

RFP REFERENCE NO. 252014

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



बैंक ऑफ महाराष्ट्र
Bank of Maharashtra

भारत सरकार का उद्यम

एक परिवार एक बैंक

HEAD OFFICE: 'LOKMANGAL' 1501, SHIVAJINAGAR, PUNE 411005

NAME OF THE PROJECT: PLAN 2014-2015 – HARDWARE PROCUREMENT

COST OF TENDER DOCUMENT: Rs 25,000/-



Hardware 2014-15

1. INVITATION FOR TENDER OFFERS	6
2. INSTRUCTIONS TO BIDDERS	7
2.1. Two Bid System Tender	7
2.2. Schedules of the Tender	8
2.3. Qualification Criteria	9
2.4. Terms and Conditions.....	9
2.5. Non-transferable Tender.....	9
2.6. Soft Copy of Tender document	9
2.7. Offer validity Period	9
2.8. Address of Communication	9
2.9. Pre-Bid Meeting.....	10
2.10. Opening of Offers by Bank of Maharashtra	10
2.11. Scrutiny of Offers	10
2.12. Clarification of Offers	11
2.13. No Commitment to Accept Lowest or Any Tender.....	11
2.14. Documentation.....	11
2.15. Submission of Technical Details.....	12
2.16. Make, Models & Part numbers of the equipment	12
2.17. Format for Technical bid.....	12
2.18. Masked Commercial.....	14
2.19. Format for Commercial bid.....	14
2.20. Erasures or Alterations	15
2.21. Domain connections / Data Transfer	15
2.22. Alternative offers.....	15
2.23. Location of Computerization	15
2.24. Costs & Currency	16



Hardware 2014-15

2.25.	Fixed Price.....	16
2.26.	No Negotiation.....	16
2.27.	Order Splitting.....	16
2.28.	Short-listing of Bidders.....	17
2.29.	Right to Alter Quantities.....	17
2.30.	Rate Contract.....	17
2.31.	Repeat Orders.....	17
2.32.	Exchange Rate Variation (ERV).....	18
3.	QUALIFICATION CRITERIA.....	19
3.1.	Eligibility of the Bidder.....	19
3.2.	Quality Standards.....	19
3.3.	Earnest Money Deposit.....	20
3.4.	OS Certification.....	20
3.5.	Manufacturer's Authorization Form.....	20
4.	TERMS AND CONDITIONS.....	21
4.1.	Support Personnel.....	21
4.2.	Technical Inspection and Performance Evaluation.....	21
4.3.	Payment Terms.....	21
4.4.	Pre-dispatch Inspection.....	21
4.5.	Delivery, Installation and Commissioning.....	22
4.6.	Completeness of Installation.....	22
4.7.	Order Cancellation.....	23
4.8.	Inter-working of Hardware and Software.....	23
4.9.	Acceptance Tests.....	23
4.10.	Software Drivers & Manuals.....	23



Hardware 2014-15

4.11.	Hardware Warranty	24
4.12.	Software Warranty	25
4.13.	Annual Maintenance Charges	25
4.14.	Spare parts.....	26
4.15.	Liquidated Damages	26
4.16.	Penalty for downtime	26
4.17.	Hardware Failure.....	27
4.18.	Indemnity	27
4.19.	Publicity	27
4.20.	Application software and Drivers	28
4.21.	Guarantees	28
4.22.	Force Majeure	28
4.23.	Resolution of Disputes.....	29
4.24.	Loading of Anti-Virus Software	29
4.25.	Other Instructions	29
4.26.	Non-Disclosure Agreement	29
4.27.	Special Condition	30
5.	SCHEDULE OF ITEMS REQUIRED :	31
5.1.	Schedule I – Hardware	31
5.2.	Schedule II – Software	31
6.	ANNEXURE A TECHNICAL SPECIFICATIONS	32
7.	ANNEXURE B – CHECKLIST FOR PRODUCT DOCUMENTATION	37
8.	ANNEXURE C - TENDER OFFER COVER LETTER	38
9.	ANNEXURE D – DETAILS OF THE BIDDER.....	39



