



RFP Reference No. 102010

Request for Proposal (RFP)

FOR

Supply, Installation & Commissioning

Of

Hardware, Software and Peripherals for Branches



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

NAME OF THE PROJECT: PLAN 2010-2011 – Hardware Replacement and Need based Requirements

Cost of Tender Document: Rs.25000/-

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1. Invitation for Tender offers

Bank of Maharashtra invites sealed tender offers (Technical bid and Commercial bid) from eligible, reputed manufacturers and /or authorized dealers for supply, installation and commissioning of Hardware, Software and peripherals for Branches as specified in Schedules of Requirement I and II.

A complete set of tender documents may be purchased by eligible bidder upon payment of a non-refundable fee of Rs.25000/- (Rs. Twenty Five Thousand only) by demand draft / bankers Cheque in favor of Bank of Maharashtra and payable at Pune.

Bid Collection and Submission

Tender Reference number	102010
Price of Tender Copy	25,000/-
EMD Amount	10,00,000/-
Date of commencement of sale of tender document	16/08/2010
Queries to be mailed by	25/08/2010
Pre-Bid meeting with Bidders	28/08/2010 at 11.30 AM
Last Date and Time for receipts of tender offers	06/09/2010 before 15:00 hrs
Date and Time of Opening of technical bids	06/09/2010 17:00 hrs
Place of Opening tender offers	Bank of Maharashtra IT, BPR & MIS Department Central Office, 1501, Lokmangal, Shivajinagar, Pune – 411 005.
Address for Communication	As above
Contact Telephone Numbers	Phone : 020 - 2552 0708 020 - 2553 6250 Fax : 020 – 2552 1568

Earnest Money Deposit must accompany all tender offers as specified in this tender document. EMD amount / Bank Guarantee in lieu of the same should not be mixed with Technical bid. It should be in separate cover to be handed over to the department.

Tender offers will be opened in the presence of the representatives of bidders who choose to attend the opening of tender on the above-specified date, time and place. Technical Specifications, Terms and Conditions and various formats and pro forma for submitting the tender offer are described in the tender document and it's Annexure.

Deputy General Manager
IT, BPR & MIS

About Bank of Maharashtra

Bank of Maharashtra is a nationalized bank with a standing of 75 years. It has a three tier organizational set up consisting of branches, Regional Offices and Central Office.

The Bank has **1479** branch offices across the length and breadth of the country. In the state of Maharashtra, the Bank has **985** branch offices, the largest network of branches by any Public Sector Bank in a state. The Bank has set up specialized branch offices to cater to the needs of SMEs, Corporates, agriculturists and importers & exporters. All the Branches of the Bank are networked and under Core Banking Solution.

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

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

2. Instructions to bidders

2.1. Two Bid System Tender

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

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

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

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

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

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

The bidder will also submit copy of the RFP duly affixing company seal and signed on each page by the authorized official of the bidder's company.

ENVELOPE-I (Technical bid along with softcopy):

The Technical bid should be complete in all respects and contain all information asked for **except prices**. The TECHNICAL BID should include all items asked for in **Annexure A**. The Technical bid **should not contain any price information**. The TECHNICAL BID should be complete to indicate that all products and services asked for are quoted and should give all required information. For example, the Technical bid should mention that AMC charges are included in the Commercial bid, without mentioning the actual amounts in the TECHNICAL BID. **A photo copy of original Commercial offer with prices duly MASKED be submitted along with the Technical Bid.** Bank reserves the right to reject any bid submitted without masked commercial.

The bidders are not required to submit commercial bids as Online Reverse Auction will be conducted for arriving at L1 bidder.

The envelopes containing the Technical bid and EMD BG / DD should be separately submitted.

2.2. Schedules of the Tender

This tender comprises of following schedules.

Schedule Number	Name of Schedule	Components
I	Hardware and Peripherals	Supply, installation and configuration of Servers, Peripherals, Software licenses.
II	System Software & Configuration	Supply and installation of server, operating system and other software as indicated in Schedule II of this document.
III	Annual Maintenance Contract Charges	Post warranty AMC charges for the hardware
IV	Buy back	Item wise Hardware buy back offer
V	TCO	TCO sheet for reverse auction

It is mandatory for the bidder to quote for all the schedules & all the items in the schedules. Incomplete offers are liable for rejection. Price of optional items if any will be taken into account while arriving at the TCO.

