

RFP Reference No. 232014

REQUEST FOR PROPOSAL (RFP)

FOR

Selection of Vendor on Rate Contract for

SUPPLY, INSTALLATION, COMMISSIONING & MAINTENANCE

OF

Queue Management Solution at Branches



**Bank of Maharashtra
Head Office, 'LOKMANGAL'
1501, Shivaji Nagar
Pune – 411 005**

NAME OF THE PROJECT: SUPPLY OF QUEUE MANAGEMENT SYSTEM.

Cost of Tender Document Rs 5,000/-



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Invitation for Tender offers

Bank of Maharashtra intends to install 200 Queue Management Solutions at branches of the bank over a period of two years. Bank invites sealed tender offers (Technical bid and masked Commercial bid) for selection of vendor (eligible, reputed manufacturers and / or authorized dealers) on Rate Contract for supply, installation and maintenance of Queue Management Solutions at branches on pan India basis. The bank wishes to place order to the selected 2 vendors (L1 & L2) for this kiosk over a period of two years. L2 will have to match the rates of L1.

The detail functionalities of the kiosk are as given in 2.21.

A complete set of tender documents may be purchased by eligible bidder on payment of a non-refundable fee of Rs.5,000/- (Rs. Five thousand only) by demand draft / bankers cheque in favor of Bank of Maharashtra and payable at Pune.

Bid Collection and Submission

Tender Reference number	232014
Price of Tender Copy	Rs 5,000/-
Date of commencement of sale of tender document	15/10/2014
Last Date of sale of tender document	08/11/2014 up to 11.00 hours
Queries to be mailed by	25/10/2014 up to 16.00 hours
Pre-Bid meeting with Bidders	28/10/2014 at 16.00 hours
Last Date and Time for receipts of tender offers	08/11/2014 up to 12.00 hours
Time and Date of Opening of technical bids	08/11/2014 at 13.00 hours
Place of Opening tender offers	Bank of Maharashtra IT, BPR & MIS Department Head Office, 1501, Lokmangal, Shivajinagar, Pune – 411 005.
Address of Communication	As above
Earnest Money Deposit	1,00,000/-
Contact Telephone Numbers	Phone : 020 - 25536266 020 - 25536051 Fax : 020 – 25521568

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 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 its all annexures.

Deputy General Manager
Information Technology



Instructions to bidders

About Bank of Maharashtra

Bank of Maharashtra is a nationalized bank with a standing of 78 years. It has a three tier organizational set up consisting of branches, Zonal Offices and Head Office.

The Bank has 1900 branch offices across the length and breadth of the country. In the state of Maharashtra, the Bank has 1000 + 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, banc assurance 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.

1.1. Two Bid System Tender

The Technical Bid must be submitted at the same time in **sealed envelopes**, giving full particulars, at the Bank's address given below, on or before the schedule date given above. All envelopes should be securely sealed and stamped. Information brochures should be distinctly separated from the other documents by way of separator sheets and submitted in an orderly and neatly bound manner.

Important: The eligibility credentials, financial reports & product information brochures shall be distinctly separated by separator sheets positively and the technical bid shall be submitted in an orderly and neatly bound.

Bank's address
The Deputy General Manager IT, BPR & MIS Bank of Maharashtra "Lokmangal", 1501, Shivajinagar Pune – 411005

Following two officers have been authorized to accept the tender documents

1. Veerprakash Gattina, Senior Manager- Head Office Pune
2. Sitalaxmi Chari, Senior Manager- Head Office Pune



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

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

All Schedules, Formats and Annexures should be stamped and signed by an authorized official of the bidder's company. Letter of authorization from competent authority be produced along with the proposal.

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 along with softcopy):

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 photo copy of original Commercial offer with prices duly MASKED be submitted along with the Technical Bid.** Bank reserves the right to reject any bid submitted without masked commercial.

