



(Sponsored by Syndicate Bank)
A Govt. of India Undertaking

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**Sub: RFP for Supply and Commissioning of Passbook Printers (100 no's), Statement Printer (DMP) (125 no's)
& Scanner (75 no's).**

Tender Documents Details

Tender Reference Number and Date	Ref: PBHO/DIT/187/2016, DATED: 08-08-2016
Last date of seeking Clarifications	09-SEP-2016
Date of submitting the Bid Documents	14-SEP-2016 up to 14:00 Hours
Date of opening of technical Bids	14-SEP-2016 up to 16:00 Hours
Date of opening of commercial Bids	15-SEP-2016 up to 16:00 Hours
Bid Security	Rs 150000 valid upto March 2017 in form of Bank Guarantee
RFP cost	Non-refundable Rs.10000/ in form of DD or Bankers Cheques/NEFT (BGL/Account#: 98801902002 IFSC Code: PRTH0000001 and share the UTR number)

The RFP document is available at our Bank's website <http://www.prathamabank.org> and can be downloaded from website

Issued by:

General Manager
Prathama Bank
Head Office
Ramganga Vihar –Phase –II
MORADABAD-244001

Contact Person: Gurpreet Singh – 9837327827 (SPOC for this RFP)

Contact Numbers:

05912455176, 05912455179, 05912455178

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TO,

ALL ELIGIBLE VENDORS

SUB: Requirement of Passbook printers, DMP -printers & scanner for use in Branches and Offices.

We request you to submit your best quotes for the supply of the following Hardware and Peripherals as per the details furnished in this document, for use in Branches and Offices of Prathama Bank.

BRIEF DESCRIPTION OF THE REQUIREMENTS:

Sr. No	Description	Qty
1.	Statement printer (DMP)	125
2.	Passbook printers	100
3.	Scanner	75
	TOTAL:	300

* Details of other components are provided below.

IMPORTANT: ALL items should ship with COVER to safe guard from dust & humidity and Bank will not bear extra cost of it.

Pre-Qualification Criteria:

All Hardware shall be of reputed brand only.

- ☐ The bidder should have at least two years experience in supplying, commissioning and maintenance of PCs and Peripherals (printers & Scanner) to Banks/Financial organizations in India for the last 2 years (2014 and 2015). As documentary proof, letters issued by the Organization where it is supplied, with No. of locations and its satisfactory performance are to be submitted along with the technical bids.
- ☐ Bidder should have a service centre in bank operational area or within 100 KM of bank operation area.
- ☐ Bid documents from the vendors who are de-empanelled from Banks empanelment for the current period for supply of hardware and peripherals etc. will not be accepted for this RFP and will not be taken up for evaluation, even if it is sent by Courier/Post etc.
- ☐ The bidder should be a profit making company/firm during the last 2 consecutive financial years in the business of Hardware alone. As documentary proof B/S & P&L are to be submitted.
 - Existing Vendors, who have supplied Hardware to our branches, should have satisfactory record of service support. The Bank reserves the right to consider any vendor as technically non-responsive whose service support is not up to the mark and the pending complaints from our Branches/Offices are not resolved within the stipulated time frame.
 - The Bank also reserves the right to consider any vendor as technically non-responsive, if they had on earlier occasions during previous year, defaulted in supplying hardware/peripherals as per RFP terms and conditions. Incidences of the above nature would have been brought to the notice of the vendor/s already through mail/letters/etc.

- The Bidder should have at least 06 direct support offices in Metro locations/ urban location across the country preferably at Bank's Regional Office locations listed below and for other locations vendor should have Service support centers / Franchisee within **100 KM's** from our Regional Offices. Proof of the same is to be enclosed.

A P CHOPLA	AMROHA	MORADABAD	RAMPUR	SAMBHAL	THAKURDWARA
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The Bidder should submit proof in support of all Pre-Qualification Criteria while submitting the bid proposals. Failing which, the Bid proposal will be treated as technically non-responsive.

Disclaimer:

This RFP is not an offer by Prathama Bank, but an invitation to receive response from vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised officers of Prathama Bank with the vendors.

Authorization to Bid:

The proposal/Bid being submitted would be binding on the Vendor. As such, it is necessary that authorized personnel of the firm or organization sign the BID. The designated personnel should be authorized by a senior official of the organization having authority to do so. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel. Necessary resolutions/authority/ Power of Attorney available shall be enclosed. In case the principal vendors authorize their business partners or authorised distributors to bid on their behalf, a separate authorization letter as per format enclosed, with a commitment to fulfill the terms of the RFP should be submitted. It is mandatory that such of those business partners/authorised distributors should have service support centers on within the operational area of the Bank.

