

Request for Proposal (R.F.P.) for supply and commissioning of the following items:

- i) 30 Nos. of Desktop PCs with Three (3) Years Warranty.**
- ii) 15 Nos. of Laser Printers with Three (3) Years Warranty.**
- iii) 25 Nos. of Scanners with Three (3) Years Warranty.**

RFP Document Details

RFP Reference Number and Date	AGVB/IT-MIS&FI/RFP-01/2019-20
Date of RFP Document	21/11/2019
Last date of seeking Clarifications	30/11/2019 till 16:00 hours
Last Date for submission of RFP	06/12/2019 16:00hours
Date of opening of technical Bids	07/12/2019 at 11:00 hours
Earnest Money Deposit	Rs. 35,000/- (Rupees Thirty Five Thousand Only)
Address for receipt/submission of Bids	General Manager, (IT-MIS&FI) Assam Gramin Vikash Bank, Head Office, Mahapurush Srimanta Sankardev Path, Bhangagarh, Guwahati-781005. Email id: cm.it-mis@agvb.co.in
Methodology of Selection of Vendors	By Quality Cost Basis Analysis (QCBS)
No. of Pages	25

Issued by:

**The General Manager,
Assam Gramin Vikash Bank, Head Office,
Mahapurush Srimanta Sankardev Path,
Bhangagarh,
Guwahati-781005.**

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Request for Proposal for supply and commissioning of the following items:

- i) 30 Nos. of Desktop PCs with Three (3) Years Warranty.
- ii) 15 Nos. of Laser Printers with Three (3) Years Warranty.
- iii) 25 Nos. of Scanners with Three (3) Years Warranty.

Assam Gramin Vikash Bank, a Premier Regional Rural Bank having presence in all the Districts of Assam wishes to procure 30 Nos. of Desktop PCs, 15 Nos. of Laser Printers & 25 Nos. of Scanners as per technical specifications mentioned in **Annexure- C** to be provided to various branches and offices of the Bank.

1)POINTS FOR VENDORS (FOR SUBMISSION OF BIDS):

- a. The supplied Hardware Items (Desktop PCs, Laser Printers & Scanners) shall carry minimum 3 Years of Warranty.
- b. The bidder has to replace all the spares during warranty period. All parts should be covered during warranty period except the plastic parts & consumables.
- c. All materials supplied should be original and Brand New.
- d. All the Bidders are requested to quote only for 2 models of the Hardware Items. Bank will do technical evaluation for 2 models only.
- e. Only standard components to be used in the Hardware Items as per Technical Specifications as mentioned in **Annexure-C** of this tender.
- f. Bank may enter into Annual Maintenance Contract (AMC) with the vendor after completion of Warranty Period of Three (3) Years at mutually agreed rates between the Bank and the vendor, if required by the bank.
- g. Vendor has to invariably submit **Annexure-F** on compliance to various terms and conditions.
- h. All papers of Technical Bid should invariably be stamped, and signed by the personnel authorized to submit the Bid.

2) Pre - qualification Criteria:

Sl. No.	Eligibility Criteria	Supporting Documents to be submitted	Please Mention Page No. of Bid Document where these details are available
1	The Bidder should be an Original Equipment Manufacturer (OEM) or an authorized dealer of OEM with experience of supplying of Desktop PCs, Laser Printers & Scanners in India, preferably in North East India during last 3 Years.	Relevant Certificates and Undertaking	
2	Bidders should undertake to supply & commission Desktop PCs, Laser Printers & Scanners at the locations as intimated by the Bank in due course of time, under this RFP within 02 weeks from the date of acceptance of Purchase Order (P.O.) including Pre-Delivery Inspection (PDI)	Undertaking Letter from bidders.	
3	Bidder should have ISO 9001/14001/18001 or any latest ISO Certification	Self attested Xerox Copy(ies) of Certificate(s)	
4	The Bidder should have the facility of maintaining the database of Hardware Items to be supplied to the Bank and should have direct support office at Guwahati and other major locations in Assam. (No Generic Call Centre or Telephonic Support will be accepted. No Franchise Support is acceptable to the Bank either)	Detailed addresses of the support offices in Assam. Escalation matrix with the contact nos. to be provided for each support Office in Annexure-E (Escalation Matrix)	
5	Bidder should have a permanent office/service centre in Assam	Address, contact nos. and necessary certificates	
6	Bidder should be in operating profit for a minimum period of recent past 03 years i.e. 2016-17, 2017-18& 2018-19	Copies of Audited Balance Sheets of respective Accounting Years	
7	Bidder should have valid GST Registration.	Copy of valid GST Certificate	

(The Vendor should submit proof in support of all Pre-Qualification Criteria while submitting the bid proposals, failing which, the Bid proposal will not be considered for further evaluation and may be treated as technically non-responsive. Bank reserves the right not to consider the bids of vendors for further evaluation who do not meet eligibility criteria.)