The bidder must ensure that all products as specified in the above schedules and offered by them, are in a position to integrate with each other and the bidder must successfully install and commission these products to offer a complete, successful, cost effective and efficient solution.

2.3. Eligibility of the Bidder

- The Bidder shall be a company registered in India under the Companies Act, 1956 and shall be in existence for the last five years. Copy of the certificate of incorporation should be enclosed as documentary proof.
- The bidder shall have a net sales turnover of **Rs.80.00** crores or more per year in the last three financial years, i.e., 2007-2008, 2008-2009 and 2009-2010 in hardware business. This must be the individual Company's turnover and not that of the group, if any.
- The Bidder Company shall have made profits in the last three financial years i.e., 2007-2008, 2008-2009 and 2009-2010. A copy of relevant years' audited annual reports / financial statements shall be submitted with the offer in support of net sales turnover and profit. If audit for the year 2009-10 is not completed, then provisional balance sheet for the year 2009-2010 should be submitted duly signed and certified by Chartered Accountant & CEO / CFO of the bidder Company.
- The original manufacturer (OEM) should have ISO 9000 / ISO 9001 certification for Design & manufacturing of PCs and Servers. Necessary certificate be enclosed.
- If the bidder is an authorized supplier of the Servers and Desktops, then the original manufacturer shall also meet the turnover and financial criteria mentioned above and documentary proof to that effect should be enclosed.
- The bidder shall have support centers at 100 locations across the country either own or through franchisee. List of such support centers with contact persons, telephone numbers and addresses should be enclosed.
- The bidder should have executed orders for supply of computer hardware to scheduled commercial banks of value Rs.10.00 crores or more each during last three financial years. Necessary certificates to that effect from the banks should be enclosed.
- The Bidder shall not have been blacklisted by any government organization / banks. Self-declaration to that effect shall be submitted along with the technical bid.

2.4. Quality Standards

Bank is looking for well-proven branded products, which is volume produced and are used by a large number of users in India / abroad. The survey reports of IDC will be taken into consideration by the Bank. All products quoted should be associated with specific model numbers and names and with printed literature describing configuration and functionality. Any deviations from the printed specifications should be clearly

identified in a separate Annexure titled 'Deviations' which must be supplied by the bidder along with the offer document. Bank reserves the right to reject the bids in case of deviations.

2.5. Earnest Money Deposit

Bidders are required to submit along with the offer a Demand Draft drawn **in favor of Bank of Maharashtra and payable at Pune**, (valid for 180 days from the date of the tender) for an amount of Rs.10.00 lakhs (Rupees Ten lakhs only) towards Earnest Money Deposit (EMD). Offers made without E.M.D. will be rejected. Bank will not pay any interest on the E.M.D. The Bank may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank (other than Bank of Maharashtra) or any scheduled commercial bank acceptable to Bank of Maharashtra. For Bank Guarantee other than from a Public sector bank, prior permission of Bank of Maharashtra shall be essential. The format of BG is enclosed.

2.6. OS Certification

All the PCs and Servers shall have Microsoft Windows 2003 or XP / windows 7 Certification and the hard copy of the same should be produced from Microsoft for the quoted Models and Configuration, for the proposed equipments.

2.7. Manufacturer's Authorization Form

Bidder, other than sole agents in India of the manufacturers, must submit a letter of authority from their manufacturers that they have been authorized to quote for on behalf of the manufacturer. Authorization from authorized distributors / dealers for software items is acceptable.

2.8. Qualification Criteria

The bidders fulfilling all the "eligibility criteria" mentioned under Point 2.3 above only will be subjected to further process of technical evaluation.

2.9. Terms and Conditions

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

2.10. Non-transferable Tender

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

2.11. Soft Copy of Tender document

The soft copy of the tender document will be made available on the bank's website. However Bank of Maharashtra shall not be held responsible in any way, for any errors/omissions/mistakes in the downloaded copy. The bidder is advised to check the contents of the downloaded copy for correctness against the printed copy of the tender document. The printed copy of the tender document shall be treated as correct and final, in case of any errors in soft copy.