Following instructions may please be taken note of in this connection.

Offer shall be submitted for Items for the full schedule of requirements. Price bids are to be submitted separately.

1) Bid Security and Cost of RFP:

1.1) BID SECURITY:

- A) The Bidder shall furnish, as part of its Bid, a Bid security for an amount of (150000 /--One Lac Fifty Thousand Rupees) in the form of a Bank Guarantee issued by a reputed Bank in India other than Prathama Bank and acceptable to the Bank in the format enclosed **valid up to March -2017** and to be submitted along with the Non-price Bid.**
- B) The successful Bidder's bid security will be discharged upon the Bidders signing the contract Agreement) & furnishing the performance security for **10%** of the contract value for the warranty period plus 3 months grace period. Unsuccessful Bidder's bid security will be discharged or returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the purchaser.**

C) The Bid security may be forfeited:

- i) If a Bidder withdraws its Bid during the period of Bid validity; or
- ii) In case of a successful Bidder, if the Bidder fails:
 - a) To sign the Contract / SLA within the stipulated time or
 - b) To furnish Performance Security valid till the end of warranty period within the stipulated time.

1.2) Submission of Bid

Bid shall be submitted in 2 (two) separate sealed envelopes, one '**Non Price Bid**' (Technical Offer) and other '**Price Bid**' (Commercial Offer) clearly mentioning on top of the envelope '**Non-Price Bid**' or '**Price Bid**', duly super scribing the envelope with the reference number of this letter, due date, name of the Bidder, Offer reference number etc.

All Bid Documents are to be properly filed in a box file and all pages of the non-price/price bids should be numbered serially (1/xxx, 2/xxx (where xxx is last page number of Bid document)) and should bear the **company's seal and signature/s of the authorized person/s on all pages.**

ENVELOPE-I: Non-Price Bid (Technical Offer):

The Non-Price Bid (Technical offer) should be complete in all respects and contain all information asked for, **except prices**. The technical offer should not contain any price information. The Technical Offer should be complete and indicate that all products and services asked for are quoted. For example, the Technical Offer should mention that AMC charges are included in the Commercial Offer, without mentioning the actual amounts in the Non-Price Bid and terms of Payment, Delivery and any other conditions, which may appear in the Price Bid. The Bidder should enclose a copy of the Masked Price Bid as per price schedule without the prices (please put 'x' mark wherever prices are quoted) along with other bid documents for evaluation purpose.

ENVELOPE-II: Price Bids (Commercial Offer):

The Price Bids (Commercial Offer) as per Annexure-C should give all relevant price information and should not contradict the Technical Offer in any manner. **Please note that if any envelope is found to contain both technical and commercial offer together or price of item disclosed any stage before opening the price bid, that offer will be rejected summarily.**

The best and firm price should only be quoted (as per the Performa enclosed). The prices should be inclusive of Central excise, customs and other duties/levies. Sales Tax, Octroi /Entry Tax, VAT, Service Tax etc., if payable extra, is payable at actual upon production of documentary evidence of payment. The bid shall clearly mention whether the present/future Sales Tax is included in the price or otherwise.

The Technical Bid (Non-Price Bid) will be opened first for evaluation. The Price Bids will be opened only if the Technical Bid is found responsive. The technical bid should necessarily contain all Technical details and terms of Payment, Delivery and any other conditions.

- Bidder's proposal should strictly conform to the Technical specifications and other terms and conditions.
- Proposals not conforming to the specifications will be rejected summarily.
- Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.

The details required as per Annexure shall also be enclosed without fail. The Bank may reject any proposal not containing all the requirements called for in various Annexure. Technical/Commercial Bids must contain required/relevant information on all the items including optional items, if any without fail.

2) Deadline for Submission

The last date for submitting the proposals along with Bid security is **14.SEP.2016 by 14.00 hours** at this office. Any proposal received after the due date and time will not be considered. Both Price and Non-Price bids complete in all aspects should be submitted to **Sri A. MAHAPATRA, General Manager, Prathama Bank, Head Office, Ram Ganga Vihar Phase-2, Moradabad U P 244001** within the above stipulated date.