3) Disclaimer:

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

4) Authorization to Bid:

The Proposal/ Bid being submitted would be binding on the Vendor. As such it is necessary that authorized personnel of the firm or organization sign the **BID**. The designated personnel should be authorized by the organization or by a senior official of the organization having authority to do so.

5) Manufacturer's Authorization Form:

In case the principal vendors authorize their business partners or authorized distributors to bid on their behalf, a separate authorization letter as per format in **Annexure-D**, with a commitment to fulfill the terms of the RFP should be submitted. It is mandatory that such business partners/ authorized distributors/dealers should have service support centers on all locations as given in the eligibility criteria in this RFP.

6) Penal Clause: If the successful bidder fails to deliver and operationalize the Hardware Items (Desktop PCs, Laser Printers & Scanners) within the specified time, Bank shall have the option to accept or reject the Printer delivered, after expiry of the time period specified in the RFP. In case of acceptance of the delayed operational of the Printers, the successful bidder shall be liable to pay the Bank @ 0.5% of the cost of the printers per week of delay.

7) General Rules & Instructions to Bidders:

a) Bidding Procedure:

i) Contents of the Technical Bid:

- All pages of this RFP as downloaded from the website should be duly signed.
- Bidder's Covering letter: This should be as per **Annexure-A**, with list of clients where the model quoted is supplied.
- Power of Attorney / authorization with the seal of the bidder's company / firm in the name of the person signing the RFP documents (where applicable).
- Authorization letter for attending the bid opening.
- Earnest Money Deposit (EMD) must be submitted along with the technical offer in the form of DD favouring Assam Gramin Vikash Bank and payable at Guwahati. In the event of non submission of EMD of Rs. 35,000/- (Rupees Thirty Five Thousand Only), the proposal will be rejected.
- Profile of the Company / Firm as per **Annexure A1** and **A2**.
- Documents in support of all eligibility criteria.
- Technical Compliance Statement
- Technical Offer as per Specifications given in **Annexure A** should be complete with all the columns filled in
- It is mandatory to furnish the make & model of the machine quoted.

ii) Contents of the Financial Bid.

- Sealed Financial bid as per **Annexure B** which should contain all price information
- Masked price bid. This should be a photocopy of the actual Price Bid (**Annexure B**) with prices masked.

b)Submission of Bids

i)Technical Bid

- The Technical Bid for Printers is to be sealed in a separate Envelope super scribed on the top of the cover as ***“AGVB/IT-MIS&FI/RFP-01/2019-20 dated 21-11-2019 -Technical proposal for the selection of vendors for supply, installation and commissioning of Desktop PCs, Laser Printers & Scanners.”***
- The Technical Bid must contain **EMD**. The bids submitted without EMD will be rejected. Placing of EMD in any other cover i.e. financial bid will make bid invalid and Bank shall disqualify such bids.
- The Technical Bid should be complete in all respects and contain all information sought for. The Technical Bid **should not contain any price information**. The Technical Bid should be complete to indicate that all products and services sought for are quoted.

ii) Financial Bid (Commercial Bid)

- The Financial Bid is to be sealed in a separate envelope superscribed on the top of the cover as ***“AGVB/IT-MIS&FI/RFP-01/2019-20 dated 21-11-2019 -Commercial proposal for the selection of vendors for supply, installation and commissioning of Desktop PCs, Laser Printers & Scanners.”***
- Financial Bid (also called price bid) shall be submitted as per Bill of Material and other terms and conditions of RFP on prices.
- The Financial Bid should give all relevant price information as per **Annexure B**. The Financial Bid must not contradict the Technical Offer in any manner.
- Under no circumstances the Financial Bid should be kept in Technical Bid Covers. The bids will be rejected in case the placement of Financial Bid in Technical Bid covers.

iii) All the pages of Bid including Brochures should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the bid should be page initiated with Name, Seal and Signature of the Authorized Signatory. Signing on all pages of RFP will be treated as a confirmation of offer of having accepted the conditions.

iv)The separately sealed envelopes containing Technical Bid and Financial Bid shall be placed and sealed in another big outer envelope superscribed on the top of the envelope as ***“Offer for supply, installation and commissioning of Desktop PCs, Laser Printers & Scanners in Response to AGVB/IT-MIS&FI/RFP-01 /2019-20 dated 21-11-2019.”*** The Name of the Bidder and due date for submission is to be specifically mentioned on the top of the envelope.

v) The bid(s) should be submitted/dropped in a Tender Box to be kept at the entrance side of Head Office of the Bank at Scheduled date and time fixed for the Tender. If last day of submission of bids is declared a holiday under NI Act by the Government subsequent to issuance of RFP, the next working day will be deemed to be the last day for submission of the RFP. No offer will be accepted by email or Fax.