ENVELOPE-II (Commercial bid):

The Commercial bid should give all relevant price information and should not contradict the TECHNICAL BID in any manner. A Xerox copy of the Commercial Bid duly masking the prices is 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 (Two copies in Separate envelopes) 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.

1.2. Schedules of the Tender

This tender comprises of following schedules.

Schedule Number	Name of Schedule	Components
I	Queue Management Solution Kiosk	Supply, installation, commissioning & Maintenance of Kiosk
II	AMC	Annual Maintenance Contract
III	TCO	



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

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

2.1. 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 three years. Copy of the certificate of incorporation should be enclosed as documentary proof
- The Bidder submitting the offer must have a turnover of Rs.50 Lakhs per year in the last three financial year's i.e. 2011-2012, 2012-2013 and 2013-2014. This must be the individual Company's turnover and not that of any group of Companies.
- The Bidder Company should have made profits in at least one financial year out of last three financial years. 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 bidder should be the Original Equipment Manufacturer (OEM) or its authorized agent in India. An authorization letter from the OEM to this effect should be furnished. Documentary proof to that effect should be enclosed.
- The bidder should have experience of supply, installation and commissioning of QMS in at least 2 organizations in India with successful live run for more than 6 months. The Bidder should produce a certificate from the concerned organization to this effect. The bidder should have experience of having deployment of 50 Queue Management systems in India in the past 2 years.
- The bidder shall have exclusive support infrastructure / centers for maintenance all over the country and should be able provide immediate support service through direct presence / franchise of its support personnel at our branches and offices where the kiosk would be installed. List of such support/Service centers with contact persons, telephone numbers and addresses should be enclosed as proof.



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- The Bidder shall not have been blacklisted by any government organization / banks. Self-declaration to that effect shall be submitted along with the technical bid.
 - The bidder should be able to provide efficient and effective support at all branches and offices of the bank, so as to meet 24*7 hrs service support with maximum 4 hrs response time – A commitment to this effect should be furnished.
 - The bidder should score minimum 70% marks in the technical evaluation and minimum 70% marks in POC as mentioned in Annexure M for satisfying the eligibility criteria.

2.2. Quality Standards

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

2.3. Earnest Money Deposit

Bidders are required to submit along with the offer a Demand Draft drawn **in favor of Bank of Maharashtra and payable at Pune**, (valid for 180 days from the date of the tender) for an amount of Rs. 1.00 lakh (Rupees One lakh only) towards Earnest Money Deposit (EMD). Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank (other than Bank of Maharashtra) or any scheduled commercial bank acceptable to Bank of Maharashtra. For Bank Guarantee other than from a Public sector bank, prior permission of Bank of Maharashtra shall be essential. The format of BG is enclosed.

2.4. 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 for on behalf of the manufacturer. Authorization from authorized distributors/dealers for items is acceptable.

2.5. Qualification Criteria

The bidders fulfilling all the "eligibility criteria" mentioned under Point 2.1 above only will be subjected to further process of technical evaluation.



2.6. 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.

2.7. Non-transferable Tender

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

2.8. 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 the same from the Bank’s website will have to pay the non-refundable fee of Rs.5,000/- by way of a demand draft / bankers’ cheque in favor of Bank of Maharashtra payable at Pune while submitting the bid. In case the bidder chooses to attend the pre bid meeting, the bidder should send DD for Rs.5,000/- being the cost of tender document. **Purchase of tender document is mandatory for attending pre-bid meeting.**

2.9. Offer validity Period

The offer should hold good for a period of six months from the date of the opening of Commercial bid. In exceptional circumstances, the bank may solicit the Bidders’ consent to an extension of the period of validity. The bank, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

2.10. Address of Communication

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

The Deputy General Manager,
Information Technology,
Bank of Maharashtra,
Head Office, “Lokmangal”
1501, Shivaji Nagar,
Pune – 411 005.
Emails : cmssoftware@mahabank.co.in,
Veerprakash.gattina@mahabank.co.in,
Sitalaxmi.chari@mahabank.co.in.



