

**THE MUNICIPAL CO-OPERATIVE BANK LTD. MUMBAI**

**TENDER DOCUMENT**

**Tender Reference Number:**

*For*

**(Supply, Installation, Configuration & Commissioning of Smart Card Based Bio-Metric Machines with attendance Solutions Software in The Municipal co-operative Bank Ltd. Mumbai)**

**Cost of the Tender: Rs.500/- (Rupees One Thousand only)**

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### Invitation for tender offers

Municipal Co-operative Bank Mumbai invites sealed quotations from Authorised Service Providers for supply of **Smart Card Based Bio-metric** Machines with Attendance Solution Software as per specifications, terms & conditions given in enclosed forms.

Municipal Co-op. Bank Ltd., Mumbai is on Core Banking Solution and its 22 branches, & Head office i.e. 23 offices in Mumbai are connected to Core Banking.

A complete set of tender document may be purchased by the eligible bidder upon payment of a non-refundable fee of **Rs. 500/- (Rupees Five Hundred only) by demand draft from any Scheduled Bank, in favour of 'The Municipal co-operative Bank Ltd. Mumbai' and payable at Mumbai.**

The copy of tender document can be obtained from our website [www.municipalbankmumbai.com](http://www.municipalbankmumbai.com)

The details are given below:

<b>Tender Reference</b>	<b>MCBIT/01/19-20</b>
<b>Cost of Tender Copy</b>	<b>Rs 500 /-</b>
<b>Earnest Money Deposit (EMD)</b>	<b>Rs.10000 /-</b>
<b>Date of commencement of sale of tender document</b>	<b>25.04.2019</b>
<b>Last Date and Time for receipts of tender offers</b>	<b>till 03.00 p.m.</b>
<b>Opening of technical offers</b>	<b>09.05.2019</b>
<b>Address of Communication</b>	<b>General Manger The Municipal co-operative Bank Ltd. Mumbai, 245, P.D'mello Road, Fort, Mumbai – 400001</b>
<b>Email address</b>	<b><a href="mailto:mcb.itcell@mcbmumbai.com">mcb.itcell@mcbmumbai.com</a></b>
<b>Contact Telephone Numbers</b>	<b>22717855/853/858</b>
<b>Bids to be given to</b>	<b>General Manager, The Municipal Co-operative Bank Limited. Mumbai</b>

Earnest Money Deposit mentioned above as a Demand Draft favouring "**THE MUNICIPAL CO-OPERATIVE BANK LTD. MUMBAI**" must accompany all tender offers (technical bid) as specified in this tender document.

Tender offers will be opened ----- in the meeting of General Purpose Committee. No separate intimation in this connection will be sent to the bidders. Tenderers

will not be invited or allowed to attend the General Purpose Committee meeting for Tender opening.

Technical Specifications, Terms and Conditions, the formats and proforma for submitting the tender offer are described in this tender document and it's Annexure.

**General Manager**  
**The Municipal co-operative Bank Ltd. Mumbai**

### **About The Municipal co-operative Bank Ltd. Mumbai**

The Municipal co-operative Bank Ltd. Mumbai, established as a Co-operative Bank having 22 Branches and Head office within jurisdiction of Greater Mumbai.

Bank has deposit of Rs.1891 Crores and Advances of Rs.1492 Crores and has Core Banking implemented across all its Branches from C-edge Technologies Limited. Bank intends to install Smart Card base bio Metric Attendance machines with Centralized Attendance Software Solution for its Head Office and Branches.

### **Bank's Requirements**

Bank has a Head Office situate at Municipal Bank Bhavan 245, P.D'mello Road, Fort Mumbai 400001 Objective of this RFP is to purchase **Smart Card Based Bio-Metric Machines with Centralized attendance Solutions Software** for Head Office and Branches in accordance with technical specifications and quantity given in the RFP.

The bidder has to submit an undertaking (format enclosed in the annexure) along with the materials delivered, signed by the official certifying that all the components / parts / assembly / software used in the Biometric machine were original and also no refurbished / duplicate/second hand components /parts/assembly/software were being used or would be used.