vi) Bidders/their authorized representatives are requested to be present during the opening of the bids. If any of the Bidders or all the bidders, are not present during the specified date and time of opening, it will be deemed that such Bidder is not interested to participate in the opening of the Bid(s) and the Bank will proceed further with opening of the technical bids in their absence.

vii) All the Bids shall be submitted in English Language in Font size not below 11

c) Opening of Bids.

i) The Technical Bid shall be opened in the presence of the Bidder's representatives present on 07/12/2019 at 11:00 hours at IT-MIS & FI Department, Head Office, Assam Gramin Vikash Bank, G S Road, Bhangagarh, Guwahati-781005.

ii) Bidder's authorized representative may be present in the venue well in time along with a copy of authorization letter and sign in Tender / RFP Register during opening of Technical Bid.

iii) The bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be at 11:00 hours at the same venue on the next working day.

8) Evaluation Process:

The Bank will allot scores for evaluating the Technical Bids as per the following criteria:

Sl. No.	Criteria	Marks
1	No. of years experience of supplying of Desktop PCs, Laser Printers & Scanners	>=8 Years-10 < 8 Years->5 Years-5 <=5 Years->= 3 Years-3 <3 Years-2
2	Annual Turnover	>=50 crores-10 <50 crores>25 crores-8 <=25 crores->=15 crores-5 < 15 crores -3
3	ISO Certification	ISO 9001 &14001 &18001 and any latest-10 ISO 9001 &14001 &18001-8 ISO 9001 & 14001-6 ISO 9001-5
4	Presence in Assam	Presence of Support Offices/Service Centres > 20 Districts -10 20-15 Districts -8 14-10 Districts - 5 < 10 Districts - 3
5	Operating Profit	Having Operating Profit for more than last 3 years-10 Having Operating Profit for last 3 years only-05
6.	Approach Methodology (Weightage will be given based on performance, presence in Banks etc.	20 Marks
7.	Maximum Marks	70 Marks
8.	Minimum Score for Technical Evaluation	35 Marks

Maximum 3 of the highest qualified scorers from the Technical Evaluation will be selected for the Commercial Evaluation on QCBS (Quality Cost Based Selection) basis.

Following is the Evaluation Methodology:

Technical Weightage-60%
Commercial Weightage-40%

Final Score:

$S = (ST \times 60\%) + (SC \times 40\%)$

ST=Technical Score of bidder

SC=Commercial Score, where $SC = 100 \times (LC/C)$

LC=Lowest Commercial

C=Commercials under consideration

The lowest commercial (LC) will be determined on the basis of lowest price quoted in the reverse auction by the eligible bidders.

The reverse auction will be done for the total cost of ownership and L1, L2 & L3 will be determined on the basis of final scores obtained by the bidders. Brief Business rules and terms & conditions of reverse auction are detailed below:

Reverse Auction Event will be carried out among the 3 selected technically qualified bidders for providing opportunity to the bidders to put the price dynamically for the procurement for which RFP is floated but not more than 3 times.

Reverse Auction Schedule:

The date and time of start of reverse auction and its duration of time will be informed to the eligible bidder well in advance before the reverse auction. However, bidders are requested to come with full preparedness on the day of opening of bids so that Reverse Auction can be completed on the same day if necessary.

Bank reserves the right to postpone/change/cancel the reverse auction event even after its communication to bidders without assigning any reason thereof.

Bidding Currency:

Bidding will be conducted in Indian Rupees

Start Price:

Bank will determine the start price for reverse auction

1. On its Own and/ or
2. Evaluating the price band information called for separately from each eligible bidder at appropriate time and /or
3. Based on the price bids received and if opened, Bank may determine the Start Price on the basis of the Lower Quote received.

Decrement Bid Value:

Bidders are required to quote their bid price(s) only at decremented value

Reverse Auction Process:

1. Bank will evaluate the final bids arrived under Reverse Auction and will be considered for evaluation of final score
2. Successful bidder is bound to supply at their final bid price of reverse auction. In case of back out or non supply as per the rates quoted, Bank will take appropriate actions against such bidders and /or forfeit the Bid security amount, debar him from participating in future

Bidder's Obligation:

1. Bidder will not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly with other suppliers / Bidders
2. Bidder will not divulge either his Bid details or any other details of Bank to any other party without written permission from the Bank.
3. Bidders will provide the price quoted in the reverse auction in the form of Bill of Material and provide an undertaking in this regard as per **Annexure J**.

Bank reserves the right to modify/withdraw any of the business rules, terms & conditions of Reverse Auction at any point of Time.

9) Erasures or Alterations:

Offer shall be submitted on prescribed Form only, the documents downloaded from website have to be duly filled and submitted and no other format shall be used, except for Proformas which shall be submitted in the letter head. Wherever required, particulars can be submitted in annexure, but such details shall be clearly mentioned in respective columns in the original document. All the documents, enclosures, and correspondence will form the part of contract. Offer in any other format other than the prescribed in this document shall be liable for rejection. The applicant shall submit an under taking (as per **Annexure I**) stating that no changes, alterations are made in the offer documents issued by the Bank or downloaded from the website and same is submitted to the Bank.