2.11. 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. 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.

The queries on point / clauses in the RFP document are to be mailed / submitted in the specific format only as per Annexure K.

The queries that are not on the points / clauses in the RFP document and are general in nature but related to the tender are to be mailed / submitted in specific format only as per Annexure K.

Queries submitted in any other format will not be entertained by the Bank.

Only two authorized representatives of the bidder who have purchased the RFP will be allowed to attend the Pre-Bid meeting.

2.12. 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.**

2.13. Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

a) Eligibility Criteria :

Bank of Maharashtra will undertake primary scrutiny of the eligibility of the bidders as per "eligibility criteria" mentioned under point no.2.1 above based on the documents submitted. The offers of the bidders fulfilling the above eligibility criteria only will be taken up for further scrutiny i.e. technical evaluation. This primary scrutiny will be taken up on the last date of the technical bid submission, in the evening same day.



b) Technical evaluation:

Bank of Maharashtra shall undertake detailed scrutiny of the offers to 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. As part of technical evaluation the bidder has to provide PoC to Bank in at least 1 branch for minimum 1 month. **The formats for technical evaluation is enclosed vide Annexure M. The technical evaluation will be done on the basis of the information provided in this format along with supporting documents.**

Bank reserves the right to carry out reverse auction for Total Cost of Ownership to determine the most viable Commercial Proposal for the Bank.

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 5 years TCO (Total Cost of Ownership) for the purpose of price comparisons given by the vendors on the figures in the **Schedule III of Annexure H**.

Five Years TCO = {Cost of Equipment of all items as per schedule I including 3 years warranty} + { 2 years post warranty AMC charges (as per AMC clause) }

2.14. 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.

2.15. 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.

2.16. 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 Queue Management Solutions quoted for.
- Specifications of all items asked along with technical specifications table.
- In case of 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.

2.17. 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)

2.18. Make, Models & Part numbers of the equipment

It is mandatory to provide the make, model and part number of Queue Management Solution and their subcomponents as asked for 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. (Part no of the sub components may be provided.)

2.19. 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 2013-14		Net Sales Turnover : Rs in Lakhs)
3	Profit figure 2011-12 2012-13 2013-14		Net Profit After Tax: (Rs in Lakhs)
4	Original Equipment Manufacturer (OEM) or its authorized agent for supplier of the Queue Management Solution; documentary proof to that effect should be enclosed.		
5	Have supplied at least 50 units of Queue Management Solution or similar equipments in at least 2 Organizations during the last two years. Certificate regarding successful implementation of LIVE run for minimum 6 months needs to be produced.		
6	Address of 34 support center across the country.		
7	Self-declaration for not being blacklisted		
8	To provide efficient and effective support at all centers, so as to meet 24*7 hrs service support with maximum 4 hrs response time – A commitment to this effect should be furnished		



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 3.1 to 3.22.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
3.1	Support Personnel		
3.2	Technical Inspection & Performance Evaluation		
3.3	Payment Terms		
3.4	Delivery, Installation and Commissioning		
3.5	Completeness of Installation		
3.6	Order Cancellation		
3.7	Inter-working of hardware & Software		
3.8	Acceptance Tests		
3.9	Software Drivers & Manuals		
3.10	Queue Management Solution Warranty		
3.11	AMC		
3.12	Spare Parts		
3.13	Liquidated Damages		
3.14	Penalty for Delay		
3.15	Penalty for Downtime		
3.16	Failure		
3.17	Indemnity		
3.18	Publicity		
3.19	Guarantees		
3.20	Force Majeure		
3.21	Resolution of Disputes		
3.22	Non Disclosure Agreement		

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

7. Warranty (for all relevant schedules). This should not contain any price information.
8. Delivery and Implementation schedule.



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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.