The bidders who are submitting the bid by downloading the same from the Bank's website will have to pay the non-refundable fee of Rs.25,000/- by way of a demand draft / bankers' cheque in favour of Bank of Maharashtra payable at Pune while submitting the bid. In case the bidder chooses to attend the pre bid meeting, the bidder should send DD for Rs.25,000/- being the cost of tender document. **Purchase of tender document is mandatory for attending pre-bid meeting.**

2.12. Offer validity Period

The offer should hold good for a period of 180 days from the date of the Reverse Auction.

2.13. Address of Communication

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

**The Deputy General Manager,
IT, BPR & MIS,
Bank of Maharashtra,
Central Office, "Lokmangal",
1501, Shivaji Nagar,
Pune – 411005**
Emails:
dgmitd@mahabank.co.in
agmitd@mahabank.co.in
tushar.talegaonkar@mahabank.co.in
vijay.patil@mahabank.co.in

2.14. Pre-Bid Meeting

For the purpose of clarification of doubts of the bidders on issues related to this RFP, Bank of Maharashtra intends to hold a Pre-Bid Meeting on the date and time as indicated in the RFP. The queries of ALL the bidders should reach us in writing or by e-mail on or before on the address as mentioned above. The queries shall be submitted in forms given under Annexure -K. Queries not received in the form and queries without the relevant details will not be taken up for response. It may be noted that no queries of any bidder shall be entertained received after the Pre-Bid Meeting. The clarifications and replies to the queries offered during the Pre-Bid Meeting will be made available on the Bank's Website.

Only two authorized representatives of the bidders who have purchased the RFP shall be allowed for the Pre-Bid meeting.

2.15. Opening of Offers by Bank of Maharashtra

Tender offers received within the prescribed closing date and time will be opened in the presence of bidders' representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document. The bidder's representatives present shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so. A copy of the authorization letter should be brought for verification.

2.16. Scrutiny of Offers

Scrutiny of Bids will be in three stages as under:

a) Eligibility Criteria:

Bank of Maharashtra will undertake primary scrutiny of the eligibility of the bidders as per "eligibility criteria" mentioned under point no.2.3 above based on the documents submitted. The offers of the bidders fulfilling the above eligibility criteria only will be taken up for further scrutiny i.e. technical evaluation. This primary scrutiny will be taken up on the last date of the technical bid submission, in the evening same day.

b) Technical evaluation:

Bank of Maharashtra shall undertake detailed scrutiny of the offers to determine whether the technical specifications / solution offered along with documents have been furnished as per RFP and whether items are quoted as per the schedules. The bidders who qualify in technical evaluation will only be short listed for commercial evaluation. **The format for technical evaluation is enclosed. Please refer item serial number 16 of this document. The technical evaluation will be done on the basis of the information provided in this format along with supporting documents.**

c) Commercial evaluation:

The technically qualified bidders will be allowed to participate in the Online Reverse Auction process. Initial commercial bid shall be uploaded for the purpose of reverse auction before the time stipulated by the Bank for the purpose of e-procurement process. Bank will communicate the exact schedule of reverse auction to the bidders found eligible after technical evaluation. If any cost items in the commercial bid is found to be blank and not filled in with any amount, then it shall be considered as zero and the same shall be offered to the Bank without any charges.

Bank will consider the six years' TCO (Total Cost of Ownership) for the purpose of price comparisons given by the vendors.

Six Years TCO = {Cost of Equipment of all items as per schedule I + schedule II (as per Cost & Currency clause) + post three year warranty AMC charges (As per AMC clause) schedule III minus buy back prices (schedule IV)}

2.17. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, Bank of Maharashtra may, at its discretion, ask some or all bidders for clarification of their offer. The response for such clarifications will necessarily be in writing.

2.18. No Commitment to Accept Lowest or Any Tender

Bank of Maharashtra shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers, without assigning any reason whatsoever. Bank of Maharashtra reserves the right to make any changes in the terms and conditions of purchase. Bank of Maharashtra will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

2.19. Documentation

The following information should be furnished along with the Technical bid by means of printed technical brochures as per checklist provided.

- Make and model numbers of all the items quoted for.
- Specifications of all items asked along with technical specifications table.
- Version number in case of software packages. It is required to indicate if the software requires any particular version of the operating system for compatibility.
- In the case of Software(s), which will be supplied free, restrictions on software usage, if any, should also be mentioned.