10) Vendors' Queries

All queries with regards to this bid, if any, must be sent to the Chief Manager, IT-MIS & FI, Assam Gramin Vikash Bank, Head Office, G.S. Road, Bhangagarh, Ghy-781005 on or before 16:00 hrs of 30.11.2019 (e-mail ID- cm.it-mis@agvb.co.in).

11) Price.

The Price(s) quoted for supply of the Hardware Items (Desktop PCs, Laser Printers & Scanners) must be made in Indian Rupees only and shall include the following:

- a. All duties and importing cost.
- b. GST
- c. Cost of any other Miscellaneous items supplied by the Bidder for functioning of the machine if any.
- d. Packing, Transportation and Forwarding charges to the site.
- e. Making the machine operational without any additional cost.
- f. Local levies in the country of origin and shipment
- g. Minimum of Three-Years Comprehensive On-site Warranty from the date of the Hardware Items operational at site.

If the bidder fails to include any other expenditure/item in the RFP, no claim thereof will be considered by the bank afterwards.

12) Agreement: The Successful bidders shall sign an agreement on bank's prescribed format as per **Annexure H** with the Bank within 07 days from the date of receipt of Purchase Order.

13) Security Money

The successful bidders will be required to deposit a security deposit for 10 % value of the contract within 07 days from the date of receipt of the Bank's P.O in the form of Call Deposit pledged in favour of Assam Gramin Vikash Bank, Head Office, Guwahati at any of the branches of Assam Gramin Vikash Bank at Guwahati as security deposit.

The successful bidders will be required to sign an Agreement Deed for the contract with Assam Gramin Vikash Bank, Head Office, Guwahati on Non-Judicial Stamp Paper of Rs.100.00 (Rupees One hundred) only at their own cost. If the successful bidders fail to sign the Agreement by the stipulated date, the tender will be cancelled. The draft tender agreement is also annexed to this document as annexure –G.

The Security Deposit Instrument i.e the Call Deposit receipt will be retained by the Bank throughout the agreement period without any interest.

14)Delivery, Installation and Commissioning:

The Bank is expecting to complete the process of supply of the entire lot under this RFP within 2 weeks of acceptance of PO. The addresses of the branch locations where the Hardware Items (Desktop PCs, Laser Printers & Scanners) will be delivered, installed & commissioned will be provided along with the P.O. issued by the Bank.

The Bank reserves the right to stagger the deliveries depending upon the requirement at Offices/Branches.

Hardware Items (Desktop PCs, Laser Printers & Scanners) shall be supplied with all required software, drivers and manuals etc, if any.

The bidder shall be responsible for delivery, installation and making them full operational at all the locations within 2 weeks in all locations.

15) Payment Terms are as under:

All payments will be released from our office within 30 days of claim on submission of all relevant documents and proofs as per order. Bidders have to submit complete set of documents/invoices for each lot separately as per Bank's delivery instructions.

- i) **70% on Delivery of hardware:**70% of the Contract price of the Goods delivered along with GST, wherever applicable, backed by necessary proof shall be paid on receipt of goods and upon submission of the following documents (separate requests for release of Octroi payments shall not be entertained):
 - a) Original copy of the Supplier's invoice (with Xerox copy), showing Contract No, Goods description, quantity, unit price, total amount, Serial No's. of the product etc.
 - b) Original delivery note signed by consignee or acknowledgement of receipt of hardware from the consignee with Officers Name, Designation, BIC No., Mobile No., with Seal.
 - c) Xerox copy of proof of Payment of Excise Duty and Custom Duty on components.
 - d) Manufacturer's/ Supplier's Warranty certificate.

- ii) **30% on installation and Commissioning:**30% of the Contract price of the Goods installed shall be paid after 30 days of installation of goods, upon submission of the following documents:
 - a) Xerox copy of the Supplier's invoice, showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. of the system/s etc
 - b) Installation report issued by the Purchaser's representative with Name, Designation, BIC No, Mobile No, with Branch/Office Seal.

16)Warranty:

The offer for the Hardware Items (Desktop PCs, Laser Printers & Scanners) must include a minimum comprehensive on-site warranty of 3 years from the date of installation and acceptance of the system by the Bank. Bidders should cover all parts of Hardware Items (Desktop PCs, Laser Printers & Scanners) during warranty period except plastic parts and consumables.