Hardware 2014-15

10.	ANNEXURE E – MANUFACTURER’S AUTHORIZATION FORM (MAF).....	40
11.	ANNEXURE F - DETAILS OF TRACK RECORD (PAST INSTALLATIONS)	41
12.	ANNEXURE G (A) - DETAILS OF SERVICE CENTRES	42
13.	ANNEXURE G (B) – DETAILS OF LOCATIONS OF BANK’S REGIONAL OFFICE 43	
14.	ANNEXURE H - BILL OF MATERIALS : SCHEDULE OF ITEMS	44
15.	ANNEXURE I – PRE-DISPATCH INSPECTION PROCEDURE	45
15	ANNEXURE K : FORMAT FOR PRE BID QUERIES	46
16.	ANNEXURE L - PROFORMA FOR THE BANK GUARANTEE FOR EARNEST MONEY	48
17.	ANNEXURE M – FORMAT A - COMPLIANCE AGREEMENT.....	50
18.	ANNEXURE M – NON DISCLOSURE AGREEMENT	51
19.	ANNEXURE N FORMAT FOR TECHNICAL EVALUATION.....	54



Hardware 2014-15

1. Invitation for Tender offers

Bank of Maharashtra 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.25,000/- (Rs. Twenty Five thousand only) by demand draft / bankers cheque in favour of Bank of Maharashtra and payable at Pune.

Bid Collection and Submission

Tender Reference number	252014
Price of Tender Copy	25,000/- *
Date of commencement of sale of tender document	26/11/2014
Last Date of sale of tender document	24/12/2014 up to 15.00 hours
Queries to be mailed by	10/12/2014
Pre-Bid meeting with Bidders	17/12/2014 at 16.00 hours
Last Date and Time for receipts of tender offers	24/12/2014 up to 15.00 hours
Time and Date of Opening of technical bids	24/12/2014 at 16.30 hours
Place of Opening tender offers	Bank of Maharashtra IT Dept, Head Office, Lokmangal, 1501, Shivajinagar, Pune – 411 005
Address of Communication	As above
Earnest Money Deposit	25,00,000/- *
Contact Telephone Numbers	Phone : 020 - 25536266 020 - 25536051 Fax : 020 – 25521568

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

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 pro forma for submitting the tender offer are described in the tender document and it's Annexure.

General Manager
Information Technology



Hardware 2014-15

About Bank of Maharashtra

Bank of Maharashtra is a nationalized bank with a standing of 79 years. It has a three tier organizational set up consisting of branches, Regional Offices and Head Office.

The Bank has 1892 branch offices across the length and breadth of the country. In the state of Maharashtra, the Bank has 1100+ branch offices, the largest network of branches by any Public Sector Bank in a state. The Bank has set up specialized branch offices to cater to the needs of SMEs, Corporate, agriculturists and importers & exporters. All the Branches of the Bank are networked and under Core Banking Solution.

The products and services offered by the Bank include demand deposits, time deposits, working capital finance, term lending, trade finance, retail loans, government business, bancassurance business, mutual funds and other services like demat, ASBA, lockers and merchant banking etc.

The Bank is known as a frontrunner in implementation of technology initiatives.

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 Deputy General Manager Information Technology Bank of Maharashtra "Lokmangal", 1501, Shivajinagar, Pune – 411005

Following two officers have been authorized to accept the tender documents

1. Vijay Patil, Sr. Manager- Head Office Pune
2. Madhukar Lawate, Manager- Head Office Pune

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.



Hardware 2014-15

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 three 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 Servers, Desktop PC Peripherals, Software licenses.
II	Annual Maintenance Contract Charges	Post warranty AMC charges for the hardware
III	Software	Supply of Software
IV	TCO	TCO sheet for L1

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



Hardware 2014-15

The bidder must ensure that all products as specified in the above two 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.

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 Bank of Maharashtra 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.25,000/- by way of a demand draft / bankers' cheque in favour of Bank of Maharashtra payable at Pune 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 Deputy General Manager
Information Technology**



Hardware 2014-15

Bank of Maharashtra
Head Office, "Lokmangal"
1501, Shivaji Nagar , Pune – 411005.