2.20. Submission of Technical Details

It is mandatory to provide the technical details in the exact format of **Technical Details column** given in the technical specifications. *The offer may not be evaluated* in case of non-adherence to the format or non-submission or partial submission of technical details as per the format given in the tender. Bank of Maharashtra will not allow changes in the technical specifications once it is submitted. The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the offer. Failure to submit this information along with the offer shall result in disqualification. (Please refer to the suggested checklist given in this document)

2.21. Make, Models & Part numbers of the equipment

It is mandatory to provide the make, model and part number of all equipment and their subcomponents as asked for in the technical specification. The offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. Please note that substituting this information by just brand name is not enough.

2.22. Format for Technical bid

The Technical bid must be made and bound in an organized, structured and neat manner. Brochures / leaflets etc. should not be submitted in loose form. This can be divided into **three parts** – the first part should contain the documents supporting the eligibility of the vendor to participate in the tendering process as per the eligibility criteria

mentioned in the RFP, the second part should contain the technical details of the proposed project and the third part should contain the technical brochures etc.

The suggested format for submission of **Technical bid** is as follows:

1. Index
2. Covering letter. This should be as per Annexure C.
3. Details of the bidder, as per Annexure D.
4. Compliance of eligibility criteria along with support documents in following format.

Sl.	Short Description of Eligibility Criteria	Submitted Yes/No	Write figures wherever required
1	Certificate of Incorporation		
2	Balance Sheets – 2007-08 2008-09 2009-10 (If the Balance sheet is not audited, then the provisional statements duly certified by the Chartered Accountant and CFO of the company under company's seal to be submitted)		Net Sales Turnover : Rs in Lakhs)
3	Profit figure 2007-08 2008-09 2009-10		Net Profit After Tax: (Rs in Lakhs)
4	ISO 9000/9001 certification		
5	Address of 100 support center across the country.		
6	Certificates for executing orders totaling of minimum of Rs.10.00 crores each during last 3 years (This certification is in addition to the copies of purchase orders enclosed.		
7	Self-declaration for not being blacklisted		

The eligibility criteria will be verified based on above compliance table duly filled by the bidder along with the supporting documents.

5. Technical bid with Specifications as given in Annexure A, complete with all the columns filled in.
6. Terms and Conditions Compliance Table in the following format. This table must cover bidder's response to all the terms and conditions specified in the tender document from 4.1 to 4.25.

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
3.1	Support Personnel		
3.2	Technical Inspection & Performance Evaluation		
3.3	Payment Terms		
3.4	Pre-dispatch Inspection		
3.5	Delivery, Installation and Commissioning		
3.6	Completeness of Installation		
3.7	Order Cancellation		
3.8	Inter-working of Hardware & Software		
3.9	Acceptance Tests		
3.10	Software Drivers & Manuals		
3.11	Hardware Warranty		
3.12	Software Warranty		
3.13	Annual Maintenance Charges		
3.14	Spare Parts		
3.15	Liquidated Damages		
3.16	Penalty for Delay		
3.17	Penalty for Downtime		
3.18	Hardware Failure		
3.19	Indemnity		
3.20	Publicity		
3.21	Application Software & Drivers		
3.22	Guarantees		
3.23	Force Majeure		
3.24	Resolution of Disputes		
3.25	Loading of Anti-Virus Solution		
3.26	Special Condition		

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

7. Warranty and AMC details (for all relevant schedules). This should not contain any price information.
8. Delivery and Implementation schedule.
9. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
10. System software details.
11. Manufacturers' Authorization Form (if applicable) as per Annexure E
12. Details of Past installation, as per Annexure F
13. Details of support centers as per Annexure G
14. Valid Bank Draft / Bank Guarantee in lieu of EMD (To be submitted in a separate envelope along with the First Copy of Technical Bid.)
15. Bidder's Financial Details (audited balance sheets, annual reports etc.) and other supporting documents, as asked in the tender document

16. All documentary evidence wherever required to be submitted be properly arranged.

17. Copy of the Commercial Bid duly masking the price column.

2.23. Masked Commercial

The bidder should submit a copy of the actual price bid by **MASKING** the actual prices as part of technical bid. This is mandatory. **The bid may be disqualified if this is not submitted.**

2.24. Buy Back Offer

Bank also offers its existing old Hardware (purchased in the year 2005 or earlier) by way of buy back offer. The details of hardware and its quantity being offered under above buy back are mentioned under Annexure – J. Bank will however reserve its right to withdraw / modify / retain some or all hardware at the time of actual delivery.