3) Documents to be submitted by Bidder

The Bid should consist of the following documents:

- a. Price Bid in a separate cover.
- b. Non-Price Bid (Masked price Bid) consisting of all technical specifications and other commercial terms/annexure as per RFP and original Bid security (copy of the price bid without the prices (masked price bid) should be enclosed).
- c. An undertaking as per clause no.20, 21 of this RFP.
- d. Manufacturers Authorization form as per ANNEXURE–E, if applicable.
- e. Technical Specifications as per Annexure **I(A), I(B), I(C)** as per the format prescribed on this RFP are to be furnished item wise. Please furnish full details, ensuring strict conformity with the specifications in every respect, in order to avoid ambiguity. The software, if any, shall be supplied with Media, Manual and paper License and **License should not dependent on machine**. Relevant Detailed Product Brochures shall be submitted for each item with the proposal.
- f. Furnish AMC charges per annum for 3 years after the free warranty period of 3 years. Annual Maintenance cost for three years quoted by the Vendor will be added to the Total cost quoted after discounting to net present value at a discount rate of 8% Per annum for evaluation purpose. If the AMC rate is less than 5% of the basic cost of the system or free period is more than 3 years, AMC value of 5% of the basic cost, discounted at 8% and a free warranty period of 3 years will be considered for the purpose of evaluation. However, the actual payment will be only at the rates quoted. All the above information will be used in computing the competitive cost of the Quotation.
- g. There should be a contact person at each of the locations for lodging complaints apart from call centre facility, if any, available with the bidder.
- h. A list of Service Centers throughout the services area of the Bank shall be furnished as per **ANNEXURE–G**.

4) The Bank may at its discretion:

- A.** Increase the requirement and place orders up to **35 %** subsequently within the validity or the extended validity of the Offer, or
- B.** Decrease the requirement up to **35%**.

5) Delivery Period:

The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations. The vendor shall inform the readiness of the hardware for the purpose of pre-shipment testing in writing well in advance.

The bidder shall deliver Hardware & Peripherals **within 2 weeks**, from the date of issuing of Purchase Order for the same inclusive of completion of the pre-shipment testing. Wherever Road permits are required one additional week will be provided.

Bank may issue the PO with delivery schedule indicating quantity in multiple lots.

6) Liquidated Damages:

For any delay in delivery, installation and commissioning beyond 3 weeks in Metro, 4 weeks in non-Metro and 10 weeks in Island locations for non road permit locations and for road permit locations additional one week, from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).

If the items delivered could not be installed for reasons attributable to the Bank, the same should be recorded and submitted to our office.

7) Installation:

The Supplier is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware/Peripheral units and connecting to power supplies. The Supplier will test all operations and accomplish all adjustments necessary for successful and continuous operation of the Hardware / Peripherals at all installation sites. The supplier is also responsible for installation/integration of the Hardware and for establishing connectivity to the existing network, if any. **Sharing of DMP printer to all client nodes in branches is mandatory.**

In case the Bank wants the equipment to be shifted to a location other than the originally indicated location, the vendor should do the necessary configuration changes in the equipment suitable to the new location and install the same at the new location.

8) Payment Terms:

- a. **On Delivery:** Seventy (70%) of the Contract price of the Goods along with 100% sales tax, 100% Octroi, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents (separate requests for release of Octroi payments will not be entertained):
- i. The supplier's original invoice showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. of the system/s etc.
 - ii. Details of the shipments made with their pricing are to be provided in the bank's prescribed format in both Hard & Soft (MS Excel), a copy of which will be provided by the bank along with the order.
 - iii. Original delivery note signed by consignee or acknowledgement of receipt of goods from the consignee.
 - iv. Insurance Certificate as per clause 6 mentioned below.
 - v. Manufacturer's/Supplier's Warranty certificate.
 - vi. Pre shipment testing of equipment by the approved agency: In case of purchase of equipment beyond Rs.25000/- per item, the vendor/s will have to provide a pre-shipment test certificate at his own cost from **M/S SYNDBANK SERVICES LTD, BANGALORE.**
 - vii. Supplier's factory inspection report/Inspection testing certificate issued by testing Agency.

b) **On Final Acceptance:** Thirty (30%) on Installation and Acceptance Certificate issued by the Bank's representative. However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 30% of the Total Contract Price shall be paid, within 90 days from the date of receipt of goods at the respective locations. In such a case, the Supplier shall have to produce document showing "Site not ready" status from the representatives of Prathama Bank at respective locations and to undertake to install and successfully commission the equipments within 15 days of confirmation of readiness of infrastructure by the Purchaser. This, however, does not preclude the Purchaser from invoking the Performance Guarantee if warranted, as per the terms of this Bid Document.

9) Warranty and Payment for Annual Maintenance Charges/Submission of Bank Guarantee:

All ITEMS shall carry a free comprehensive, **onsite warranty** for a minimum period of **three (3) Years** and AMC for next **Three (3) Years** from **4th year** to **6th Year**.