- i) The Supplier warrants that the Goods supplied under the Contract are new, unused and shall have no defect arising from design, materials or workmanship.
- ii) This warranty shall remain valid for a minimum period of 36 months from the date of installation and commissioning at the final destination indicated in the Contract / Delivery Instructions, or for minimum period of 39 months after the date of delivery, whichever period concludes earlier.
- iii) The Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period.
- iv) During the warranty period the vendor shall maintain the systems and repair/replace at the installed site, at no charge to the Bank, all defective components that are brought to the Vendor's notice.

17) Hardware Maintenance:

The Bidder will assume total responsibility for the fault free operation of hardware and maintenance during the warranty for a total duration of **3 (Three) Years**.

On lodgement of complaint, service should be provided and rectification of reported problem within 24 hours. In case any part is found defective & needs to be taken to the Vendor's Premises/ lab for repairs, the Vendor should either ensure the required parts is replaced or a standby equipment is provided in place of defective equipment immediately.

Spare Parts:

The Vendor will make available the spare parts for the systems, for a minimum period of three years from the time of acceptance of the offer.

18)Other Terms & Conditions:

i) Manufacturer's Authorization Form:

In the case of a Bidder offering to supply goods under contract which the Bidder did not manufacture or otherwise produce, the Bidder should produce a certificate as per the format in **Annexure-D** that they have been duly authorized by the goods' manufacturer or producer to supply the goods and assuring full guarantee and warranty obligations.

The proposals are submitted through the Authorized Employees, business partners or authorized distributors etc., a separate "LETTER OF AUTHORISATION TO BID" on behalf of the main vendor/s should be enclosed along with the technical bid. Proposals received without the authorization letter/s will summarily be rejected. However, the bidder should confirm that they have presence all over Assam to extend support for the systems supplied and also submit a list of such service support centers.

ii) Technical Specifications:

- a. Detailed Specification of the items required is attached in **Annexure-C**
- b. The Bidder is required to submit the following documents, as applicable, along with the offer. The following list is only indicative and not exhaustive.
- c. Technical details form must be complete in all respects. Correct technical information of the product being offered must be filled in. Any additional information available, though not included in the form, may also be submitted. Terms like OK, accepted, noted, as given in brochure/ manual, or more etc., are not to be used and are not acceptable.

19) Hardware Installation & Maintenance:

The Supplier is responsible for all unpacking, assemblies, installations, cabling between hardware units and connecting to power supplies.

20) Force Majeure

The bidder shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the bidder, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the bidder, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the bidder, resulting in such a situation. In the event of any such intervening Force Majeure, the Bidder shall notify the Bank in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the Bank, the Bidder shall continue to perform / render / discharge other obligations as far as they can reasonably be attended / fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period (s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an Endeavour to find a solution to the problem. Under no circumstances the bidder will be entitled to any compensation, damages or extra cost. Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

21) Resolution of Disputes

All disputes and differences of any kind whatsoever, arising out of or in connection with this offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to

resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. In case the Proposal is not received as required above on or before the said date and time, Bank shall presume that bidder is not interested proceeding with the dispute. The venue of arbitration shall be Guwahati, Assam).

22) Jurisdiction

The Purchase Contract shall be governed by the Laws and Regulations of India for the time being in force and will be subject to the exclusive jurisdiction of the Courts in Guwahati, India.

ANNEXURE – A

Covering letter format (In Bidder's Letter Head)

Offer Reference No: Date:

To
The General Manager,
Assam Gramin Vikash Bank
Head Office, G S Road
Bhangagarh
Guwahati-781 005

Dear Sir,

RFP Ref: AGVB/IT-MIS&FI/RFP/01/2019-20 dated 21-11-2019

Having examined the RFP document including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, and carry out operationalizing for Hardware Items (Desktop PCs, Laser Printers & Scanners) in conformity with the said RFP in accordance with the schedule of prices indicated in the Financial offer and made part of this offer. If our offer is accepted, we undertake to complete delivery operationalizing and handing over the Hardware Items (Desktop PCs, Laser Printers & Scanners) to the Bank within two weeks for all locations as specified in the Offer Document. We enclose a Demand Draft for Rs. 35,000/- (Rupees Thirty Five Thousand Only) in favour of Assam Gramin Vikash Bank as EMD.

We agree to keep the Earnest Money Deposit in lieu of EMD during the entire validity period of the RFP. However, if we withdraw our offer within the said validity period, you shall have the right to forfeit the EMD without reference to us. We agree to abide by and fulfill all the terms and conditions of the RFP and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in RFP together with the return acceptance of the purchase contract for supply of the Hardware Items (Desktop PCs, Laser Printers & Scanners).

We enclose a list of clients in India (giving their full addresses) where the model quoted by us now have been supplied by us and the name and addresses of our Bankers.

We also confirm that we have not been disqualified by any PSU bank for supply of Hardware Items (Desktop PCs, Laser Printers & Scanners). Further, we confirm that we have not been blacklisted by the Govt. authority or PSU in India or any financial institution as on date and we were never involved in any legal case that may affect the solvency/existence of our firm or in any other way that may affect capability to provide/continue services to the bank.