2.25. Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. Bank may treat offers not adhering to these guidelines as rejected.

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

2.21. Alternative offers

Each offer should preferably specify a single solution, which is cost-effective and meets the tender specifications and does not include alternatives. Bidder willing to offer Bank of Maharashtra two or more alternatives for any item(s) of requirement should submit separate details for each alternative. Each detail / table should be complete in all respects and should not require cross-referencing with details given in other options.

2.22. Locations

The Head Office of Bank of Maharashtra is floating this tender. The computers and other items being procured through this tender shall be installed and commissioned by the bidder getting the order at various locations of the Bank. Bank reserves the right to make changes in the locations.

2.23. Costs & Currency

The offer must be made in Indian Rupees only, and price quoted must include the following cost components.

1. Cost of the equipment
2. Installation and commissioning charges, if any,
3. Minimum of three-year comprehensive on-site warranty covering all parts & labour. This period will start from the date of acceptance of the equipment by Bank of Maharashtra.
4. Transportation and Forwarding charges to the site.
5. In addition to transit insurance, normal electronic equipment insurance should be available up to acceptance of hardware by the Bank.
6. All taxes and levies including service tax and VAT but excluding Octroi.

2.24. Fixed Price

The prices for all items should be quoted on a fixed price basis, inclusive of all taxes and levies at site as mentioned above except octroi. No price variation relating to increases in customs duty, excise tax, dollar price variation etc. will be permitted.

2.25. No Negotiation

It is absolutely essential for the bidders to quote the lowest price at the time of e-procurement process in their own interest. Bank of Maharashtra will not enter into any price negotiations, except with the lowest quoting bidder, whose offer is found to be fully technically compliant.

2.26. Short-listing of Bidders

Bank of Maharashtra shall create a list of the successful and **technically qualifying bidders** and the **Commercial bids of only these bidders will be opened.**

2.27. Right to Alter Quantities

Bank of Maharashtra reserves the right to alter the quantity of proposed hardware specified in the tender. Bank of Maharashtra also reserves the right to delete one or more items from the list of items specified in tender.

2.28. Order Splitting

With a view to reducing the risks of delay in the project implementation, Bank reserves the right to split the order approximately in the ratio of 50:30:20 between the bidders offering the lowest TCO (L1), the bidder offering the second lowest total price (L2) and the bidder offering the third lowest total price (L3) provided the difference in total price between L1 and L3 is less than or equal to 10 percent.

However, the Purchase Order (P.O.) for L2 and L3 will only be at the rate offered by L1. If L2 and/ or L3 do not accept the purchase order in writing within 5 working days, then purchase order will stand automatically cancelled. If any one of the bidders out of L2 or L3 accepts the purchase order in writing, within 5 working days, and the other refuses, the Bank will split the order in ratio of 60:40 between L1 and L2 (if L2 accepted the offer) and in the ratio of 70:30 between L1 and L3 (if L3 accepted the offer).

If difference in total price between L1 and L3 exceeds 10%, but the difference between L1 & L2 is less or equal to 10%, then the Bank will split the order in the ratio of 60:40 between the bidder offering the lowest total price and the bidder offering the second lowest total price (L2), subject to L2 matching the price with L1 prices. The purchase order for L2 will be at the same rate as offered by L1. If L2 does not accept the purchase order in writing within 5 working days, then the purchase order will stand automatically cancelled. If the difference in total price between L1 and L2 exceeds 10%, the Bank will place the entire order on L1 bidder.

L2 and L3, in the event of splitting or order are required to match their prices with L1. Under any circumstances, the splitting of order will not be between more than 3 vendors. Bank reserves the right to decide on the splitting of order.

Splitting will be done on a whole branch basis so that no two bidders will be required to share any order in one branch and as such the order may not be exactly split in the proportion mentioned.

2.29. Rate Contract

Bank of Maharashtra reserves the right to enter into a rate contract with L1 and / or L2 and / or L3 for delivery of hardware and software. The validity of the rate contract shall be 6 months from the date of last pre-delivery inspection. The same technical specifications and terms of Commercial bid shall apply mutatis-mutandi to the order placed through the rate contract as specified through this tender. However during the validity of the rate contract, if there is downward revision of the prices beyond 10% of the price negotiated at the time of placing the order, Bank of Maharashtra reserves the right to re-negotiate the prices before placing the order.