2.20. 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 this is not submitted.**

2.21. Scope of Work

- i. Bank proposes to do a rate contract with 2 vendors (L1 & L2) for supply, customize, install and maintain Queue Management Solution Kiosk as per specification given in Annexure - A including all required hardware, software, operating systems, databases, middleware, third-party utilities and integrated as a single unit. L2 should match the rates of L1. The kiosk must be installed at a level convenient for the customers to stand and operate.
- ii. The bidder has to enter into a rate contract with the bank for supply of kiosk as per the model, specifications and functionality approved by the bank. The rates will be valid for a period of **two years**, if not revised earlier at discretion of Bank. The bidder will pass on to the bank, the benefit of discounts if any announced during the period in respect of orders placed during the that period. The bidder will also provide the latest model available, if there is upward revision in the model offered at no extra cost to the Bank. Bank at its own discretion may extend the contract for a further period of 1 year or any other period subject to satisfactory performance of vendor and mutual agreement on the terms and conditions.
- iii. The bank reserves the right to shift the equipment to a suitable location depending upon the need. The vendor will arrange to shift the equipment and install and commission the same. The Bank will bear transportation & transit insurance cost only in respect of shifting for already installed machines.
- iv. Successful bidder will provide a centralized software solution to provide MIS reports at machine level as well as from centralized location. Solution should be capable of generating suitable MIS reports customized to Bank's requirement in



respect of activity, uptime, fault event. Typical fields in this MIS: No. of Tokens issued in a day, No. of Tokens serviced in a day, Service Wise No of tokens etc. Bank's requirement on a daily / monthly /over a date range basis.

- v. The Software solution should be capable of monitoring the uptime of all the machines configured on Bank's network on real time basis from a centralized location. The centralized solution should have option of automatic call logging for down machines.
- vi. The selected bidder must customize Queue Management Solution Kiosk display screens as desired by the bank in graphics mode in three languages (Hindi, English and local language selected by the bank depending on the state where the kiosk is deployed) for all transaction undertaken by the kiosk without any extra cost to the bank. For example: In Maharashtra it will be in English, Hindi and Marathi & in Kerala it will be in English, Hindi & Malayalam.
- vii. The Kiosks are required to be taken in domain and bidder will undertake to load Anti-virus solution in the Kiosk without any extra cost. This has to be done before dispatching the machine to the branches. The Bank will provide the anti-virus solution at the time of installation.
- viii. There should be provision of central upgradation of software. No visit /service charges will be borne by the Bank for installation / upgradation / maintenance /replacement of hardware or software component pertaining to Self Service Kiosk/Central Solution.
- ix. In big branches, if required an additional token dispenser should be supplied in the branch which will act as an add-on to the main token dispenser which should be integrated with the QMS supplied in the branch.
- x. The bidder will have to undergo PoC (Proof of Concept) of the specified model in the Technical Specification at least in 1 branch for a period of 1 month. No charges for the same will be borne by the Bank.

xi. Functionality Required :

The system should support single / multiple selection of service/s at the time of dispensing the token. The system should support the netted services under the services which can be selected by the customer. In case of netted services/multiple services, the system should automatically move as the next service to the next counter immediately once the customer has finished with previous service at the previous counter. The system should provide Bank's customer to select, add or delete his/her selected service options from the panel.

The system should generate tokens which must contain date, branch, token number, list of selected services, estimated wait time, etc. The system should support generation of unique token number for the day & branch. The System should allow the administrator to modify the details to be printed on the token. The



system should provide generation of alphanumeric token numbers. The system should dispense printed tokens. The system should be able to print the token in the language selected by the customer.

The QMS system should flash promotional / compliance messages while idling. Admin should be able to change the promotional messages and edit the list of services and customer types displayed in the input module.

The system should have facility of displaying the token number to be serviced. The status of the token should be displayed on the LCD / LED screen. Display module should give information of current tokens being serviced, upcoming tokens and past tokens in an easy format. Display should be able to accommodate additional counters added by admin or any changes to the counters without affecting the view.