The accessories required for proper functioning of the **Biometric Machine for the make of ESSL X990** should also be provided. The successful bidder must provide **3 years comprehensive on-site warranty & support** for all machines as per annexure "A".

## **Instructions to Vendors**

### **1. Two Bid System Offer**

One hard copy of the Technical Bid and One Copy of the 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, numbered and stamped. **The sealed envelope containing Commercial Bid must be submitted separately to the Bank.**

#### **General Manager**

The Municipal co-operative Bank Ltd. Mumbai  
Municipal Bank Bhavan  
245, P.D'mello Road, Fort,  
Mumbai 400001.

E-Mail: [mcb.itcell@mcbmumbai.com](mailto:mcb.itcell@mcbmumbai.com)

All the envelopes must be superscribed with the following information –

- Type of Offer (Technical Bid, Commercial Bid)
- Tender Number
- Due Date
- Name of Bidder
- Name of the Authorized Person
- E-mail ID of the authorised person to contact.
- Mobile Number

All schedules, Formats and Annexure should be stamped and signed by an 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 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

This envelope should also contain the demand draft for Rupees 10,000/- (Rupees Ten Thousand only) towards EMD favouring **"The Municipal co-operative Bank Ltd. Mumbai.**

#### **ENVELOPE- II (Commercial Bid)**

The Commercial bid should give all relevant price information and should not contradict the TECHNICAL BID in any manner.

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

These two envelopes containing the Technical bids + EMD amount and Commercial bid Please note that any envelope containing both technical and commercial bid will be rejected.

All the covers thus prepared should indicate clearly the Name and Address of the Vendor.

The bidder shall bear all the costs associated with the preparation and submission of the bid and The Municipal co-operative Bank Ltd. Mumbai will in no case be responsible or liable for those costs, regardless of the conduct or the outcome of the tendering process.

Bids submitted without EMD and Application Fee Demand Draft will not be considered for evaluation. Bids sent by fax or e-mail will not be considered for evaluation

Offers received after the date and time specified for receiving the offers will be rejected.

Technical and Commercial Offers must be submitted separately. It may be noted that if any single envelope is found to contain both Technical and Commercial Offer together, such offer will be rejected.

## 2. Schedules of the Requirements

This tender comprises of following schedule.

Schedule Number	Name of Schedule	Components
1	Requirements	<b>Biometric machine Make ESSL X990 RF-ID (Memory) + Finger Print Reader/writer with LED Indication and PC Connectivity through Ethernet Port (Programmable IP and TCP Port) with Display and Battery Backup (1,00,000 Records)</b>
1	Requirements	<b>RF-ID Memory ID Cards  RF-ID Memory card Smart Card with Banks name and Employee Photo and Name printed</b>

It may be noted that the requirements given in this tender is indicative only and the Bank reserves the right to accept or reject any quotation as also to alter any or all the terms and conditions without assigning any reason thereof.

Vendor shall take the responsibility of installing, commissioning of machines under the purchase order. Every machines supplied shall accompany a complete licensed copy of all software/drivers installed in the system.

In Case the vendor has not indicated any peripherals/equipments in their proposed solution and is required for implementation of solution, the Vendor has to provide required peripherals/equipments, without charging any extra amount, apart from order value

### **3. Qualification Criteria**

Only vendors, who fulfill all the qualifications mentioned in “qualification criteria” of the tender, are eligible to participate in the tender. The Bank reserves the right to relax or enhance the eligibility criteria depending on merits and may accept/reject any or all of the offers without assigning any reason whatsoever.

### **4. Terms and Conditions**

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

### **5. Offer validity Period**

The offer should hold good for a period of 180 days from the closing date of the tender.

### **6. Address of Communication**

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

**General Manager**  
**The Municipal co-operative Bank Ltd. Mumbai**  
Municipal Bank Bhavan  
245, P.D'mello Road, Fort,  
Mumbai 400001.  
E-Mail: mcb.itcell@mcbmumbai.com

### **7. Pre-BID Discussions**

For the purpose of clarification of doubts of the bidders on issues related to this RFP, queries of all the bidders should reach in writing or by e-mail on or before \_\_\_\_\_ on the address as mentioned above. It may be noted that no queries of any bidder shall be entertained/ received after the Pre-Bid meeting. Meeting with Individual Vendors will be held for the said discussions and time and date of which will be intimated to Vendor by email.