- a) The Supplier warrants that the Goods supplied under the Contract are new, unused and shall have no defect arising from design, materials or workmanship.
- b) This warranty shall remain valid for a minimum period of 36 (thirty six) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for minimum period of 36 (thirty six) months after the date of delivery, whichever period concludes earlier.
- c) Within Twenty (20) days of the receipt of format of notification of award from the Purchaser, the successful Bidder shall furnish the **performance security (BG) for 10% (Ten percent)** of the contract value for the warranty period plus 3 months grace period in the format prescribed.

If BG is not submitted within stipulated time, a penalty at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).

10) AMC Charges:

The Annual Maintenance Cost shall be paid in advance in equal yearly installments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee for 10% of the cost of the equipment (excluding Annual Maintenance Cost), valid for a period of 3 years from the date of completion of free warranty period - with 3 months grace period. The Bank Guarantee submitted towards performance guarantee taken during warranty period will be released only after receipt of the above. Non-submission of AMC Bank Guarantee at least **15 days before the expiry of Performance Bank Guarantee will be sufficient reason for invoking the performance guarantee.** No separate AMC Agreement needs to be executed. However, all the systems shall be properly maintained irrespective of Non-claiming/Non-renewal of AMC by the vendor in time.

11) Hardware Maintenance:

The Bidder will assume total responsibility for the fault free operation of hardware, IOS and maintenance during the warranty and post warranty (AMC) for a total duration of six years. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware function without defect or interruption.

On lodgement of complaint, service should be provided and rectification of reported problem within eight (8) hours in Semi-Urban/ Rural centre, within four (4) hours in Urban/Metropolitan centres In case any part is found defective & needs to be taken to the Vendor's Premises/lab for repairs, the Vendor should either ensure the required parts is replaced or a standby equipment is provided in place of defective equipment within 24 hours or next business day.

In case of failure of the vendor in both the above cases, the vendor will be liable for penalty of **Rs.1000/- per day** in Metro/Urban Centers and **Rs.500/- per day** in Semi-Urban/Rural/Island centres. The amount of penalty will be recovered from the vendor from payments due to them or by invoking Bank Guarantees provided for warranty/maintenance.

The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption as per the above condition.

However, if the Hardware/Peripheral is down due to the reasons attribute to the Bank, the vendor has to submit proof for the same for not levying the penalty.

- 12) **The supplier shall buy back the System from the Purchaser at a depreciated cost in the event of the Model/System supplied by the supplier being replaced by a more advanced system. The details of such buy back can be arrived at, on mutually agreed terms at the time of buy back. The purchaser reserves the rights to go for buy back or otherwise.**
- 13) The vendor has to submit various formats mentioned in Annexure-A along with all other annexure of this RFP on Company's letter head with seal and signature. All pages are to be serially numbered. Relevant proof, if required is to be enclosed.
- 14) A Softcopy of the bid proposal (both Technical and Masked price bid) must be submitted along with the respective sealed bid/s.
- 15) Please note that an Indian Agent on behalf of the Foreign Principal or the Foreign Principal directly can bid in a tender but not both. In case of Bidding by both, Bid submitted by Foreign Principal will be considered for evaluation. Also in cases where an Agent participates in a tender on behalf of one manufacturer, he is not allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
- 16) Bank reserves the right to reject this invitation to offer in part or full, or cancel the entire procurement process at any stage without assigning any reason.
- 17) In case of delivery of equipment to States where Road Permit is required for transportation of goods, it is the responsibility of vendors to provide the same making all the arrangements required in advance. However, Bank will provide any letter, if required by the vendors for carrying out the task.
- 18) If the vendor needs any clarification on any of the aspects of the Bid Document, they can seek clarifications in advance thru e-mail to dit@prathamabank.org. The Bank reserves the right to make amendments to the RFP before the last date prescribed for submission of the responses. Such clarifications, amendments to our RFP, if any, will also be hosted on our website. Vendors are requested to take note of the same.
- 19) In case the equipments offered or any part thereof are imported, the price quoted in the Bid by the vendor will be firm & final and any fluctuation in foreign exchange rates shall not have any bearing on the price quoted in the Bid.
- 20) All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration to be governed by the provisions of Indian Arbitration and Conciliation Act 1996.
- 21) Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at **MORADABAD**.