The system should generate the audio alerts (voice) and display the information on the LCD / LED. The system should provide multiple language for voice notification. The voice call should be in the language selected by the customer at the time of taking the token.

The system should have facility of queue jumping (both upward and downward). The system should have facility of categorizing the customers. The system should have facility of prioritizing the services for priority customers. Ability to accord a higher priority to certain customers by inputting the token no.

The system should keep information of missing token/s. Teller should be able to view all relevant information of the customer arriving at his counter like token no., customer type, transactions requested, wait time, etc. Teller should be able to view the services aligned against his counter, upcoming token no., past token nos. serviced, tokens missed.

Ability to service a customer out of turn. Ability to invoke an idle counter by calling the next customer on the counter through administrator access. The system should be able to redirect / reassign between service to service, counter to counter. Teller should be able to stop or pause operations. On pausing he needs to indicate the reason for taking the break. The counter should not be available to the scheduler for allocating a customer during this time. The system should allow system administrator to activate /deactivate services across the counters.

Admin should be able to define counters, i.e. which counters will do what services and what are the timings of each counter. Admin should be able to add or reduce counters or change counter definitions on the fly and token dispensations should change accordingly. Admin should be able to change some or all of the algorithm parameters basis the dynamic situation in his branch. The system should allow system administrator to view the services available at any counter. The system should allow system administrator to monitor the workload across the counters.

The system should be able to provide real time floor view to the branch manager and enable branch manager to send message to underperforming counter. The system should have facility of assigning benchmark time for different services.



Admin should be able to set triggers to intimate him of certain threshold conditions being breached such as individual wait time of any single customer should not be more than X minutes. Admin can view customer details such as arrival time, customer details, amount of time waited, expected wait time. The system should have facility of generating scores for the branch officials on the basis of service imparted.

In addition to the token, counter and service information, the LCD / LED should be able to display scrolling information that Bank may want to convey to their customers. System administrator should have the permission of modifying the text on the LCD / LED scrolling display. The system should provide dashboard for giving a graphical viewing live information of all the counters. The system should be able to use existing PC's at the branches for the implementation of the Q-Management software.

The system should provide Web based access by the users through Bank's standard web browser. The software should also be capable of running on thin clients. There should be no software installation on the existing branch PCs. In the absence of the PC at the counter the system should have the capability, through some other gadget to include that counter in the QMS system.

The system should have the capability of generating alert to the branch administrator for events like device fault, printer out of paper, paper jam, LCD / LED Display not working etc.). The system should be able to provide configuration like adding /deleting services, change the token machine display properties (color, width, fonts etc), language, change LCD / LED display unit properties (fonts, logo, token no & counter no. layout etc) change elements in token (logo, waiting customer count, promotional message, etc).

The system should be able to generate following reports with facility to drill down:

- Ability to view end of day and period wise MIS reports on footfalls, Customer mix, transaction mix. Service wise break up of tokens.
- Average service time and wait time for teller /counter up of tokens. Teller productivity view, reasons for teller breaks / pauses.
- Service wise break-up for selected month. Average Service time and average wait time for selected month. Day-wise breakup of services offered for selected month.
- Month-wise break-up of employees (scores). Benchmark service time for different services. Consolidated report of the total no of service availed by the customers during the day.

The system should support graphical statistical output of the reports for analysis. The system should be able to export reports to MS Word, Excel & PDF formats. The system should be able to provide a non interactive live view of real time statistics for all the braches remotely from central location.



2.22. 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 rejected.

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.

2.23. Locations

This tender is being floated by the Head Office of Bank of Maharashtra. The kiosk are being procured through this tender shall be installed, commissioned and maintained by the successful bidder 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.
4. Transportation and Forwarding charges to the site.
5. 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.
6. All taxes and levies including service tax and 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. 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.**



2.27. Right to Alter Quantities

Bank of Maharashtra reserves the right to alter the proposed quantities 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.