**Emails : dgmitd@mahabank.co.in, agmitd@mahabank.co.in
vijay.patil@mahabank.co.in ; madhukar.lawate@mahabank.co.in**

2.9. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Bank of Maharashtra 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 on 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 Bank of Maharashtra

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 :

Bank of Maharashtra 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:

Bank of Maharashtra will scrutinize the offers. Bank of Maharashtra 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



Hardware 2014-15

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 :

Bank of Maharashtra 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 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.

Bank of Maharashtra 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 + Software Schedule III }

2.12. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Bank of Maharashtra 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

Bank of Maharashtra 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. Bank of Maharashtra reserves the right to make any changes in the terms and conditions of purchase. Bank of Maharashtra 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.



Hardware 2014-15

- 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 Bank of Maharashtra* in case of non-adherence to the format or non-submission / partial submission of technical details as per the format given in the tender. Bank of Maharashtra 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 – 2011-12 2012-13		Turnover : Rs in Lakhs)



Hardware 2014-15

	2013-14 (If the Balance sheet is provisional the CFO of the company should certify the same under company's seal)		
3	Profit figure 2011-12 2012-13 2013-14		Profit: (Rs in Lakhs)
4	ISO 9000/9001 certification		
5	List of 100 Support Centers across the Country.		
6	Necessary Certificates for executing orders of minimum 10.00 crores during each of last 3 years (This certification is in addition to the copies of 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 4.28

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		



Hardware 2014-15

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		

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.



Hardware 2014-15

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 & III and AMC Charges (schedule II) and 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. Bank of Maharashtra may treat offers not adhering to these guidelines as unacceptable.

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

2.21. Domain connections / Data Transfer

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 in
(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 Bank of Maharashtra 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 Bank of Maharashtra. The computers



Hardware 2014-15

and other items being procured through this tender shall be installed and commissioned by the bidder getting the order at various locations of Bank of Maharashtra across the country. 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,
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 Bank of Maharashtra.
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 10 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



Hardware 2014-15

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 10%, but the difference between L1 & L2 is less or equal to 10%, 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 10%, the Bank will place the entire order on L1 bidder.

L2 and L3, in the event of splitting or 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.

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

Bank of Maharashtra 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

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

2.30. Rate Contract

Bank of Maharashtra 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-mutandies 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, Bank of Maharashtra reserves the right to re-negotiate the prices before placing the order.

2.31. Repeat Orders

Bank of Maharashtra reserves the right to place repeat order/s on the bidder under the



Hardware 2014-15

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% than prices will increased by 2%.



Hardware 2014-15

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 Rs. 80 crores per year in the last three financial year's i.e 2011-2012, 2012-2013 and 2013-2014* 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 in at least two financial years out of last three financial years. i.e 2011-2012, 2012-2013 and 2013-2014*. 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 minimum 100 locations across the country 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 (having pan India presence) totaling to Rs.10.00 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.

(* If audit for the year 2013-14 is not completed, then provisional balance sheet for the year 2013-2014 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company.)

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



Hardware 2014-15

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

3.3. Earnest Money Deposit

Bidders are required to give a Demand Draft drawn in favour of Bank of Maharashtra and payable at Pune, (valid for 180 days from the due date of the tender) for Rs.25 lakhs (Rupees Twenty Five lakhs only) as Earnest money Deposit (EMD) along with their offer. Offers made without E.M.D. will be rejected. Bank of Maharashtra 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 Bank of Maharashtra or any scheduled commercial bank acceptable to Bank of Maharashtra. In case of Bank Guarantee from other than Public sector banks prior permission of Bank of Maharashtra 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 7 / 8 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.



Hardware 2014-15

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 Zonal office of Bank of Maharashtra at the cities listed in Annexure – G(B). The successful bidder shall post one resident engineers at our Head Offices, Pune for the purpose support and maintenance. The responsibility of contact person of each Zone is to carry out necessary coordination for smooth function of all hardware in the Zone. 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

Bank of Maharashtra 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

Bank of Maharashtra will make payment as follows:

1. 90 % of the order value will be paid on completion of installation and commissioning at the sites and acceptance of all equipment ordered. Bank of Maharashtra 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.
2. 9% of the balance 10% would be retained by the bank till the warranty period or will be paid against a Performance Bank Guarantee (as per the format prescribed by Bank of Maharashtra) for the equivalent amount valid for the warranty period. 1% of the 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.