Yours faithfully,

GENERAL MANAGER

ANNEXURE-A
OTHER IMPORTANT TERMS AND CONDITIONS

1 MANUFACTURERS AUTHORISATION FORM:

In the case of a Bidder offering to supply goods under contract which the Bidder did not manufacture or otherwise produce, the Bidder should produce a certificate as per the format enclosed that they have been duly authorized by the goods' manufacturer or producer to supply the goods and assuring full guarantee and warranty obligations. If proposals are submitted through the business partners or authorised distributors etc., a separate "**LETTER OF AUTHORISATION TO BID**" on behalf of the main vendor/s should be enclosed along with the technical bid. Proposals received without the authorization letter/s will summarily be rejected. However, the bidder should confirm that they have a presence in operational area of the Bank to extend support for the systems supplied and also submit a list of such service support centres.

Offer shall be submitted only for Premium Brand (which we have mentioned along with Items) also for full schedule of requirements.

2 TECHNICAL DETAILS FORM:

Bidders should furnish an item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications as per format furnished in **Annexure I(A), I(B), I(C)**.

3) CONTRACT FORM & PERFORMANCE SECURITY:

- 3.1** Within Twenty (20) days of receipt of the Purchase Order & Format of Contract Form/SLA, which will be sent along with the notification of award, the successful Bidder shall sign and date the Contract/SLA and return it to the Purchaser. The Bidder however may submit the Contract/SLA Form they like to execute. It is the prerogative of the Bank to accept the same or to modify. It is reiterated that the Contract/SLA to be entered in to by the successful Bidder shall be as approved by the Bank only.
- 3.2** Within twenty (20) days of the receipt of format of notification of award/purchase order from the Purchaser, the successful Bidder shall furnish the Performance Security (Bank Guarantee) for **10%** (Ten percent) of the Contract Value or purchase order value valid till the end of warranty period plus an additional grace period of 3 months in the format prescribed. If BG is not submitted within stipulated time, a penalty at the rate of 0.50% of the cost of the systems per week subject to a maximum of 8% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).
- 3.3** Failure of the successful Bidder to comply with the requirement of accepting the purchase order/executing Contract and/or submitting Performance Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to the next lowest evaluated bidder or call for new bids.

4 INSPECTIONS AND TESTS:

- 4.1** The Purchaser or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the purchaser.
- 4.2** The inspections and test may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and/or at the final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.
- 4.3** Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to

meet specification requirements free of cost to the Purchaser.

- 4.4 Pre shipment testing of equipment by the approved agency: In case of purchase of equipment beyond Rs.25000/- per item, the vendor/s will have to provide a pre-shipment test certificate at his own cost from **M/S SYNDBANK SERVICES LTD, BANGALORE.**

5) TERMINATION FOR DEFAULT:

5.1 The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

5.1.1 If the Supplier fails to deliver any hardware within the period(s) specified in the Contract or within any extension thereof granted by the Purchaser.

5.1.2 If the Supplier fails to perform any other obligation(s) under the Contract.

5.2 In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

6 INSURANCE:

The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective branches covering all risks (fire, burglary, SRCC, natural calamities such as earth quake, flood etc) for a period covering the transit period and also minimum 4 months from the date of delivery.

7 SUPPLIER'S OBLIGATIONS:

7.1 The Supplier is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanors.

7.2 The Supplier's representative & local office at Moradabad will be the contact point for the purchaser and all the authentic status of Delivery and Installation should be made available in writing at least twice in a week.

7.3 The Supplier will treat as confidential all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

Vendor must provide the warranty and AMC services to Bank/Branches without insisting to produce the BILL copy/ installation report. Vendor must mentioned the serial keys of the hardware or unique identifier (pasted it on hardware) to match/searched the hardware detail by own.

8. Incompetent Engineers attending to installation, configuration & troubleshooting:

In case it comes to the notice of the Bank that incompetent engineers are attending to installation/configuration and troubleshooting of the printers and Scanner or its Peripherals at Administrative Offices/Branches, the Bank has the right to recover penalty from the vendor at the rates already mentioned in Hardware Maintenance clause, if written complaint is received from the Administrative Offices regarding such incidents.

9. TECHNICAL SPECIFICATIONS:

9.1 Detailed Specification of the items required is attached as **Annexure I (A), I (B), I(C).**

9.2 The Bidder is required to submit the following documents, as applicable, along with the offer. The following list is only indicative and not exhaustive.

a) The manuals and technical brochures, specific names of components/items excluded from the

purview of warranty/ AMC and its cost are required to be submitted for all items, including all accessories and devices, included in the package for which a bid is being submitted.

b) Technical brochures for individual Components

- 9.3** Technical details form must be complete in all respects. Correct technical information of the product being offered must be filled in. Any additional information available, though not included in the form, may also be submitted. Terms like OK, accepted, noted, as given in brochure/manual or more etc., are not to be used and are not acceptable.