2.28. Rate Contract

Bank of Maharashtra proposes to enter into a rate contract with L1 & L2 for delivery of Queue Management Solution for any branches / offices. L2 has to match the rate of L1. The validity of the rate contract shall be 2 years from the date of last pre-delivery inspection. The same technical specifications and terms of Commercial bid shall apply mutatis-mutandi to the order placed through the rate contract as specified through this tender. However during the validity of the rate contract, if there is any downward revision of the prices the same has to be passed on to the Bank. Bank reserves all rights related to order splitting. The distribution will mainly depend on area of service centers & quality of services provided by the bidder.

3. Terms and Conditions

3.1. 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).

3.2. 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.

3.3. Payment Terms

As orders will be placed by the respective zonal offices , the payment will also be released by them.

Bank of Maharashtra will make payment as follows:

1. No advance payment shall be made.
2. 60% cost of the equipment shall be paid after 30 days on successful commissioning of the machine to the entire satisfaction of the Bank subject to Bidder submits the invoice with installation report certified by Branch Head.



-
3. Balance 30% cost of the machine shall be paid after 90 days from the date of commissioning of the equipment and also subject to satisfactory performance of the machine certified by the Branch Head.
 4. The balance 10% shall be retained as retention money for 5 years. However, the same can be released against a performance BG acceptable to the bank from scheduled Bank valid for 5 years from the date of commissioning.

3.4. Delivery, Installation and Commissioning

The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no **extra charge within 5 weeks of receiving the purchase order**. The signing authority will be Branch Manager or Officer at 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 such case, Bank of Maharashtra may foreclose the bank guarantee without any notice. 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. Failure to do so will be treated as breach of contract. In such an event the advance paid to bidder will become returnable to Bank of Maharashtra forthwith and Bank of Maharashtra reserves its right to foreclose the bank guarantee.

Appropriate insurance to cover the equipment for the transit period and till 30 days after delivery or installation whichever is earlier. The copy of the Insurance Policy should be submitted to the Bank. The Bank may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.

3.5. Completeness of Installation

The installation will be deemed as incomplete if any component of the Queue Management Kiosk 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 complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.



3.6. 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 6 weeks from the date of purchase order.
3. Serious discrepancy is noticed in the kiosk.

In addition to the cancellation of purchase order, Bank of Maharashtra reserves the right to levy 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.

3.7. Inter-working of hardware and Software

The bidder must 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 (API) supplied by him on the Servers/Desktops.

3.8. 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.

3.9. Software Drivers, Manuals & Accessories

The Queue Management System will have to be supplied with Software Drivers, Manuals and one complete set of accessories like cartridge, printer roll etc., future cost of the consumables will be borne by the bank at rates which would be finalized with the bidder by mutual consent.



3.10. Kiosk Warranty

The offer must include a minimum 3 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. In no case, there would be multiple warranty dates.

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.

During the warranty period, Vendor would be required to maintain adequate spares/consumables locally to ensure prompt attendance to faults.

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

3.11. Annual Maintenance Charges

The bidder should provide post warranty AMC services @ 4% p.a. on the quoted rate mentioned in Schedule I. The cost of 4% annual AMC will be loaded to the cost for arriving TCO & L1. The quoted AMC rate for would be applicable for 24*7 hrs support and response time should not be more than 4 hrs. AMC would cover all components including plastic parts except consumable items. The bidder's engineer will visit branches/offices for regular Preventive Maintenance of kiosk, at least, once in quarter.

The offer must give commitment to provide maintenance for two years from the date of expiry of warranty. Bidders are expected to maintain the equipment supplied for at least five years from the date of acceptance by bank.