Our PAN number for Income Tax is _____.

We are registered with the Sales Tax/Service Tax authorities and our registration numbers are as follows.

GST Registration Number is _____.

We accept all the Instructions and Terms and Conditions of the subject RFP.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive without assigning any reason whatsoever.

Dated this _____ day of _____ 2019

Signature. _____ Signature of the Authorized Signatory with date & seal

ENCLOSED : 1) EMD : DD No.sdated.....

ANNEXURE – A1**Particulars of Bidders / Manufacturer
A. Company/Bidder Profile**

Sr No	Particulars
1.	Name of the Bidder/Firm Company:
2.	Constitution:
3.	Date of Establishment/Incorporation:
4.	<u>Address:-</u> Registered Office: Corporate Office: Telephone No: FAX No: E-mail Address: Website: Domestic Customer Base (Number of Hardware Items installed in different Banks of India):
5.	<u>Service Net Work</u> (Number of Service Centres/ <u>Service Engineers</u> in)(Please mention district-wise) Lower Assam Central Assam Upper Assam Barak Valley
6.	Human Resource Strength:
7.	<u>Nature of Relationship of your company with the Manufacturing Company</u> :(Subsidiary of the ManufacturingCompany/Division of ManufacturingCompany/Sole Distributor/Non- ExclusiveDistributor/Agent/Others) Please Specify:

B. Manufacturer's Profile

1. Name of the Manufacturing Company:
2. Constitution of the Manufacturing Company:
3. Date of Establishment/Incorporation of the Manufacturing Company:
4. Address of the Manufacturing
Company Name:
Registered Office:
Corporate Office:
Telephone No;
FAX No:
E-mail Address:
Website:
5. Experience of the Manufacturing Company in Hardware Items (Desktop PCs, Laser Printers & Scanners):

Signature of the Authorized Signatory with date & seal

ANNEXURE – A2

Details of Offices/ Branches /Service Centres in Assam:

Sr. No.	Place Postal Address Contact	Details (Including Name of In charge and his contact no .email etc.)	Service Facilities Available (Describe)	No of Engineers	Jurisdiction

Signature of the Authorized Signatory with date & seal

Annexure B

Financial BID FORMAT

Name of the Bidder/Vendor/Firm:.....

i) Hardware Item: DESKTOP PC

Make/Model 1:

Sl. No.	Particulars	Amount in Rs.
1	Make & Model of PC	
2	Basic Unit Price	
3	Taxes	
4	Total Amount	

Make/ Model 2:

Sl. No.	Particulars	Amount in Rs.
1	Make & Model of PC	
2	Basic Unit Price	
3	Taxes	
4	Total Amount	

ii) Hardware Item: LASER PRINTER

Make/Model 1:

Sl. No.	Particulars	Amount in Rs.
1	Make & Model of Laser Printer	
2	Basic Unit Price	
3	Taxes	
4	Total Amount	

Make/ Model 2:

Sl. No.	Particulars	Amount in Rs.
1	Make & Model of Laser Printer	
2	Basic Unit Price	
3	Taxes	
4	Total Amount	

iii) Hardware Item: SCANNER

Make/Model 1:

Sl. No.	Particulars	Amount in Rs.
1	Make & Model of Scanner	
2	Basic Unit Price	
3	Taxes	
4	Total Amount	

Make/ Model 2:

Sl. No.	Particulars	Amount in Rs.
1	Make & Model of Scanner	
2	Basic Unit Price	
3	Taxes	
4	Total Amount	

Terms & Conditions:

- 1) Freight, Insurance, Packing and Forwarding should be included in the price.
- 2) Further, we confirm that we will abide by all the terms & conditions mentioned in the Request for Proposal Document.

Place:

Date:

Seal & Signature of the bidder

ANNEXURE-C**TECHNICAL SPECIFICATIONS**

RFP for Supply & Installation of 30 Nos. of Desktop PCs, 15 Nos. of Laser Printers & 25 Nos. of scanners (RFP Ref. No. AGVB/IT-MIS&FI/RFP-01/2019-20 dated 21.11.2019)

Item: Desktop PC

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Processor	Minimum Intel® Core™ i3 (2.6 GHz base frequency or more)		
5	RAM	Minimum 4 GB DDR 3/4 1600 MHz or higher expandable up to 16 GB, 2 DIMM slots out of which at least 1 should be free		
6	HARD DISK	Minimum 500 GB SATA HDD		
7	PORTS	Minimum 8 or more Ports with at least 4 USB 3.0 Ports (min 2 in front panel – remaining ports in the backside); 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port (VGA / HDMI). NIC should be IPv6 compliant.		
8	ETHERNET INTERFACE	Integrated 10/100/1000BaseT Network Controller with Ethernet RJ-45 Port. Should conform to IEEE 802.3 standards and should be CE Mark compliant		
10	KEYBOARD	104 Keys Standard USB keyboard with same make as CPU OEM with three years warranty.		
11	MOUSE	Optical Scroll Mouse with same make as CPU OEM.		