10. 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, and acts of the Bank either in fires, floods, strikes, lock-outs and freight embargoes.

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

Notwithstanding the above, the decision of the Bank shall be final and binding on the Bidder.

ANNEXURE-B
BID FORM

Ref No.....

Place:.....

Date:.....2016

The General Manager
Prathama Bank,
Head Office,
Ram Ganga Vihar Phase-2
Moradabad-244001,

Dear Sir,

Having examined the Request for Proposal (RFP): **RFP-PBHO/DIT/187/2016** dated 08-AUGUST-2016 the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and install the items mentioned in the schedule of requirements for your Branches/ Offices in conformity with the said RFP for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the Delivery Schedule specified.

If our bid is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 10 % of the Contract Price for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this bid for a period of **365 days** from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

We further confirm that,

- 1 In case we offer system and/or other software manufactured by another company, such software operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations
- 2 That similar or compatible hardware will be made available in the Purchaser's site to provide adequate emergency processing arrangements; and

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name & address of agent Amount & currency Purpose of commission or gratuity b) (If none, state none)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this..... Day of 2016

(Signature)

(In the capacity of) Duly authorised to sign bid for & on behalf of (Name & Address of the Bidder)

Ref:

ANNEXURE-C
PRICE SCHEDULE & ANNUAL MAINTENANCE AFTER WARRANTY PERIOD

Item No	Item Description	Qty(Nos)	Unit Price	(Amount in Rupees) Total Price(for delivery at final destination)	Sales & other Taxes payable if contract is awarded
	(a)	(b)	(c)	(d) = (b) * (c)	(e)
A	BASIC COST				
1	Statement printers (DMP)	125			
2	Passbook printers.	100			
4	Scanner	75			
	Sub Total (T1)	300			
B	AMC for 3 Years after Warranty of 3 Years				
Item No	Item Description	Qty(Nos)	Unit Price	(Amount in Rupees) Total Price(for delivery at final destination)	Sales & other Taxes payable if contract is awarded
1	Statement printers (DMP)	125			
2	Passbook printers.	100			
3	Scanner	75			
	Sub Total (T2)	300			
C	Grand Totals (T1+T2) (including 3 years Warranty& AMC for 3 years)				
D	Amount in Words: Rupees.				

Notes:

- 1) In case of discrepancy between unit price and total price, the unit price shall prevail.
- 2) **Total Bid price (T1+T2) of the Printers & Peripherals as per the table cited above and the grand totals (Item No. C) Figure is to be taken to determine for L1 status.**
- 3) Annual maintenance charges should be for three years after warranty period of three years should be quoted in the price schedule.
- 4) The Bidder should submit two bids only.

- 1- Technical Bid
- 2- Commercial/Price BID

- 5) The Sales Tax/Service Tax /VAT, at actual, is payable extra.
- 6) **Furnish AMC charges per annum for 3 years after the free warranty period of 3 years. Annual Maintenance cost for three years quoted by the Vendor will be added to the Total cost quoted after discounting to net present value at a discount rate of 8% Per annum for evaluation purpose. If the AMC rate is less than 5% of the basic cost of the system or free period is more than 3 years, AMC value of 5% of the basic cost, discounted at 8% and a free warranty period of 3 years will be considered for the purpose of evaluation. However, the actual payment will be only at the rates quoted. All the above information will be used in computing the competitive cost of the Quotation.**
- 7) Bidder shall provide list price of the **spare parts** which should be valid for a period of Six years (i.e. during the contract period).Bank has to normalize the prices of the spare parts if it is not up to the prevailing market rates. Bank may negotiate the prices of spare parts
- 8) Drivers/software to run these peripherals should be supplied with a CD.
- 9) **During warranty/AMC vendor would not insist for bill copy for lodgment of compliant of printers/hardware and its peripherals. Vendor will responsible to provide the service to Bank.**
- 10) **Vendor MUST supply the other supportive peripherals like cords etc without any cost to Bank and cords must be support higher pins compatibility with Printers for better result / response.**
- 11) Please note that the heads of dot matrix printers, passbook printers etc. Scanner Assembly of Scanners and hammer modules of line printers must be covered under the **three year warranty**.

Ref

Date:

ANNEXURE-D
BID SECURITY FORM

Whereas _____ (herein after called "the Bidder") has submitted its Bid dated ____2016 for the supply of _____(hereinafter called "the Bid")

KNOW ALL PEOPLE by these presents that WE _____ having our Registered Office at

_____ (hereinafter called "the VENDOR") are bound unto PRATHAMA BANK, Head Office, Ram Ganga Vihar Phase-2 Moradabad U P 244001 (hereinafter called "the Purchaser") in the sum of _____ for which payment well and truly to be made to the said

Purchaser, the Bank binds itself, its successors and assigns by these presents. Affixed with the Seal of the said Bank this ____ day of _____2016.