## **8. Proposal Ownership**

The proposal and all supporting documentation submitted by the vendor shall become the property of the Bank.

### **1. Opening of Technical offers**

Technical Offers received within the prescribed closing date and time will be opened by the General Purpose Committee of the Bank. Tenderers will not be invited or allowed to attend the General Purpose Committee meeting for Tender opening.

### **2. Preliminary Scrutiny**

Offers not meeting the qualification criteria will be rejected. The Bank will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether technical documentation as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the vendors and the Bank reserves the right to exercise such waivers.

### **3. Clarification of Offers**

In order to facilitate scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all vendors for clarifications on the offer made by them. The request for such clarifications and the vendor response shall necessarily be in writing.

### **4. No Commitment to Accept Lowest or Any Offer**

The Municipal co-operative Bank Ltd. Mumbai is under no obligation to accept the lowest

or any other Offer received in response to this tender and reserves the right to reject any or all the offers including incomplete offers without assigning any reason whatsoever. The Municipal co-operative Bank Ltd. Mumbai reserves the right to make any changes in the terms and conditions of the RFP. The Bank will not be obliged to meet and have discussions with any vendor and / or to entertain any representations.

## 5. Documentation

Functional and Technical information in the form of Brochures/Manuals/CDs etc. must be submitted in support of the Offer made.

## 6. Submission of Technical Details

It is mandatory to provide the technical details in the exact format **(Annexure B)** given in this tender along with part numbers of all the components of OEM. **The offer may not be evaluated / rejected by the Bank** in case of non-adherence to the format or partial submission of technical information as per the format given in the offer. The Bank shall not allow/permit changes in the technical specifications after due date. The relevant product information, brand and version/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 note that substituting required information by just brand name is not enough.

## 7. Format for Technical offer

The suggested format for submission of technical offer is as follows:

1. Index
2. Covering letter. This should be as per Annexure E.
3. Details of the vendor, as per Annexure G.
4. Bill of materials as per Annexure A. This table should not contain any price information.
5. Technical Offer with Specifications as given in Annexure B, complete with all the columns filled in.
6. Terms and Conditions Compliance
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. Manufacturer's Authorisation Form (if applicable) as per Annexure I.

12. Details of past installation, as per Annexure G
13. Details of support centers, as per Annexure H
14. Valid Bank Draft for EMD.
15. Vendor's Financial Details (audited balance sheets etc.) and other supporting documents, as asked in the tender document.

#### **8. Format for Commercial Offer**

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

1. Index
2. Covering letter
3. Commercial Version of Bill of Materials and Price Schedule (as per Annexure J). This must contain all price information, including AMC details. This commercial offer should strictly adhere to our format and offers which are not in that format may be liable for rejection.
4. A statement that the vendor complies with Payment schedule given in the tender.

#### **9. Erasures or Alterations**

The Offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer. Technical details must be completely filled in. 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" will not be acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and hence unacceptable.

#### **10. Locations of Installation**

Hardware equipment's will be installed at Head Office and at Branches of the Bank and Octroi centers as per at the addresses given in Annex.'C'.

Head Office of the Bank	The Municipal co-operative Bank Ltd. Mumbai, Municipal Bank Bhavan, 245, P.D'mello Road, Fort, Mumbai 400001.
Branches of the Bank	As per Annex.

#### **11. Short-listing of Vendors**

The Bank will prepare a short-list of technically qualifying vendors and the commercial offers of only short listed vendors will be opened.

#### **12. Cost**

- a) The offer must be in fixed price basis in Indian Rupees only, including the following:

The quoted price should be **all-inclusive price** with 3 years warranty and support (i.e., including Technical Service Charges, if any, GST, Packing, Freight and Forwarding, Transit Insurance, Local transportation, Hamali Charges, completing the Road permit formalities, if required, Installation charges and warranty period. The total price shall also include Technical/User Manuals, Driver/ Utility Compact Disk). No additional charges/ management fee of any kind will be reimbursed.

