment letter from the OEM on OEM’s letter head duly signed by the authorized/competent authority to provide its maintenance support for servers with parts for a minimum period of 8 years including warranty period of 3 years.

Bidders Information

Name _____

Constitution (sole prop./partnership/company) _____

Address

Names & Addresses of the Partners if applicable _____

Contact Person(s) _____

Telephone, Fax, E-mail _____

Date/year of incorporation _____

*Sales turnover for F.Y. 2017-18 Rs. _____ crores

*Sales turnover for F.Y. 2016-17 Rs. _____ Crores

Average sales turnover for 2 years Rs. _____ Crores

GST Number _____ PAN _____

Is company ISO certified, if yes provide information along with true copy of certificate.

*Please provide certificate duly signed and stamped by CEO and CEO or the Statutory Auditors.

COMPLIANCE STATEMENT

DECLARATION

Terms and Conditions

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP. (Any deviation may result in disqualification of bid).

Signature:

Seal of company

Technical specifications

We certify that the system/services offered by us for tender confirms to the specifications stipulated by you with the following deviations

List of deviations

- 1)
- 2)
- 3)
- 4)

(If left blank it will be construed that there is no deviation from the specifications given above)

Signature:

Seal of Company

SERVICE SUPPORT DETAILS

Location		Status of Office Working days & hours	No. of maintenance Engineers	Number of maintenance Staff	Volume of Min. stock available at all time
Telephone	Fax No.				

Signature and Seal of Bidder

PERFORMA FOR PERFORMANE STATEMENT
(FOR 3 MAJOR PROJECTS COMPLETED)

NAME OF BID

NAME OF FIRM

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

Signature and Seal of Bidder

ANNEXURE-VIII

Sr. No	ITEM	Particulars	QTY.	RATE PER UNIT (Rs)	TOTAL PRICE (Rs)	GST PER UNIT(Rs)	TOTAL GST (Rs)	TOTAL PRICE WITH GST (Rs)
	1	2	3	4	5(3X4)	6	7(3X6)	8(5+7)
1	SERVERS							
1.1	Supply , installation and free comprehensive warranty services for 3 years	1 x Intel® Xeon® Silver 4112 (2.60 GHz, 8 MB Cache or higher) Quad core. 32 GB DDR4 Memory. Hard disk drive 5 x 1.2 TB 10K RPM 12G SAS, DVD ± R/W Drive, 18.5" TFT Monitor, Integrated Dual Port Gigabit Ethernet controller on board with IOAT support, n + 1 redundant hot swap power supply units, n + 1 redundant hot swap fans, Microsoft Windows 2019 Server (Standard Edition) 64 bit downgrade to 2012 R2, Key board and optical mouse with 3 years comprehensive warranty services as per specification given in Annexure-I of the RFP.	2					
	Comprehensive AMC	Comprehensive AMC (with parts) for three years (Rates for 3 years) after free warranty of 3 years.	2					
2	Other System Software							
2.1	Oracle-Supply and installation servers with one year free warranty.	Oracle Enterprise Edition 12C Version 12.2.0.1.0 64 bit Server. license for two servers (RTGS/NEFT Primary, Secondary) Named User Plus Licenses	100 users					
	AMC/ ATS	Comprehensive Annual Technical Support (ATS) services for 5 years after free warranty of one year .(Total ATS charges for 5 years)	100 users					
2.2	IBM-WebSphere Supply and installation with one year free warranty	IBM WebSphere MQ 8.0.0.10 64 bit Server (1x4x70 = 280 PVUs)	280 PVUs License					

	AMC/ ATS	Comprehensive Annual Technical Support (ATS) services for 5 years after free warranty of one year .(Total ATS charges for 5 years)	280 PVUs License					
Total cost for evaluation/comparison.		RupeesOnly)						
3	Optional item (Rate only)							
	Implementation and configuration	Configuration of IBM MQ QMANAGER and creation of Oracle database, Configuration of SFMS V6 / Testing of SFMS V6 with CBS/Configuration of oracle Data guard/ DR testing of SFMS V6 /Go live free support for 3 months.						

Note: - 1) Bank may consider award of item 3 (Optional) to the bidder on the rates quoted above. Bidder has to honour the rates if order for item3 (Optional) is placed on him.

2) Payment for item 3 (Optional) will be made after 3 months from the SFMS V6 Go Live date.

Check List

Sl. No.	Documents Attach in Bid	(Yes/No)	Page No	
			From	To
1	Technical Bids			
2	Supporting documents in respect of minimum qualification criteria as per ANNEXURE-III			
3	Bidders Information as per format as per ANNEXURE-IV			
4	Bid Earnest Money in the form of Demand Draft			
5	Acceptance of terms and conditions and compliance of technical specifications as contained in ANNEXURE-V			
6	Last two years audited balanced sheet and profit & loss account statements			
7	Service Support details as per ANNEXURE-VI			
8	Performance Statement as per ANNEXURE-VII			
9	Technical Offer indicating compliance to the Bank's requirement as per Technical Specifications:- ANNEXURE-I			
10	Any other document indicating the feature of the product			
11	ISO certification document, if any			
12	Authorization letter from the competent authority in favour of a person attending bid opening meetings			
13	Demand draft of Rs.5000/- as cost of the RFP document if downloaded from website/email.			

COMMERCIAL BIDS

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