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

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



Hardware 2014-15

Bidder shall inform its readiness for the factory inspection at least 8 days in advance. Factory inspection of the equipment to be supplied to Bank of Maharashtra will be carried out at bidder's factory/site located in India ONLY. There shall not be any additional charges for such inspection. However, Bank of Maharashtra 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 Bank of Maharashtra's order or the bidder does not comply with the test and inspection procedures. It is expected that the equipment should be ready for 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 Bank of Maharashtra, it will be a breach of contract. In the event of Bank of Maharashtra 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 Bank of Maharashtra 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 Bank of Maharashtra, there will be an acceptance test conducted by the bidder in presence of Bank of Maharashtra officials and/or its nominated consultants after installation of complete equipment. In case of serious discrepancy in hardware/software supplied, Bank of Maharashtra 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 Bank of Maharashtra 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



Hardware 2014-15

complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

4.7. Order Cancellation

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

In addition to the cancellation of purchase order, Bank of Maharashtra 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 Bank of Maharashtra, acceptance test will be conducted by the bidder at the site in the presence of the officials of Bank of Maharashtra 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 Bank of Maharashtra for carrying out this acceptance test. Bank of Maharashtra 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



Hardware 2014-15

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 Bank of Maharashtra 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 all printer heads and logic cards must be covered by a three years warranty and also during the post warranty AMC period.

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 Bank of Maharashtra.

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.



Hardware 2014-15

- 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.

So also, the warranty of the new hardware procured should not become void if Bank of Maharashtra 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 Bank of Maharashtra.

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 Bank of Maharashtra.

Bank of Maharashtra 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.



Hardware 2014-15

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 Bank of Maharashtra 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 Bank of Maharashtra.

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 Bank of Maharashtra. In case the complete delivery is delayed beyond the scheduled delivery date, Bank Of Maharashtra 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 portrait, 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.



Hardware 2014-15

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.	HDP	500
3.	Passbook Printer	400
4.	Scanner	100
5.	Laser Jet Printer	200
6.	Server	1000
7.	LMP	1000

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.

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 Bank of Maharashtra.

4.18. Indemnity

Bidder shall indemnify, protect and save Bank of Maharashtra 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 Bank of Maharashtra is to be used should be done only with the explicit written permission of Bank of Maharashtra.



Hardware 2014-15

4.20. Application software and Drivers

Bank of Maharashtra and/or the application software bidder will install the application software and drivers on the systems. It is bidder's responsibility to co-operate with the application software development agency appointed by Bank of Maharashtra 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 Bank of Maharashtra are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to Bank of Maharashtra 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, 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 Bank of Maharashtra either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify Bank of Maharashtra in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Bank of Maharashtra 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, Bank of Maharashtra and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.



Hardware 2014-15

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

4.23. Resolution of Disputes

Bank of Maharashtra 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, Bank of Maharashtra 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 Bank of Maharashtra 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 Pune.

4.24. Loading of Anti-Virus Software

Bank of Maharashtra 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 braches / 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



Hardware 2014-15

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)

4.27. Special Condition

1. The successful bidder will have to past sticker "Supplied By M/s -----: Year 2014-15" 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 on Banks Inventory portal with the help of branch manager / officers / excel file to be submitted to Head office during 9% payment.