### **13. Fixed Price**

The Commercial Offer shall be on a fixed price basis, inclusive of GST.

### **14 Negotiation**

It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest, Bank reserve the right to enter into any price negotiations, except with the L1 declared vendor, whose Offer is found to be technically in line with the tender specifications.

### **15 Collection of Tender Document**

Bank will put the news of the Tender on the web site of the Bank giving the qualification and eligibility norms. Eligible Vendors are required to collect the Tender document from Banks Head Office after the payment of prescribed fees.

### **16 Amendment to RFP Contents**

At any time prior to the last date for bid-submission, the Bank may, for any reason, whether at its own initiative or in response to clarification(s) requested by a prospective bidder, modify the RFP contents by amendment. Amendment will be notified in writing or by e-mail to all the prospective bidders.

Bank reserves the right to scrap the tender at any stage without assigning any reason.

### **Qualification Criteria**

#### **1. Eligibility of the Vendor**

Reputed vendors , who have experience in installing Bio Metric Machines who meet the following Eligibility criteria only need to apply:-

1. The Company should be a **“Authorized Service Provider for Smart Card Based Bio-Metric Machines with attendance Solutions Software interfacing with Banks HRMS software”**The company should be in this line of activity and should have executed contracts for the last 3 years.
2. The company shall be having support services in Mumbai,
3. The Original Equipment Manufacturer (OEM) shall also submit through the authorised dealer participating in the tender process that they shall honor the warranty/Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorised dealer, through the other ASP partners or directly.
4. Company should have minimum Annual Turnover of Rs. 1.00 Crores in last three financial Years as per the audited balance sheet and should be profit making & documents of Balance sheet & P&L should be submitted along with the bid document.
5. The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid.

## **2. Track Record of installations**

The vendor should provide details of the installation of past installation with name of the clients thereof.

## **3. Quality Standards**

The Municipal co-operative Bank Ltd. Mumbai is looking for quality products, which are volume, produced and are used by a large number of users in India/Abroad. All products quoted should be associated with specific model & part numbers, names and with printed literature describing configuration and functionality. Details of product should be available on their website and vendor should provide the bank the access to the Website. Any departures from the printed specifications should be clearly identified in a separate Annexure titled 'Deviations' which must be supplied by the vendor along with the offer document. The same to be provided should be from an ISO 9002/9001 manufacturing unit.

## **4. Unacceptable quality**

The vendor should not substitute any internal components or subsystems of machine to be supplied by similar items from different manufacturers, without permission from The Municipal co-operative Bank Ltd. Mumbai.

## **5. Manufacturer's / Developer's Authorization Form**

Bidders 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.

## **6. Earnest Money Deposit (EMD)**

**Vendors are required to submit only Demand Draft from any Bank favoring “THE MUNICIPAL CO-OPERATIVE BANK LTD. MUMBAI” for the amount mentioned above as Earnest money Deposit (EMD) payable at Mumbai along with their technical offer. Offers made without valid E.M.D as mentioned above will be rejected.** No interest will be paid by the Bank on the Earnest Money Deposit. EMD to unsuccessful bidder shall be refunded immediately after award of the Contract and for successful bidder the same shall be refunded only after successful implementation of the order. EMD shall not be accepted in the form of Bank Guarantee.

## **Terms and Conditions of the Tender**

### **1. Technical Inspection and Performance Evaluation**

The Municipal co-operative Bank Ltd. Mumbai reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines offered by short-listed vendors.

### **2. Payment Terms**

The Municipal co-operative Bank Ltd. Mumbai will make payment as follows:

- 30 % of the order value will be paid on delivery of all Hardware & Licenses ordered, at Head office and at Branches.
- 50 % of the order value will be paid, on completion of installation and third party testing of all the equipment and software ordered.
- The balance of 20% will be paid after submission of Performance Bank Guarantee (as per the Bank’s standard format) for the amount equivalent 10% of the Tender Value valid for the entire period of warranty and additional period of 3 months.