2.30. Repeat Orders

Bank of Maharashtra reserves the right to place repeat order/s on the bidder under the same terms and conditions within a period of six months from the date of acceptance of first purchase order by the bidder. The bank reserves the right to re-negotiate the price with the bidder in case of downward revision of the prices.

3. Terms and Conditions

3.1. Support Personnel

In addition to the regular support centers the bidder may provide one contact person either own employee or through franchisee for each regional office of the Bank at cities listed in Annexure – G(B). The successful bidder shall post one resident engineer at our Regional Offices located in Pune, Mumbai and Delhi for the purpose support and maintenance.

3.2. Technical Inspection and Performance Evaluation

Bank of Maharashtra reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines offered by technically qualified bidders.

3.3. Payment Terms

Bank of Maharashtra will make payment as follows:

1. 90 % of the order value will be paid on completion of installation and commissioning at the sites and acceptance of all equipment ordered. Bank of Maharashtra will make this payment 30 days after configuration and acceptance of the installation at the respective site. At this stage, the bank guarantee given to the bank will be returned to the bidder.
2. 9% of the balance 10% would be retained by the bank till the warranty period or will be paid against a Performance Bank Guarantee (as per the format prescribed by Bank of Maharashtra) for the equivalent amount valid for the warranty period. 1% of the amount would be given only after the warranty period of the hardware. In case of deficiency in service observed during the warranty period, the applicable penalty at appropriate rate shall be deducted from out of this amount held with the Bank and the balance shall be returned after the completion of the warranty period.
3. Payment including AMC will be processed and released centrally.

3.4. Pre-dispatch Inspection

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

Bidder shall inform its readiness for the factory inspection at least 15 days in advance. Factory inspection of the equipment to be supplied to Bank of Maharashtra will be carried out at bidder's factory/site located in India ONLY. There shall not be any additional charges for such inspection. However, Bank of Maharashtra will have the discretion to recover the costs related to travel and stay of its staff / consultants from bidder if the equipment offered for inspection is not as per Bank of Maharashtra's order or the bidder does not comply with the test and inspection procedures. It is expected that the equipment should be ready for inspection **within 3 weeks from the date of placing the order**. Every single inspection will comprise of a minimum 200 desktops at a time. Refer to Annexure I for sample inspection procedure in detail. Only inspected and duly sealed equipments should be dispatched to the locations, otherwise those are liable for rejection at the bidders' cost.

3.5. Delivery, Installation and Commissioning

The Bidder shall be responsible for delivery and installation of the equipment ordered at all the sites and for making them fully operational at no **extra charge within 6 weeks of receiving the purchase order**. The signing authority will be Branch Manager or Officer at the branch / office.

If the bidder fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by Bank of Maharashtra, it will be a breach of contract. In the event of Bank of Maharashtra agreeing to extend the date of delivery at the request of bidder, it is a condition precedent that the validity of Bank guarantee shall be extended by further period as required by Bank of Maharashtra before the expiry of the original bank guarantee.

Appropriate insurance shall be provided by the bidder to cover the equipment for the transit period and till acceptance of hardware by the Bank. The copy of the Insurance Policy should be submitted to the Bank after PDI at the discretion of Bank of Maharashtra, there will be an acceptance test conducted by the bidder in presence of Bank of Maharashtra officials and/or its nominated consultants after installation of complete equipment. In case of serious discrepancy in hardware/software supplied, Bank of Maharashtra may cancel the entire purchase order and return the equipment back to the bidder at bidder's costs and risks.

3.6. Completeness of Installation

The installation will be deemed as incomplete if any component of the hardware, software, etc., or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to Bank of Maharashtra after acceptance testing/examination.

In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

3.7. Order Cancellation

Bank of Maharashtra reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond 8 weeks from the date of purchase order.
3. Serious discrepancy in hardware noticed during the pre-dispatch factory inspection.

In addition to the cancellation of purchase order, Bank of Maharashtra reserves the right to levy appropriate damages from the earnest money deposit (EMD) given by the bidder or foreclose the Bank Guarantee given in lieu of EMD..