Hardware 2014-15

5. Schedule of Items Required :

5.1. Schedule I – Hardware

Sr. No.	Item	Qty
1.	Servers	10
2.	Desktop PC	2600
3.	Line Matrix Printer	16
4.	High Speed Dot Matrix Printers	530
5.	Passbook Printers	865
6.	Flatbed Scanners	340
7.	Laser Jet Printer	270

5.2. Schedule II – Software

Sr. No.	Item	Qty
1.	Microsoft Windows 2012 Std Server with 5 CAL	50
2.	Microsoft Office 2013 Std	100



Hardware 2014-15

6. Annexure A Technical Specifications

6.1. Server

Sl.	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	CPU of 2.66 GHz and above Quad Core Xeon processor, integrated L3 cache size 8 MB, Dedicated High-Speed Interconnects, 5.86 GT/sec QPI or higher .
3.	MEMORY	4 X 2 GB DDR3 RAM
4.	Mother Board	Server class Chipset Should have following features: <ul style="list-style-type: none">• 64 bit AGP or better Architecture• Minimum 2 Free PCI Slots• Compatible with CPU & RAM
5.	Monitor	18.5" Wide TFT LCD Colour 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	1 * 1 TB 7200 rpm SATA II (3 Gb/s) HDD with pre-failure alert with 8 MB Cache Buffer.
8	Optical device	16X or higher speed DVD ROM
9	Ethernet Interface	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, 4 High speed USB 3.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports
11	Keyboard (PS2 / USB)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).
12	Mouse (PS2/ USB)	2 button optical scroll mouse with mouse pad
13	BIOS	Should be Y2K compliant
14	Power supply	230 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	Free DOS
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 and Windows 8 / 12

The Keyboard, Mouse & Monitor shall be OEM specific.



Hardware 2014-15

6.2. Desktop PC

Sl.	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	Intel Core i3 4130 / AMD A10 5700 processor or higher
3.	MEMORY	2 x 2 GB DDR3 RAM
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 Colour 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 320 GB SATA II (3 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 (PS2)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).
12	Mouse (USB)	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	Windows 8.1 Professional license (Windows 7 Professional preloaded with recovery CD Media) with Windows 8.1 recovery CD and Product manuals. Drivers for Windows 7/8/8.1 should provide through CD and dump on HDD partition Vendor must furnish a list of serial numbers of all CoA along with the corresponding list of PC system serial numbers for Operating system licenses which are pre-loaded.
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 7, 8, 8.1 certification
The Keyboard, Mouse & Monitor shall be OEM specific.		



Hardware 2014-15

6.3. Line Matrix Printer (500 LPM)

S.No	Item	Specification required by Bank
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Technology	Impact Line Matrix
4.	Print Width	132 Column (To accommodate Standard 15" stationary)
5.	Print Speed	Minimum 500 Lines per minutes in draft mode
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR
7.	Graphics Resolution	90x 96 DPI Minimum
8.	Paper Feed	Tractors
9.	Paper Type	Fan-Fold continuous stationary with edge perforation
10.	Multiple Copies	One Original + 4 copies
11.	Ribbon Type	Text printing Ribbon
12.	Ribbon Life	25 Million characters (in Draft mode)
13.	Device Interface	Centronics Parallel, RS 232 Serial, Ethernet
14.	Acoustic Noise	65 dB or less.
15.	Drivers	Windows Server 2003 /2008/2012; Windows 7,8,8.1

6.4. High Speed Dot Matrix Printer

Sl.	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 Modes	Draft and LQ
5.	Print Width	Minimum 132 Column
7.	Print Method	Bi-directional, Logic seeking / Uni-Directional for Image and Graphics Printing.
8.	Paper feed	Both Friction and Tractor feed with push or pull tractors.
9.	Paper Type	Fan-Fold continuous stationery (101-406 mm)
10.	Print head life	500 million characters or more
11.	Ribbon life	Minimum 15 million characters
12.	Pages Per Hour	Minimum 600 PPH
13.	Print Speed	Minimum 120 cps in LQ (10 cpi)
14.	Print attributes	Bold Italics, underline, wide-font, super and subscribing
15.	Emulation	EPSON
16.	Standard Interface	Centronics Parallel with cable, RS232
17.	MTBF	Minimum 10000 POH
18.	Ethernet Interface	10/100 auto sensing (optional)



Hardware 2014-15

Sl.	Item	Required Specification
19.	Number of copies	1 + 5 with carbon
20.	Noise level	Less than or equal to 55 dB.
21	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability
22	Drivers	Windows Server 2003 /2008/2012; Windows 7,8,8.1