### **AMC for Bio Metric Machines**

- 4<sup>th</sup>& 5<sup>th</sup> year comprehensive on-site AMC for bill of material quoted should be mentioned. The Bank reserves the right to discontinue the AMC and award the same to any other vendor without assigning any reasons whatsoever. If accepted The Municipal co-operative Bank Ltd. Mumbai will pay AMC charges in Indian Rupees.

### **3. Delivery and Installation**

- 1.1** The Vendor shall be responsible for delivery and installation of the equipment ordered at HO and Branches and for making them fully operational at no additional charge within **6 weeks from the date of the respective work orders.**
- 1.2** Appropriate insurance to cover the equipment for the transit period and till the hardware equipment's is accepted by The Municipal co-operative Bank Ltd. Mumbai at the respective site is to be taken by the vendor.
- 1.3** The Municipal co-operative Bank Ltd. Mumbai will inspect material through outside independent Agency and/or its nominated consultants after installation of complete equipment. In case of discrepancy in hardware equipment's/software supplied, The Municipal co-operative Bank Ltd. Mumbai may cancel the entire purchase order and return the equipment back to the vendor at vendor's costs and risks.

### **4. Reference Checks**

Vendors are required to provide a minimum of three-reference site in Mumbai where the Hardware installation is successfully running. These Clients should be in the banking industry. All the details of reference sites requested for in Annexure E should be provided along with the names and contact details of persons who will be available for discussions. The Bank, at its option, will contact these reference sites to obtain information on the solution and implementation.

### **5. Completeness of Installation**

The vendor has to install Bio Metric Machine and Attendance Solution & configure the same as per the requirements of the Bank. The installation will be deemed as incomplete if any component or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to The Municipal co-operative Bank Ltd. Mumbai 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 installation of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

## **6. Order Cancellation**

The Municipal co-operative Bank Ltd. Mumbai reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in delivery and installation beyond 6 weeks from the date of respective work order.
2. Discrepancy in Machines equipment's / Software Licenses noticed during the pre-dispatch inspection.
3. In such a case EMD deposited shall be forfeited by the Bank.

In addition to the cancellation of purchase order and forfeiture of EMD amount Bank reserves the right to take appropriate steps to restrain the vendor to participate in future tenders for a period of 3 year.

## **7. Acceptance Tests**

At the discretion of The Municipal co-operative Bank Ltd. Mumbai, acceptance test will be conducted by the vendor at the site in the presence of the officials of The Municipal co-operative Bank Ltd. Mumbai and/or its nominated consultants. The tests would 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 The Municipal co-operative Bank Ltd. Mumbai for carrying out this acceptance test. The Municipal co-operative Bank Ltd. Mumbai will take over the system on successful completion of the above acceptance test.

## **8. Software Drivers & Manuals**

Bio Metric machines will have to be supplied with the software drivers, accessories and manuals as applicable.

## **9. Warranty**

The **offer must include a minimum three year comprehensive on-site warranty** from the date of installation and acceptance of the system by The Municipal co-operative Bank Ltd. Mumbai. The warranty will start only after complete installation and acceptance of equipment's at Head Office, Branches of the Bank.

During the warranty period, vendor shall maintain the systems and repair/replace at the installed site all defective components, at no charge to The Municipal co-operative Bank Ltd. Mumbai.

### **10. Penalty for delay**

For any delay in installation of the machines, The Municipal co-operative Bank Ltd. Mumbai will charge penalty @ 1% of the order value per week or part thereof, subject to a maximum of 10%. Thereafter Order may be cancelled and other penal measure may be taken like forfeiture of EMD.

### **11. Penalty for downtime**

Machines if is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 24 hours. In case of Server the downtime should not exceed 4 hours. The reporting will be through a telephonic message or any other mode as The Municipal co-operative Bank Ltd. Mumbai may decide.

In case vendor fails to meet the above standards of maintenance, there will be a penalty in rupees per day as specified in the table below, subject to a maximum of 10% of the order value for the equipment affected:

Sr. No.	Item	Amount in Rs/day
1	Bio matric machines	Rs.100

### **12. Failure**

If during the warranty period, of first three months any machine has a failure on six or more occasions in a quarter, it shall be replaced by equivalent new equipment by the vendor at no cost to The Municipal co-operative Bank Ltd. Mumbai.