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

The selected bidder shall submit performance Bank Guarantee at the time of signing of contract to the tune of 10 % of contract value covering three years period of warranty. On expiry of the warranty period, it would be the Bank's discretion to award the A.M.C. to the bidder 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 attendanceto faults. During warranty period all parts developing defects are replaceable at no cost to the Bank.



3.12. Training :

The Bidder shall associate the site staff during the testing of the system. The Bidder shall also train the staff in the proper operation and trouble shooting and routine maintenance at each and every location for a period of 10 working days. Training – cum – familiarization programme should be conducted by the bidder at each location.

3.13. Spare Parts

Bidder will make the spare parts for the systems available for a minimum period of five 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 Memory, power adapter 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 equivalent capacity or higher capacity at no additional charges to Bank.

3.14. Liquidated Damages

If there is a delay by the bidder in the delivery any or all goods or perform services within the stipulated time schedule, the purchase shall, without prejudice to its other remedies under the rate contract deduct from the ordered price, as liquidated damages, a sum equivalent to 1% of the order value for each week of delay until actual delivery of the complete order at each location subject to maximum of 10% of cost of Queue Management System. Bank of Maharashtra reserves the right to cancel the order and return the partially delivered equipment, if any, at the cost of the bidder in case delivery are not affected within stipulated time schedule. The Bank is entitled to withhold (deduct) from the purchase price or any other amount, which is due to vendor/supplier from this contract.

3.15. Penalty

For any delay in installation and commissioning of the kiosk, Bank of Maharashtra will charge penalty @ 1% of the order value. Total of such penalty mentioned under the clause 3.14 and 3.15 put together shall be subject to maximum of 10 percent of the total order value. The Bank reserves the right to cancel the order in case complete delivery is not affected within the stipulated time.

Any kiosk that is reported to be down should be up on the same day within 4 hrs however if the kiosk 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 10 am on the next day.



In case bidder fails to meet the above standards of maintenance, Bank will impose penalty @ 0.5 % of the Total Order Value / Kiosk.

During warranty/AMC period, the penalty would be recovered from the vendor from the any payment which is due to the vendor. If the 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.

If the bidder's engineer fails to carry out regular Preventive Maintenance of kiosk, at least, once in quarter, it will draw a penalty of 0.5 % of the Total Order Value / Kiosk.

3.16. Failure

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

3.17. 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.

3.18. 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.

3.19. Guarantees

Bidder should guarantee that the machines 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 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 Queue Management System are original new ones and no refurbished / duplicate / second hand components / parts / assembly / software are used.



3.20. 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.

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

3.21. 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.



3.22. Non Disclosure Agreement

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

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

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

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

Any information considered sensitive must be protected by the vendor from unauthorized disclosure or access.



4. Annexure A Technical Specifications

Queue Management System Kiosk:

S No	item	Requirement for the Bank	Compliance (A/C/N)	Comments of the bidder	Marks (5/3/0)
1	Token dispenser	With integrated minimum 4 layered 14-inch LCD / LED touch screen in a sealed format supporting 1024*768 resolution (Wall mount or desk top)			
2	Token dispenser	The system should have embedded Operating System that is compatible to Bank's OS which is Windows 7 or upgraded			
3	Token dispenser	The system should be able to connect to multiple separate token display units (if required)			
6	Printer	80 mm thermal printer integrated in the token dispenser machine			
7	Printer	Minimum holding capacity to generate at least 500 tickets without a refill.			
8	Printer	Printer should have auto cutter Facility			
9	Cabinet	Metallic cabinet, MS sheet fabricated body, Powder coated OR Industry standard Modular Plastic cabinet			
10	Cabinet	Specify colour options Available			
11	Token Display	To be provided with minimum 42" LCD / LED / LED.			
12	Token Display Unit	Should be integrated with speakers.			
13	MIS	Centralized MIS Solution			

Date :

Signature of Authorised Official with Seal



5. 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.



6. 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 the Queue Management Solution(s) as mentioned in Schedule I 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 Queue Management Solution Kiosk 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.