6.5. Passbook Printer:

Sl.	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

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

6.6. Flatbed Scanner

Sl.	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



Hardware 2014-15

Sl.	Item	Required Specification
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 8.1 / 8 / 7

6.7. Laser Jet Printer

S.No	Item	Description
1	Make	Must be specified
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3	Print Speed	Minimum 20 ppm
4	Resolution	Effective 1200 DPI output
5	Memory	Min 16 MB
6	Paper Type	Plain, Transparencies, labels, envelopes
7	Paper Size	Min A4, Legal, Letter, Executive
8	Paper Capacity	100 sheets on standard input tray
9	Interface	One Bidirectional ECP parallel port (Optional), USB
10	Compatibility	Windows XP / 7
11	Duty Cycle	Up to 5000 pages per month
12	Compatibility	HP PCL-6, PCL 5e,
13	Network Ready	Ethernet Interface.
14	Drivers	Windows 7,8,8.1



Hardware 2014-15

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.	Servers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	DVD-ROM Drive for Server / Desktop PC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	Ethernet Interface for server	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4.	Keyboard for server / Desktop	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5.	PC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6.	LMP (Line Matrix Printer)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
7.	High Speed Dot Matrix Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
8.	Passbook Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
9.	Scanner Flat bed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
10.	18.5" Wide LCD monitor	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11.	LaserJet Printer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

7.2. Schedule II – System Software

S N O	Item	Description	Documentatio n Provided	
1.	Windows server 2008	Windows Server 2008 Std edition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.	Windows 7 / 8	Windows 7 / 8 professional	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3.	MS office 2013	Microsoft Office 2013 Std Edition	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



Hardware 2014-15

8. Annexure C - Tender offer cover letter

Date: _____ 2014
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 _____ 2014
Signature: _____

(In the Capacity of :) _____
Duly authorized to sign the tender offer for and on behalf of



Hardware 2014-15

9. 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 Bank of Maharashtra	
6.	Email Address	
7.	Year of commencement of Business	
8.	Turn over of the company (not of group) 2011-12 2012-13 2013-14	
9.	Profit of the company (not of group) 2011-12 2012-13 2013-14	
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.)	



Hardware 2014-15

10. 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 80 crores of last three financial years (i.e. 2011-12, 2012-13 and 2013-14). 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.



Hardware 2014-15

11. 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: _____



Hardware 2014-15

12. 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							



Hardware 2014-15

13. Annexure G (B) – Details of Locations of Bank's Regional Office

Sl.	Place	
1	Ahmedabad	
2	Ahmednagar	
3	Amarawati	
4	Akola	
5	Aurangabad	
6	Bangalore	
7	Bhopal	
8	Chandrapur	
9	Chandigarh	
10	Chennai	
11	Delhi	
12	Goa	
13	Hyderabad	
14	Indore	
15	Jabalpur	
16	Jalgaon	
17	Jaipur	
18	Kolkata	
19	Kolhapur	
20	Lucknow	
21	Latur	
22	Mumbai City	
23	Mumbai Suburb	
24	Nagpur	
25	Nasik	
26	Pune City	
27	Pune East	
28	Pune West	
29	Raigad	
30	Raipur	
31	Ratnagiri	
32	Solapur	
33	Satara	
34	Thane	



Hardware 2014-15

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

Schedule I – Hardware

Sr. No.	Item	Qty	Rate	Total
1	Servers	10		
2	Desktop PC	2600		
3	Line Matrix Printers (LMP)	16		
4	High Speed Dot Matrix Printers	530		
5	Passbook Printers	865		
6	Flatbed Scanners	340		
7	Laser Jet Printer	270		
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 7 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: Software

Sr No	Items	Qty	Unit Price	Total Amount
1	Microsoft Windows 2012 Server Std with 5 CAL	50		
2	Microsoft Office 2013 Std	100		
			Total	

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 Software (Schedule - III)	
4	TOTAL COST (1+2+3+4)	

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



Hardware 2014-15

15. 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.