### **13. Indemnity**

Vendor shall indemnify, protect and save The Municipal co-operative Bank Ltd. Mumbai against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware equipment's/software license etc. supplied by him.

### **14. Publicity**

Any publicity by the vendor in which the name of The Municipal co-operative Bank Ltd. Mumbai is to be used should be done only with the explicit written permission of The Municipal co-operative Bank Ltd. Mumbai.

### **15. Guarantees**

Vendor should guarantee that the systems delivered to The Municipal co-operative Bank Ltd. Mumbai are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to The Municipal co-operative Bank Ltd. Mumbai is licensed and legal documents has to be submitted in this regard. All machines with the software must be supplied with their original and complete printed documentation.

## **16. Confidentiality**

This document contains information confidential and proprietary to the Bank. Additionally, the vendors will be exposed by virtue of the contracted activities to internal business information of the Bank, affiliates, and/or business partners. Disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the vendors, premature termination of the contract, or legal action against the vendors for breach of trust.

## **17. Force Majeure**

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's 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 Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of The Municipal co-operative Bank Ltd. Mumbai in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify The Municipal co-operative Bank Ltd. Mumbai in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by The Municipal co-operative Bank Ltd. Mumbai in writing, the Vendor shall continue to perform it's obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, The Municipal co-operative Bank Ltd. Mumbai and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

## **18. Resolution of Disputes**

The Municipal co-operative Bank Ltd. Mumbai and the vendor 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, The Municipal co-operative Bank Ltd. Mumbai and the Vendor have been 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 The Municipal co-operative Bank Ltd. Mumbai and the other to be nominated by the Vendor. 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 of the arbitration shall be Mumbai.

#### **ANNEXURE A - Schedule of Requirement of Items**

##### **Schedule I – Hardware / Software equipment's**

Sr. No.	Item	Location	Quantity
1.	Biometric machine Make ESSL X990 RF-ID (Memory) + Finger Print Reader/writer with LED Indication and PC Connectivity through Ethernet Port (Programmable IP and TCP Port) with Display and <b>Battery Backup</b> (1,00,000 Records)	Head office & Branches	23
2.	RF-ID Memory ID Cards  <b>RF-ID Memory card Smart Card with Banks name and Employee Photo and Name printed</b>		350

#### **ANNEXURE - B Technical Specifications**

##### **Technical Specifications of Bill of Material**

The Municipal Co-operative Bank Ltd.,Mumbai - RFP for Procurement / Installation / Configuration of Smart Card base Bio Metric Machines.

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Sr. No.	Description	Quantity	PRICE
1	Biometric machine Make ESSL X990 RF-ID (Memory) + Finger Print Reader/writer with LED Indication and PC Connectivity through Ethernet Port (Programmable IP and TCP Port) with Display and <b>Battery Backup</b> (1,00,000 Records)	23	
2	RF-ID Memory ID Cards  <b>RF-ID Memory card Smart Card with Banks name and Employee Photo and Name printed</b>	<b>350 cards</b>	