THE CONDITIONS of this obligation are:

- 1 If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- 2 If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:
 - a) Fails or refuses to execute the Contract Form if required; or
 - b) Fails or refuses to furnish the Performance Security, in accordance with the terms of the Bid;

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including -----, 2016, and any demand in respect thereof should reach the Bank not later than the above date.

(Signature and Seal of Bank)

Ref

Date:

ANNEXURE-E
MANUFACTURERS' AUTHORISATION FORM

No.

Dated: / /2016

To
The General Manager
Prathama Bank,
Head Office, Ram Ganga Vihar Phase-2
Moradabad.

Dear Sir,

Sub: RFP-PBHO/DIT/ 187/2016 dated 08/08/2016.

We who are established and reputable manufacturers of Printers/Peripherals having manufacturing facility at and do hereby authorize M/s.

(Name and Address of Agents) to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully,

(Name of Manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.

Ref:

Date:

ANNEXURE-F
LETTER OF AUTHORISATION TO BID

No.

Dated: / /2016

The General Manager
Prathama Bank,
Head Office, Ram Ganga Vihar Phase-II
Moradabad.

Dear Sir,

Sub: Letter of Authorization to bid for Prathama Bank’s Printers and other Peripherals Requirements

We M/S (Name and address of the principal) hereby authorize M/s. (Name and Address of Agents), our Business Partner/Authorised Distributors to submit a bid, and sign the contract on behalf of us for all the systems/goods required by the bank as called for vide the bank’s request for proposal reference no **RFP-PBHO/DIT/187/2016 dated 08/08/2016**

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully,

(NAME)

(Name of principal vendor on whose behalf the proposal is submitted)

Note: This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Bidder in its bid

Ref:

Date

ANNEXURE–G**SERVICE SUPPORT FORM****Nearest Service Centre**

Sr.No	Description of goods	Address, Phone and Telex/Fax Nos of centre.	Name & Distance from Banks	No. of Admin staff	Minimum Value of Stock of spares available at all time	List of Model of items serviced in last two years	Accessibility time from nearest service centre to destination of goods
<u>1</u>							
<u>2</u>							

NOTES:

- Bidders are required to mention specifically the Name, Address, and Telephone Number of their Service Centre, Mobile No. Email ID etc for after Sales Service at the delivery location.
- Escalation Matrix is to be provided for all the locations.

Ref:

Date:

ANNEXURE –H**SCHEDULE OF REQUIREMENTS****I. Printers & Scanners for Branches/Offices:**

Sr. No	Description	Qty
1.	Statement printers(DMP)	125
2.	Passbook printers	100
3.	Scanner	75
	TOTAL:	300

II. POINTS FOR VENDORS (FOR SUBMISSION OF BIDS):

- Vendor has to invariably submit Annexure N on compliance of various terms and conditions.
- Submission of requirements for technical evaluation should be systematic and the requirements should be clubbed item wise. For example: printers: Technical compliance sheet as per our format, Technical specifications chart, literature on technical parts like Printer Head, etc , Brochures, Certification details along with print proofs, etc.

- c. All papers both 'Technical and Price Bids' should invariably be stamped, and signed by the personnel authorized to submit the Bid.
- d. Bid documents are to be numbered serially like Page 1 of 50, Page 2 of 50 etc.
- e. All documents meant for submissions should be properly filed either with spiral binding or in a box file to facilitate easy handling.
- f. All the Bidders are requested to please note that the Grand Total for PCs & Peripherals as mentioned above and 3 years AMC cost will be adopted for evaluating the lowest quoted vendor (L1).

Ref:

Date:

ANNEXURE-I (A)
TECHNICAL SPECIFICATIONS FOR STATEMENT (DMP) PRINTERS*

Sr. No	COMPONENTS MAKE/MODEL	SPECIFICATIONS Model to be quoted	Complied Yes/No	Deviation (if any)
1	Printer type	136 col ore more		
2	Print Speed	300 cps@10cpi HSD or more		
3	Ribbon Life	3 million characters or more		
4	Print Head Life	400 million strokes / wires or more		
5	Interface	USB, Parallel & serial		
6	Copies	1+4 or more		
7	Input Data Buffer	64 KB or more		
8	Warranty	3 years onsite warranty with printer Head		
<p>. The printer should be supplied with interface cable for parallel Port Printing and OEM Drivers for Windows 2000/XP/windows7/8/10, Unix/Linux and Centralized Banking Solution based Network printing, it should work on WINDOW 2003/2008/2010/2012 server.</p> <p>2. Passbook printer should compatible with B@ncs24 application.</p>				