Hardware 2014-15

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

15 Annexure K : FORMAT FOR PRE BID QUERIES



Hardware 2014-15

A) Queries Related to RFP

RFP 252014	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 252014	Hardware procurement	
BIDDERS NAME		
Sr. No.	General Query related to RFP	Comment / Suggestions



Hardware 2014-15

16. 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,
Bank of Maharashtra,
IT Department,
1501, Lokmangal,
Shivajinagar, Pune 411005.

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 Bank of Maharashtra a New Bank constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at 'Lokmangal' , 1501 Shivajinagar, Pune 411 005, 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 252014 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 Pune, (valid for 180 days from the due date of the tender) for Rs 25 lakhs (Rs. Twenty Five lakhs 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 doth 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.25 lakhs (Rupees twenty five lakhs only) payable by the said Contractor/s under the said Contract.



Hardware 2014-15

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 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:

- The liability of the Bank under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____).
- This Bank Guarantee shall be valid up to _____.
- 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



Hardware 2014-15

17. Annexure M – FORMAT A - COMPLIANCE AGREEMENT

We communicate our unconditional acceptance to the following terms and conditions of RFP 252014

1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 252014 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 BANK OF MAHARASHTRA.
3. We agree that we are deemed to have accepted the all rules on participation at the bid. BANK OF MAHARASHTRA will make every effort to make the bid process transparent. However, the award decision by BANK OF MAHARASHTRA 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. Bank of Maharashtra has implemented ISMS framework, hence we agree to abide by the required integrations of security policies of the Bank.
6. We agree to non-disclosure of trade information regarding the purchase, part specifications, and identity of BANK OF MAHARASHTRA, bid process, bid technology, bid documentation and bid details. BANK OF MAHARASHTRA TENDER documents remain the property of BANK OF MAHARASHTRA and all suppliers are required to return these documents to BANK OF MAHARASHTRA upon request.
7. BANK OF MAHARASHTRA'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 BANK OF MAHARASHTRA'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 BANK OF MAHARASHTRA would be final and binding on all bidders.
10. BANK OF MAHARASHTRA has the right to decide to extend, reschedule, cancel the RFP.
11. Please note that BANK OF MAHARASHTRA may consider debaring a supplier in the event the supplier violates terms and conditions mentioned in this compliance agreement.
12. We have read the BANK OF MAHARASHTRA 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:

Place:

Date:

Organization:

Signature:



Hardware 2014-15

18. Annexure M – Non Disclosure Agreement

(On stamp paper of relevant value)

This Non Disclosure Agreement is made and entered into at this day of 2014

BY AND BETWEEN Bank of Maharashtra, a company incorporated and registered under the Companies Act, 1956 (1 of 1956) and a banking company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) and having its registered office at Lokmangal, 1501, Shivajinagar, Pune 411005 (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



Hardware 2014-15

Information for a further period of [two (2)] years from the date of such termination.

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
- (iii) is received from a third party not subject to the obligation of confidentiality with respect to such information;
- (iv) is received from a third party not subject to the obligation of confidentiality with respect to such information
- (v) 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



Hardware 2014-15

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.

Governing Law: The provisions of this Agreement shall be governed by the laws of India and the competent court at Pune 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 Bank of Maharashtra ()
--	--



Hardware 2014-15

19. Annexure N FORMAT FOR TECHNICAL EVALUATION

19.1. Server:

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	CPU of 2.66 GHz and above Quad Core Xeon processor, integrated L3 cache size 8 MB, Dedicated High-Speed Interconnects, 5.86 GT/sec QPI or higher .	
3.	MEMORY	4 X 2 GB DDR3 RAM	
4.	Mother Board	Server class Chipset Should have following features: <ul style="list-style-type: none"> • 64 bit AGP or better Architecture • Minimum 2 Free PCI Slots • Compatible with CPU & RAM 	
5.	Monitor	18.5" Wide TFT LCD Colour 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	1 * 1 TB 7200 rpm SATA II (3 Gb/s) HDD with pre-failure alert with 8 MB Cache Buffer.	
8	Optical device	16X or higher speed DVD ROM	
9	Ethernet Interface	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, 4 High speed USB 3.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports	
11	Keyboard (PS2 / USB)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).	
12	Mouse (PS2/ USB)	2 button optical scroll mouse with mouse pad	
13	BIOS	Should be Y2K compliant	
14	Power supply	230 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	Free DOS	
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	



Hardware 2014-15

19	Product Details testing	The product details / brochure should be available on publicly available website	
20	Certification	ISO 14001, ISO 9001 and Windows 8 / 12	
21	Peripheral	The Keyboard, Mouse & Monitor shall be OEM specific.	