Annex. C- List of Locations Head Office and Branches

SR.NO.	Branch	Address
1	HEAD OFFICE (Accounts Section)	Municipal Bank Bhavan, 2nd floor, 245, P Demello Road, Fort , Mumbai -400001.
2	HEAD OFFICE (Branch office)	Municipal Bank Bhavan, Gr. floor, 245, P Demello Road, Fort , Mumbai -400001.
3	C.S.T. BRANCH	The Municipal Head Office Bldg., Mahapalika Marg, C.S.T.,MUMBAI-1.
4	Andheri (K/West) Branch.	Andheri K/West Municipal Office Bldg., Paliram Marg, Andheri(west), Mumbai - 400 058.
5	Andheri (K/East) Branch	Municipal K/East Ward Office Bldg., Azad Road, Gundawali Village, Andheri (East), Mumbai-400 059.
6	Bandra Branch.	Bandra Municipal Building, Water Field Road, Bandra, Mumbai-400050.
7	Bhandup Branch	Municipal S/Ward Office Bldg., Near Mangatram Petrol Pump, Lal Bahadur Shastri Marg, Bhandup (W), Mumbai-400 078.
8	Borivali Branch	Prabodhankar Thackare Natya Griha, Sodawala Lane, Borivali (W),Mumbai-92
9	Byculla Branch.	E/Ward Municipal Building, Sankhali Street, Byculla, Mumbai-400 008.
10	Deonar Branch.	'M' east ward Municipal Office, M. T. Marg, Deonar , Mumbai-400043.
11	Ghatkopar Branch.	Ghatkopar N/Ward Municipal Bldg., Jawahar Road, Ghatkopar, Mumbai-77.
12	Girgaon Branch.	Soman Building, Dr.Bhalerao Marg, J.S.Road, Mumbai-400 004.
13	G/South Branch.	G/South Municipal Office Building, N.M.Joshi Marg, Parel,Mumbai-400 013.
14	G/North Branch	G/North Municipal Office Bldg., Harischandra Yelwe Marg, Behind Plaza Cinema, Dadar, Mumbai-400 028.
15	Kandivali Branch.	R/South Ward Office, Ground 1Floor, Near Kandivali Swimming Pool, Kandivali (West), Mumbai-400 067.
16	Mulund Branch.	T/Ward Municipal Building,Devidayal Road, Mulund (West), Mumbai-400 080.
17	Nanachowk Branch.	D/Ward Municipal Building, Nanachowk, Mumbai-400 007.
18	Nair Hospital Branch.	B.Y.L.Nair Hospital Compound,

		Mumbai Central, Mumbai – 400 008.
19	Parel Branch.	F/South Ward Municipal Office Building, Parel T.T., Mumbai – 400 012.
20	Sion Branch.	Lokmanya Tilak Municipal General Hospital Building, Sion, Mumbai–22.
21	Marine Lines	Near Marine line station near to parasi gymkhana , Marine lines, Mumbai
22	Chembur Branch	Chembur M ward office west Near chembur station near Nataraj talkies Chembur(E)
23	Goregaon Branch	P South Ward, CTS No. 746, S.V. Road Goregaon ( W) Mumbai - 400104

#### **ANNEXURE – D Scope of Work**

The successful bidder will **Supply, Install, Configure and Commission of the Bio Metric device** at Banks Branches of the Bank.

- 1) Response time for attendance marking would be less than 1 second for all the above systems.
- 2) In case of branches connected through Lease Lines, in the event of lack of connectivity, server should be able to save the logs till connection to main server is restored. The local device should have a minimum capacity of saving 1 million logs, before connection to main server is restored.
- 3) In case of change of Branch ID in the event of transfer of an employee should be system enabled.
- 4) The attendance system should integrate with other modules like Payroll system of the bank
- 5) There should be provision of capturing the figure prints of the new employees and the images should be stored in Central Bio Metric Server and local device.
- 6) The system of capturing the attendance of employees with disability/ where biometric cannot be captured needs to be ascertained from the vendor.
- 7) Monitoring of Check In and Check Out of the officials of the Bank at HO and Branch with provision to mark the attendance by shifts.

#### **Annexure E - Tender Offer Cover Letter**

Date: \_\_\_\_\_ 2019

Tender Reference No.: \_\_\_\_\_

To:

General Manager,  
The Municipal Co-operative Bank Ltd., Mumbai

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver

\_\_\_\_\_ (Description of equipment and Services) in conformity with the said tender documents in accordance with the Schedule of Prices attached in the commercial offer and made part of this tender.

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.

We agree to abide by this tender offer till 180 days from the closing date of tender 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 \_\_\_\_\_ 2012

Signature: \_\_\_\_\_

Designation : ) \_\_\_\_\_

Authorised to sign the tender

### Annexure F – Vendor’s Details

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

S. No	Item	Details
1.	Name of Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	
5.	Name and designation of the person authorised to make commitments to the TheMunicipal co-operative Bank Ltd. Mumbai	
6.	Email Address	
7.	Year of commencement of Business	
8.	Turn over of the company (not of group) for the year  Turn over of the company in Biometric Hardware & software solution for the year	
9.	Profit of the company (not of group) for the year	
10.	Sales Tax Number	
11.	Income Tax Number	
12.	Whether direct manufacturer or authorised dealers	
13.	Name and Address of manufacturer	
14.	Location of Manufacturing facility	
15.	Brief Description of after sales service	

	facilities available with the bidder	
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**Annexure G - Details of Track Record (Past Installations)**

**Name of the Vendor** \_\_\_\_\_

Name of the Client	Details of the installation and equipments used	Contact person <ul style="list-style-type: none"><li>• Name</li><li>• Tel. No.</li><li>• Fax No.</li><li>• Address</li></ul>

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature of the Vendor

**Annexure H - Details of Service Centres**

The Municipal Co-operative Bank Ltd.,Mumbai - RFP for Procurement / Installation / Configuration of Smart Card base Bio Metric Machines.

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S. No	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1	...						
2	...						

Annexure I – Manufacturer’s Authorisation Form (MAF)

No. \_\_\_\_\_ dated \_\_\_\_\_

To  
General Manager,  
Municipal Co-operative Bank Limited  
Mumbai

Dear Sir,

Tender Reference No. \_\_\_\_\_

We \_\_\_\_\_ who are established and reputable manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorise 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 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.

**Annexure J - Bill of Materials**

**(To be submitted as per this format only)**

- This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial versions, except that the **technical version will not contain any price information**. Technical offers without the bill of material are liable for rejection.
- The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

**Schedule I – BOM for**

Sr. No	Part Codes	Description	Qty (a)	Per Unit Cost (b)	Taxes per unit ( C)	Total a x (b + c) ( `)
1						
<b>Total Cost of ownership for equipment's ( Amount Quoted in Figures) with 3 year warranty)</b>						

Signature of Bidder: \_\_\_\_\_

Place:

Name:

Date:

Business Address:

Note: Bidders should strictly quote in the format and for periods as mentioned above. No counter condition/assumption in response to commercial bid will be accepted. Bank has a right to reject such bid.

**Schedule II – Annual Maintenance Contract**

Sr. No.	Description	Year	Cost
1		4 <sup>th</sup> & 5 <sup>th</sup> Year	

## **General Instructions to vendors:**

### **Non-transferable Tender**

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

### **Soft Copy of Tender document**

On vendor's request, The Municipal co-operative Bank Ltd. Mumbai will make available a soft copy of the tender document, in Microsoft Word document format. However printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

### **No Commitment to Accept Lowest or Any Tender**

The Municipal co-operative Bank Ltd. Mumbai 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. The Municipal co-operative Bank Ltd. Mumbai reserves the right to make any changes in the terms and conditions of purchase. The Municipal co-operative Bank Ltd. Mumbai will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

### **Credentials**

The Technical offers must contain the credentials of the vendor, which should clearly indicate that the vendor is eligible by all means to participate in the tendering process. The responsibility to prove the eligibility of the vendor to participate in the tendering process is on the vendor itself.

### **Erasures or Alterations**

The offer should be neatly typed and no hand-written addition/alterations should be there. Such additions/alterations will make the offer ineligible. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. The Municipal co-operative Bank Ltd. Mumbai may treat offers not adhering to these guidelines as unacceptable.

### **Location**

This tender is being floated by the Head Office of The Municipal co-operative Bank Ltd. Mumbai. All the machines being procured through this tender shall be installed by the

vendor getting the order, at following locations of the The Municipal co-operative Bank Ltd. Mumbai. Bank reserves right to make changes in the locations, if necessary.

- 1) Head Office
- 2) Branches of the Bank

**Billing**

The billing should be done locally for Mumbai with break up of GST thereof.

**Short-listing of Vendors**

The Municipal co-operative Bank Ltd. Mumbai will create a short-list of technically qualifying vendors and the commercial offers of only these vendors will be opened. It is absolutely essential for the vendors to quote the lowest price at the time of making the offer in their own interest.

**Right to Alter Quantities**

The Municipal co-operative Bank Ltd. Mumbai reserves the right to alter the quantities specified in the tenders. The Municipal co-operative Bank Ltd. Mumbai also reserves the right to delete one or more items from the list of items specified in tender.

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