12	OPERATING SYSTEM (OS)	Windows 10 Professional, along with media license and recovery DVD media or Disk Recovery System. A sticker to be pasted on the supplied hardware by furnishing the list of serial nos. of Operating System along with the corresponding serial numbers of the CPU where it is preloaded.		
13	TFT MONITOR	Minimum 18.5" TFT (1024X768) / LED (1366X768) Color Monitor or higher with same make as CPU OEM.		
14	WARRANTY SUPPORT	3 Years comprehensive onsite warranty		

Item: Laser Printer

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	HP/Canon/Epson/Samsung		
2	Model	Bidder to specify		
3	Print Technology	Laser		
4	Print Speed (First page- out)	Less Than 10 sec from Power Safe mode.		
5	Minimum Page per Min.(ppm) A4 Black	15 or more.		
6	Minimum Processor	150 MHz		
7	Minimum Memory (Expandable : Yes / No)	2 MB or more		
8	Minimum Print Resolution	Min. 600 dpi X 600dpi		
9	Duty cycle (monthly, A4)	Up to 5000 pages without any constraints		
10	Media handling Paper input	Min 150 sheets Adjustable Tray + Manual Tray (Optional)		
11	Paper output	100 sheets		

12	Paper size	A4, A5Legal, Customized etc.		
13	Interface and connectivity	Full Speed USB / High Speed USB 2.0		
14	Duplex Printing	Manual		
15	Operating System Compatibility	Windows 7/ Windows 10		
16	Control Panel	Sufficient indicators for Print Go and Cancel.		
17	Printer Driver/ Software	Drivers-Windows7, Windows 10		
18	Toner	The first toner supplied along with the printer should be a full toner.		
19	Certification	ISO 9001 for Quality & ISO 14001 for Production Environment		
20	WARRANTY	3 Years warranty (comprehensive onsite for all spare parts except toner)		

Item: Scanner

SI No	Parameter	Minimum Technical Specifications	Offered Specification (Equal or higher)	Compliance (Y/ N)
1	Make	Bidder to specify		
2	Model	Bidder to specify		
3	Scanner type	Flat Bed, colour and monochrome		
4	Scan Technology	CCD / CIS		
5	Scan resolution	1200x2400 dpi		
6	Interface	USB Port		
7	Document Size	Standard A4 Size (216 x 297 mm)		

8	File Format supported	BMP, TIFF, JPEG, PCX, TXT, PDF		
9	Software	Scanning, Image editing, OCR, Document Management software		
10	OS Compatibility	Windows 7 / 10		
11	Bit Depth	48 bit colour		
12	Image Scaling / Enlargement	10 to 2400% in 1% increments		
13	Output Resolution	75, 150, 200, 300, 400, 600, 1200, 2400		
14	Control Panel	Four Front Panel button (Scan, Copy, Scan to PDF, Scan to email)		
15	Standard Connectivity	Hi Speed 2.0 or higher		
16	Power Source	USB charged		
17	Warranty	3 Years comprehensive onsite warranty with all spare parts		

Note: Bidder should specify the actual specification offered by them merely writing Yes/No in the offered specification column will not be treated as compliance.

ANNEXURE - D

MANUFACTURERS' AUTHORIZATION FORM

Ref No.

Dated: / /2019

To,
The General Manager
Assam Gramin Vikash Bank,
Head Office,
G.S. Road, Bhangagarh
Guwahati-781005

Dear Sir,

Sub: AGVB/IT-MIS&FI/RFP-01/2019-20 dated 21-11-2019

We , who are established and reputable manufacturers of PC, Laser Printer & Scanner having manufacturing facility at and do hereby authorize M/s. (Name and Address of Agents/ Dealers) to submit a bid, and sign the contract with you for the goods manufactured by us against the above mentioned RFP.

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

Yours faithfully,

(NAME)

(Name of manufacturers)

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

Annexure-E

Name of the Bidder/Vendor/Firm:.....

**ESCALATION MATRIX
(to be received from Bidder)**

Technical Support Contacts					
Escalation Level	Name	Email address	Mobile number	Office phone	Office address
0					
1					
2					
3					
Administrative Contacts					
Escalation Level	Name	Email address	Mobile number	Office phone	Office address
0					
1					
2					
3					
Business Contacts					
Escalation Level	Name	Email address	Mobile number	Office phone	Office address
0					
1					
2					
3					

NOTES:

- Vendors are required to mention specifically the Name of Contact Person/s, Address, Telephone Number of their Service Centre, Mobile No. Email ID& Detailed addresses etc. of each location for after Sales Service.
- Vendor has to furnish its Service centers for evaluation purpose.