Dated this _____ day of _____ 2014

Signature: _____

(In the Capacity of :) _____

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



7. 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.	Turnover of the company (not of group) 2011-12 2012-13 2013-14	
9.	Profit of the company (not of group) 2009-10 2010-11 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 Queue Management Solution.	
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.)	



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

No. _____ dated _____

TO

Dear Sir,

Tender Reference No. _____

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

We confirm that our company (as a single unit, not the group) has net sales turnover exceeding Rs 50.00 Lakhs each in last three financial years (i.e. 2011-12, 2012-13 and 2013-14). We also confirm that we have made profit _____ financial year, our company has made a net profit after tax.

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.

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.



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

Name of the Vendor _____

Name of the Client	QMS		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	Qty	As per contract	Actual		

Date: _____

Place: _____



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

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



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

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 Rural	
28	Pune West	
29	Raigad	
30	Raipur	
31	Ratnagiri	
32	Solapur	
33	Satara	
34	Thane	



12. Annexure H - Bill of Materials

Schedule of Items

Schedule I – Queue Management Solution

Sl.	Item	Quantity	Unit Price	Total Price
1	Queue Management System with Comprehensive 3 years warranty	200		
2	42" LCD / LED	200		
	TOTAL			

Schedule II – AMC on QMS Kiosk

Sl.	Item	Quantity	Unit Price	Total Price
1	4 th Year AMC Charges @ 4% of Total Cost under Schedule 1.	200		
2	5 th Year AMC Charges @ 4% of Total Cost under Schedule 1.	200		
	TOTAL			

Schedule –III TCO for L1:

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

Sl.	Particulars	Amount in Actual Rupees
1	Total of Schedule –I (QMS)	
2	Total of Schedule – II (AMC)	
3	TOTAL COST (1+ 2)	

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



13. Annexure K : FORMAT FOR PRE BID QUERIES

A) Queries Related to RFP

RFP : 232014	Queue Management System				
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 : 232014	Queue Management System	
BIDDERS NAME		
Sr. No.	General Query related to RFP	Comment / Suggestions



14. Annexure L - Performa for the Bank Guarantee for Earnest Money

Guarantee for Payment of Earnest Money/Security Deposit

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 Queue Management System at various locations vide tender No 232014 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 1 lakh (Rs. One Lakh only) as Earnest money Deposit (EMD) along with their offer. The Beneficiary may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank, valid for 6 months from the date of issue.
3. M/s XYZ & Co.Ltd. hereinafter referred to as the said 'Contractors' have given their offer to supply, installation, commissioning of Queue Management Solution 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. 1 lakh (Rupees One lakh only) payable by the said Contractor/s under the said Contract.

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



15. ANNEXURE M : FORMAT FOR TECHNICAL EVALUATION

Sr. No.	Parameters	Marks
1	Eligibility Criteria – 5 marks Bidders Experience in handling QMS 1- 1 to 2 Organizations with minimum 25 units per organization : 5 marks 2- 3 to 5 Organizations with minimum 25 units per organization : 10 marks 3- More than 5 Organizations with minimum 25 units per organization : 15 marks (minimum six months satisfactory performance certificate shall be produced from the organizations)	20
2	Compliance of the Technical Specifications	20
3	Presentation 1) Methodology, Architecture & Design 2) Work Flow of QMS 3) Security Features 4) Reports & MIS	20
4	Physical appearance and ease of operation.	10
5	POC in 1 branch	30
	Total	100



16. Annexure N – FORMAT A - COMPLIANCE AGREEMENT

We communicate our unconditional acceptance to the following terms and conditions of RFP 232014

1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 232014 for the Queue Management System 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 debarring 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.
14. If successful, we are agreed to provide uninterrupted service for next 3 years.

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

Name:
Designation:
Organization:

Place:

Stamp:
Date:
Signature: