

THE MUNICIPAL CO-OPERATIVE BANK LTD. MUMBAI

TENDER DOCUMENT

Tender Reference Number: MCBIT/02/19-20

For

Desktop and printers for Branches of the Bank

**(Supply, Installation, Configuration & Commissioning of Desktops & Printers in The
Municipal co-operative Bank Ltd. Mumbai)**

Cost of the Tender: Rs.1000/- (Rupees One Thousand only)

Invitation for tender offers

Municipal Co-operative Bank Mumbai invites sealed quotations from Authorised Service Providers for supply of following Hardware as per specifications, terms & conditions given in enclosed forms.

Sr.		Description	Quantity
1	Option I	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
2	Option II	Business Desktop All In One - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
3	Option III	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
		Microsoft Windows Pro 10 SNGL OLP NL Legalization GetGenuine Paper License	106
4		Passbook Printer Epson PLQ 20 Dot Matrix Printer	21
5		High speed Dot Matrix Printer Epson FX 2190 IIN	32
6		All In One laser Jet Printer with Print, Scan and Copy Function Epson Eco Tank M205 with network connectivity	5

The Municipal Co-op. Bank Ltd., Mumbai is on Core Banking Solution and has 22 branches, & HO i.e. 23 offices in Mumbai are connected to Core Banking. As a part of upgrade The Municipal Co-op. Bank Ltd., Mumbai -400001 propose to replace Desktops, and Printers in the Branches.

A complete set of tender document may be purchased by the eligible bidder upon payment of a non-refundable fee of **Rs. 1,000/- (Rupees One Thousand 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 should be obtained from the head office of The Municipal co-operative Bank Ltd. Mumbai on all working days in person.

The details are given below:

Tender Reference	MCBIT/02/18-19
Cost of Tender Copy	Rs 1,000 /-
Earnest Money Deposit (EMD)	Rs.50,000 /-
Date of commencement of sale of tender document	9.05.2019
Last Date and Time for receipts of tender offers	17.05.2019
Opening of technical offers	17.05.2019
Address of Communication	General Manger The Municipal co-operative Bank Ltd. Mumbai, 245, P.D'mello Road, Fort, Mumbai – 400001
Email address	<u>mcb.itcell@mcbmumbai.com</u>
Contact Telephone Numbers	22717857/853/852
Bids to be given to	General Manager, The Municipal Co-operative Bank Limited. Mumbai

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 upgrade its Desktops and printers for all its branches as a part of up gradation strategy.

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 procure Desktops, Client, Passbook, Dotmatrix and Laserjet Printers for Head Office and Branches in accordance with technical specifications and quantity given in the RFP.

Hardware

The Bank is in requirement of the following Hardware equipments details specifications are given in Annexure A

Sr.		Description	Quantity
1	Option I	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
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		Card, 18.5 " /19.5" LED Monitor, Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	
		Microsoft Windows Pro 10 SNGL OLP NL Legalization GetGenuine Paper License	106
4		Passbook Printer Epson PLQ 20 Dot Matrix Printer	21
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6		All In One laser Jet Printer with Print, Scan and Copy Function Epson Eco Tank M205 with network connectivity	5

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 Desktop/ Printers etc. 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 Hardware should also be provided. The successful bidder must provide **3 years comprehensive on-site warranty & support** for the all hardware as per annexure "A". **The bidder must take back to back support from the OEM for all hardware and a certificate from OEM must be submitted to indicate the proof of providing the support.**

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

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 50,000/- (Rupees Fifty Thousand only) towards EMD favoring **"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
I	Hardware Requirements	Supply and installation of Desktop and printers (Annexure A)

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 operating system, desktops, laser Jet printers or any material under the purchase order. Every Desktops supplied shall accompany a complete licensed copy of all the operating systems, 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. 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 10.05.2019 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 D.
3. Details of the vendor, as per Annexure E.
4. Bill of materials as per Annexure J. 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 Authorization 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 hand-written 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

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, 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/ Restore /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. No price increase due

to increase in GST, dollar price variation etc. will be permitted.

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 download the tender document from Bank's website and has to submit the same along with prescribed Tender fees via Demand Draft.

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 desktops, Printers who meet the following Eligibility criteria only need to apply:-

1. The Company should have
2. The Company should be a **“Authorized Service Provider for the Desktop / Printer of the make offered”** as on date and shall submit copy of ASP Certification given by OEM which shall be in force for at least for past 3 years.
3. The company should be in this line of activity and should have executed contracts for supply of Desktops, and Printers during the last 3 years and should have executed at least 3 single orders for value more than Rs.25 lacs.
4. The company shall be having support services in Mumbai.
5. 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.

6. Company should have minimum Annual Turnover of Rs.10 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.
7. 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. Desktop/ Printers to be provided should be from an ISO 9002/9001 manufacturing unit.

4. Unacceptable quality of Hardware

The vendor should not substitute any internal components or subsystems of Hardware 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:

- 50 % of the order value will be paid on delivery of all Hardware ordered, at Head office and at Branches.
- 30 % 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 (For Desktop, Printers) valid for the entire period of warranty and additional period of 3 months.

AMC for Desktop / Printers equipment's

- 4th& 5th year comprehensive on-site AMC for Hardware on 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 all the Desktops and Printers & 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 Hardware 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. Inter-working of existing Hardware

The vendor must do the configuration of the Desktops and Printers as per the scope given by the Bank. Existing profile and software should be installed by the vendor on the desktops from the old desktops.

8. 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.

9. Software Drivers & Manuals

The Desktops, Printers will have to be supplied with the software drivers, accessories and manuals as applicable.

10. 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.

11. Penalty for delay

For any delay in installation of the hardware, 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.

12. Penalty for downtime

Hardware / Printers 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. 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.	Description	Penalty
1	Desktop	Rs.250 Per Day
3	Passbook Printer Epson PLQ 20 Dot Matrix Printer	Rs.250 Per Day
4	High speed Dot Matrix Printer Epson FX 2190 IIN	Rs.250 Per Day
5	All In One laser Jet Printer with Print, Scan and Copy Function Epson Eco Tank M205 with network connectivity	Rs.250 Per Day

13. Hardware Failure

If during the warranty period, of first three months any equipment 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.

16. 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.

17. 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.

18. 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 Desktops / Printers and software must be supplied with their original and complete printed documentation.

19. 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.

20. 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.

21. 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.		Description	Quantity
1	Option I	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset	106

		Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	
2	Option II	Business Desktop All In One - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
3	Option III	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
		Microsoft Windows Pro 10 SNGL OLP NL Legalization GetGenuine Paper License	106
4		Passbook Printer Epson PLQ 20 Dot Matrix Printer	21
5		High speed Dot Matrix Printer Epson FX 2190 IIN	32
6		All In One laser Jet Printer with Print, Scan and Copy Function Epson Eco Tank M205 with network connectivity	5

ANNEXURE - B Technical Specifications

Technical Specifications of Bill of Material

Sr.		Description	Quantity
1	Option I	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 " /19.5" LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
2	Option II	Business Desktop All In One - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet	106

		Card, 18.5 “ /19.5” LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	
3	Option III	Business Desktop - Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 “ /19.5” LED Monitor, Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)	106
		Microsoft Windows Pro 10 SNGL OLP NL Legalization GetGenuine Paper License	106
4		Passbook Printer Epson PLQ 20 Dot Matrix Printer	21
5		High speed Dot Matrix Printer Epson FX 2190 IIN	32
6		All In One laser Jet Printer with Print, Scan and Copy Function Epson Eco Tank M205 with network connectivity	5

- Vendor has to quote for all the models of the Printers and Bank will select our model from the above.

ANNEXURE – C Scope of Work

The successful bidder will **Supply, Install, Configure and Commission the Hardware specified** at Banks Branches of the Bank. The scope of work will broadly cover the following:

- Delivery & Installation of Desktop, operating system, network connectivity, patches, transferring of data and user creation and connecting to domain controller for user sign in.
- Installation and configuration of all printers and scanners.
- Copy of data from previous desktop to new desktops to be installed
- Configuration of Desktop as per previous configuration prevalent at Branch
- Installation of Dot Matrix, Pass Book Printers, Scanners, and configuration of settings as required
- Providing service and onsite support during the warranty period of 3 years as per Bank’s requirement without any extra cost to the Bank
- Resolving OS related issues during warranty period including installation / reinstallation of OS, patches, bug fixes, installation of MS office (if provided by the Bank), configuration to network, driver installation, printer installation, taking backup of data before formatting of the machine if required due to reason what so ever.

- The bidder shall provide specifications with necessary power and cabling/wiring requirements for each piece of equipment offered.
- The offer submitted by the bidder shall cover Supply, Installation, configuration, Reconfiguration, Training, Operationalization and maintenance of hardware for a warranty period of three years of Hardware. After the expiry of the three-year warranty period, the vendor will undertake to provide AMC of Hardware and system software for a further period of two years at the rate quoted in the tender.

Annexure D - 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 _____ 2019

Signature: _____

Designation :) _____

Authorised to sign the tender

Annexure E – 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 Municipal co-operative Bank Ltd. Mumbai	
6.	Email Address	
7.	Year of commencement of Business	
8.	Turnover of the company (not of group) for the year 2015-2016 2016-2017 2017-2018 Turnover of the company in Hardware and printers for the year 2015-2016	

	2016-2017 2017-2018	
9.	Profit of the company (not of group) for the year 2015-2016 2016-2017 2017-2018	
10.	GST 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	

Annexure F – Compliance to Eligibility

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

S. No	Eligibility Conditions	Compliance
1	The Company should be a “Authorized Service Provider for the Desktop / Printer of the make offered” as on date and shall submit copy of ASP Certification given by OEM which shall be in force for at least for past 3 years.	Yes / No Details to be submitted
2	The company should be in this line of activity and should have executed contracts for supply of Desktops, and Printers during the last 3 years with minimum of 3 single purchase order for value more than R.25 Lacs	Yes / No Copies of PO to be submitted
3	The company shall be having support services in Mumbai,	Yes / No Details to be given
4	The Original Equipment Manufacturer (OEM) shall also submit through the	Yes / No

	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.	OEM Letter to be given
5	Company should have minimum Annual Turnover of Rs.10 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.	Yes / No Financial Details to be given for last 3 years
6	The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid.	Yes / No Declaration to be given

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"> • Name • Tel. No. • Fax No. • Address

Date: _____

Place: _____

Signature of the Vendor

Annexure H - Details of Service Centres

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.

FINANCIAL BID Annexure J (Schedule I and II) Separate Envelope

Annexure K - 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 – Commercial BOM for Desktops, Printers,

Sr.		Description of item	Qty.	Unit Rate	GST	Unit Cost with GST	Total Cost
1	Option I	Desktop Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 “ /19.5” LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty.	106				
2	Option II	Business Desktop All In One - Intel 8 th Generation Core I3-8300 Processor (4					

		Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 “ /19.5” LED Monitor, Windows 10 Pro Preloaded Keyboard, Optical Mouse with 3 years warranty. (HP\ Dell \ Lenovo)					
2	Option III	Intel 8 th Generation Core I3-8300 Processor (4 Cores, 8 MB, 3.70 Ghz. 65W) 4 GB 2666 MHz DDR4 RAM, 1 TB 7.2 K RPM SATA HDD, Intel Chipset Motherboard, Intel HD Graphics integrated, Gigabit Ethernet Card, 18.5 “ /19.5” LED Monitor, Keyboard, Optical Mouse with 3 years warranty.	106				
		Microsoft Windows Pro 10 SNGL OLP NL Legalization GetGenuine Paper License	106				
3		Passbook Printer Epson PLQ 20 Dot Matrix Printer	21				
4		High speed Dot Matrix Printer Epson FX 2190 IIN	32				
5		All In One laser Jet Printer with Print, Scan and Copy Function Epson Eco Tank	5				

		M205 with network connectivity					
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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:-AMC Details

Sr. No.	Description	Year	% of the Cost
1	Desktop	4 th & 5 th Year	
2	Laser Jet Printers	4 th & 5 th Year	
3	Passbook Printer	4 th & 5 th Year	
4	Dot Matrix Printers	4 th & 5 th 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. The Desktops/ Printers being procured through this tender shall be installed by the

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

Billing

The billing should be done locally for Mumbai inclusive of all GST giving break up 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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