ANNEXURE-F

(TERMS AND CONDITIONS COMPLIANCE TABLE)

Description	Complied Yes/No	Page No. of Bid Document	Detailed explanation about deviation, if not complied
Pre-requisite qualification			
Manufacturer's Authorization Form			
Letter of Authorization to Bid			
Technical Details Form			
Warranty – 3 Years			
Hardware Maintenance			
Payment Terms			
Delivery, Installation and Commissioning			
Technical specification of Hardware Items (Desktop PCs, Laser Printer, Scanner) as per Annexure C			

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

Company Seal

Signature of the Vendor with

ANNEXURE - G- AGREEMENT FORMAT (On Non-Judicial Stamp Paper of Rs. 100/-)

This agreement made on the _____ day of the month of _____ in the year 2019 BETWEEN, Assam Gramin Vikash Bank a RRB constituted under Regional Rural Bank's Act, 1976, having its Head office, G.S.Road, Bhangagarh, Guwahati-5, Assam represented by its duly constituted attorney (hereinafter referred to as the Employer / Bank) on the ONEPART; and

*Sri _____ S/D/o _____
resident of _____ the sole proprietor of
M/s _____ having office at the following address

* M/s. _____ the partnership firm having an administrative/principal office
at _____ represented by its Managing/duly authorised partner.

* M/s. _____ company/body corporate incorporated under the provisions of the Companies Act 1956
having its registered office at the following address _____, duly represented at
_____ duly represented by its constituted and authorised Managing Director, Shri _____

and (hereinafter called the vendor which term shall also be called the Supplier or the Contractor) on the other part
WHEREAS THE Employer / Bank is desirous to purchase procure 30 Nos. of Desktop PCs, 15 Nos. of Laser Printers &
25 Nos. of Scanners as detailed in this RFP Dated----- and opened on _____ furnished by the Vendor for the
supply, operationalizing and performance of such supply has been accepted by the Employer on the terms and conditions
as set out therein and interalia others.

NOW THIS AGREEMENT WITNESSETH as follows:

1. In this agreement words and expression shall have the same meanings as are respectively assigned to them in the conditions of contract hereinafter referred to.
2. The following documents not inconsistent with these presents shall be deemed to form and be read and construed as part of this agreement viz;
 - a) Notice inviting RF P
 - b) General Rules and Instructions for the guidance of Bidders.
 - c) Terms and conditions of the RFP.
 - d) All Annexures of the RFP
 - e) The details submitted in technical bid, design, technical brochures, drawings and such other details etc.
 - f) Price bid
 - g) The Purchase order , Letters from & to the Vendor, if any, leading to and prior to issue of purchase order .
3. In consideration of the payments to be made by the Employer to the Vendor, the Vendor hereby covenants and agrees with the Employer to supply the items, perform the supply in conformity in all respects and subject to all terms and conditions/rules as mentioned in this RFP as also in the aforesaid documents which shall form part of this agreement.
In witness whereof the parties hereto have hereunto set their respective hands and seals the day and year first above written.

Signed, sealed and delivered by the said Vendor

Employer _____ in the presence of:

Signature of Vendor (with seal)

Signature of Authorised representative of the Employer /
Accepting Authority.

Witness (Signature, Name & Address):

- 1).
- 2).

ANNEXURE – H

Undertaking letter in your letter head with technical bid

To,

The General Manager

Assam Gramin Vikash Bank

Head Office, G S Road

Bhangagarh, Guwahati-781 005

SUBJECT: AGVB/IT-MIS&FI/RFP/01/2019-20 dated 21-11-2019

Dear Sir,

This has reference to your above RFP published in your banks web site.

We hereby state that we M/s _____ have submitted the above offered documents duly filling at the appropriate places without making any alterations , corrections , omissions in the offer issued by the bank or downloaded from the web site.

Seal & Signature of the bidder

Name of the Bidder

=====

ANNEXURE-I

To,

The General Manager,

Assam Gramin Vikash Bank

Head Office, G S Road

Bhangagarh, Guwahati-781 005

Sir,

Final / Lowest Bid Price quoted in Reverse auction held on _____ in respect of Tender / RFP Ref. No.

_____ Dated _____ For procurement of Hardware Items (30 Nos. of Desktop PCs, 15 Nos. of Laser Printers & 25 Nos. of Scanners)

=====

1)We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for captioned tender is as under – Rs. (in figure) :

_____ Rs. (in words) : _____ only.

2) Any variation between the Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of Bidders/vendors to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and / or forfeit the Bid Security amount and / or debar him from participating in future

3) We are bound to supply at the above final bid price of Reverse Auction.

4) We note that in case of back out or not supply as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar him from participating in future

Signature with company seal :

Name of Authorised Representative:

Designation :

Email :

Mobile :

Tel. No :

Fax No

END OF DOCUMENT