Ref:

Date:

ANNEXURE-I (B)
TECHNICAL SPECIFICATIONS FOR PASSBOOK PRINTERS

Sr.No	COMPONENTS MAKE/MODEL	SPECIFICATIONS Model to be quoted	Complied Yes/No	Deviation (if any)
1	Print head	24 or more		
2	Print Head life	250 Million Characters or more		
3	Print Speed	215 s @ 10 cpi in fast draft mode or more.		
4	Print Modes	Draft, Normal and Quality, LQ		
5	Interface	Parallel / USB 2.0		
6	Print width	90 Columns or more @ 10 cpi.		
7	Print Method	Horizontal/Vertical.		
8	Ribbon life	3 Million Characters or more		
<p>Note –</p> <p>1. The printer should be supplied with interface cable for parallel Port Printing and OEM Drivers for Windows 2000/XP/windows7/8/10, Unix/Linux and Centralized Banking Solution based Network printing, it should work on WINDOW 2003/2008/2010/2012 server.</p> <p>2. Printer should compatible with B@ncs24 application.</p>				

Ref:

Date:

ANNEXURE-I (C)
TECHNICAL SPECIFICATIONS FOR SCANNER

Sr.No	COMPONENTS MAKE/MODEL	SPECIFICATIONS Model to be quoted	Complied Yes/No	Deviation (if any)
1	Make and Model	Make Model, should have ability to scan multiple documents in place in single file and output can be a PDF file containing images		
2	Resolution	1200 * 1200 Dpi (Should be capable of Scanning at 100dpi also and Black & White Text) Scanner should also scan		

		Signatures for branches.		
3	Scan Area	8.5" * 11.7" or above		
4	Interface	USB 2.0		
5	Drivers (OEM)	Windows 98/2000/XP/ME/2008/2010 etc & Window SERVER 2000/ 2008/ 2010/2012 given to OCR Engine to be bundled with the scanner		
6	Media Supported	Paper, Bond, Transparencies		
7	Control Panel	Scan, Copy etc		
8	OS Compatibility	Windows2000/XP/ Windows7/ 8/ 2010, Window SERVER 2008/2010/2012.		
<p>1. The printer should be supplied with interface cable for parallel Port Printing and OEM Drivers for Windows 2000/XP/windows7/8/10, Unix/Linux and Centralized Banking Solution based Network printing, it should work on WINDOW 2003/2008/2010/2012 server.</p> <p>2. Passbook printer should compatible with B@ncs24 application and also work on window server OS (any version)</p>				

IMPORTANT NOTE:

The Peripherals required should work seamlessly with the Core Banking Applications (CBS) presently running in the Bank. To this effect satisfactory demonstration should be carried out on all the peripherals with the live application, if required by the BANK.

All Bidders have to give the following information and bidders have to replace all parts during warranty & AMC period for a total duration of three years period except the items mentioned in second line:

1. Mention the spares covered during warranty/AMC Period	
2. Mention the spares Not covered during warranty/AMC Period and its cost	

**ANNEXURE-N:
(TERMS AND CONDITIONS COMPLIANCE TABLE)**

Term No.	Description	Complied Yes/No	Page No. of Bid Document	Detailed explanation about deviation, if not complied
1	Pre-requisite qualification			
2	Power of Attorney from the Company to the Employee participating in the Bid			
3	Bid Security of Rs. 25,000/-			
4	Cost of RFP			
5	Undertaking as per Clause No.20,21			
6	Manufacturer's Authorization Form-Annexure-E			
7	Letter of Authorization to Bid – Annexure F			
8	Technical Details Form			
9	Contract Form & Performance Security – as per Clause 3			
10	Inspection & Tests – as per Clause 4			
11	Warranty			
12	Termination for Default			
13	Insurance			
14	Supplier's Obligation			
15	Hardware Maintenance			
16	Payment Terms			
17	Delivery, Installation and Commissioning			
18	Order Cancellation			
19	Liquidated Damages			
20	Penalty for delayed service			
21	Annual Maintenance Charges			
22	Warranty/AMC Guarantees			
23	Technical specification			

24	Force Majeure			
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Signature of the Vendor

NOTE: This annexure is an indicative list. Vendor has to comply all terms and other conditions as per RFP document

----End of document-----