19.2. 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	Intel Core i3 4130 / AMD A10 5700 processor or higher	
3.	MEMORY	2 x 2 GB DDR3 RAM	
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 Colour 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 320 GB SATA II (3 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 (PS2)	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC).	
12	Mouse (USB)	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	Windows 8.1 Professional license (Windows 7 Professional preloaded with recovery CD Media) with Windows 8.1 recovery CD and Product manuals. Drivers for Windows	



Hardware 2014-15

		7/8/8.1 should provide through CD and dump on HDD partition. Vendor must furnish a list of serial numbers of all CoA along with the corresponding list of PC system serial numbers for Operating system licenses which are pre-loaded.	
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 7, 8, 8.1 certification	
21	Peripheral	The Keyboard, Mouse & Monitor shall be OEM specific.	

19.3. Line Matrix Printer

S.No	Item	Specification required by Bank	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 Technology	Impact Line Matrix	
4.	Print Width	132 Column (To accommodate Standard 15" stationary)	
5.	Print Speed	Minimum 500 Lines per minutes in draft mode	
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR	
7.	Graphics Resolution	90x 96 DPI Minimum	
8.	Paper Feed	Tractors	
9.	Paper Type	Fan-Fold continuous stationary with edge perforation	
10.	Multiple Copies	One Original + 4 copies	
11.	Ribbon Type	Text printing Ribbon	
12.	Ribbon Life	25 Million characters (in Draft mode)	
13.	Device Interface	Centronics Parallel, RS 232 Serial, Ethernet	
14.	Acoustic Noise	65 dB or less.	
15.	Drivers	Windows Server 2003 /2008/2012; Windows 7,8,8.1	



Hardware 2014-15

19.4. High Speed Dot Matrix Printer

Sl.	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 Modes	Draft and LQ	
5.	Print Width	Minimum 132 Column	
7.	Print Method	Bi-directional, Logic seeking / Uni-Directional for Image and Graphics Printing.	
8.	Paper feed	Both Friction and Tractor feed with push or pull tractors.	
9.	Paper Type	Fan-Fold continuous stationery (101-406 mm)	
10.	Print head life	500 million characters or more	
11.	Ribbon life	Minimum 15 million characters	
12.	Pages Per Hour	Minimum 600 PPH	
13.	Print Speed	Minimum 120 cps in LQ (10 cpi)	
14.	Print attributes	Bold Italics, underline, wide-font, super and subscribing	
15.	Emulation	EPSON	
16.	Standard Interface	Centronics Parallel with cable, RS232	
17.	MTBF	Minimum 10000 POH	
18.	Ethernet Interface	10/100 auto sensing (optional)	
19.	Number of copies	1 + 5 with carbon	
20.	Noise level	Less than or equal to 55 dB.	
21.	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability	

19.5. Passbook Printer

Sl.	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	



Hardware 2014-15

Sl.	Item	Required Specification	Offered Y / N
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	

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

19.6. Flatbed Scanner

Sl.	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	Latest version for Windows 8/7/Vista/XP Professional	



Hardware 2014-15

19.7. Laser Jet Printer

S.No.	Item	Description	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 Speed	Minimum 20 ppm	
4	Resolution	Effective 1200 DPI output	
5	Memory	Min 16 MB	
6	Paper Type	Plain, Transparencies, labels, envelopes	
7	Paper Size	Min A4, Legal, Letter, Executive	
8	Paper Capacity	100 sheets on standard input tray	
9	Interface	One Bidirectional ECP parallel port(Optional), USB	
10	Compatibility	Windows XP / 7	
11	Duty Cycle	Up to 5000 pages per month	
12	Compatibility	HP PCL-6, PCL 5e,	
13	Network Ready	Ethernet Interface.	