3.8. Inter-working of Hardware and Software

The bidder must integrate hardware, software and networking components supplied by him to make the system integrated and fully functional. It will be bidder's responsibility to locate the exact nature of the problem/fault(s) and rectify the same except for the problems in the application software, if any. Under no circumstances will a problem/fault be blamed on the application software without sufficient cause and justification.

The bidder must also take necessary steps to successfully install all the software components supplied by him on the hardware supplied. Moreover, any relevant software patches that are required to be applied, to the system software to make it compatible with supplied hardware must be identified and installed from time to time during the warranty and AMC period.

3.9. Acceptance Tests

At the discretion of Bank of Maharashtra, acceptance test will be conducted by the bidder at the site in the presence of the officials of Bank of Maharashtra and/or its nominated consultants. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by Bank of Maharashtra for carrying out this acceptance test. Bank of Maharashtra will take over the system on successful completion of the above acceptance test.

3.10. Software Drivers & Manuals

The server, desktops and all peripheral components will have to be supplied with the software drivers and manuals for the Display controller, Ethernet interface, DVD-ROM drive, DAT Drive, SAS controllers, DVD-Writer etc. for operating system as applicable.

3.11. Hardware Warranty

The offer must include a minimum three years comprehensive on-site warranty. The Warranty in respect of all the locations would start from a single and uniform date i.e. from the date of release of the last and final lot of 90% payment. With the release of this last and final lot of 90% payment, the total payment released to the bidder would be equal to the 90% amount of the total order value. In no case, there would be multiple warranty dates, although the 90% payments are made in different lots after the successful installation and acceptance of the systems by Bank of Maharashtra at the respective locations. On release of the last and final lot of 90% payment it would be presumed that the Bank has accepted the installation at all the locations. The performance guarantee to be submitted for getting the final 9% payment released as per clause 3.3 above, should be for a period of three years covering the warranty period; the expiry date of the performance guarantee and the date of expiry of warranty will be co-terminus. **Please note that all printer heads and logic cards must be covered by a three years warranty and also during the post warranty AMC period.**

Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. Bidder must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, bidder shall maintain the systems and repair/replace at the installed site all defective components, at no charge to Bank of Maharashtra.

The Bank is in the process of providing through this tender, additional hardware to some of the existing locations where computerization has already been done. There is a possibility that hardware ordered on selected bidder/s would be required to be added to the existing (old) hardware at such locations. This may create a multi-bidder scenario at these locations. In such a case,

- i. the existing / old hardware at the respective locations would continue to be under warranty / maintenance by the bidder to whom the assignment was awarded earlier, till the time of its expiry.

- ii. the new hardware that would be added to the existing hardware would be under warranty by the bidder from whom the same would be procured.
- iii. as and when both the warranties / AMC coincide in terms of its expiry or if Bank decides to have them end on a particular day, bidder will have no objection to this.
- iv. on expiry of the warranty / AMC period of the old / existing hardware and / or the new hardware, it would be the Bank's discretion to award the A.M.C. to any bidder of Bank's choice.
- v. supplier of new hardware can obtain the information on old hardware at a particular branch before accepting the order as it is required that he would be required to give a certificate that there is no compatibility issue with the old equipment and that he is willing to supply and maintain the equipment at a given location.
- vi. preventive maintenance for hardware and software (OS) should be done once in a quarter. Vendor shall submit quarterly report to bank for having done the preventive maintenance.

So also, the warranty of the new hardware procured should not become void if Bank of Maharashtra further buys any other supplemental hardware from a third party and installs it with / in these machines in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by Bank of Maharashtra.

3.12. Software Warranty

All the software supplied will carry following warranties:

- ◆ Media warranty for 90 days
- ◆ Patches and updates for three years

However, version upgrades of the software supplied are not expected to be covered by the warranty.

3.13. Annual Maintenance Charges

The bidder should provide post warranty AMC services @ 4% p.a. on the cost of Hardware. The cost of 4% annual AMC will be loaded to the cost for arriving TCO & L1.

The offer must give commitment to provide comprehensive onsite maintenance at the rates quoted as above for three years from the date of expiry of warranty. Bidders are expected to maintain the equipment supplied for at least six years from the date of acceptance by Bank of Maharashtra.

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

The selected bidder shall submit performance Bank Guarantee at the time of signing of contract to the tune of 9% of contract value covering three years period of warranty.

Before expiry of warranty period, the bidder shall submit Bank Guarantee equivalent to Annual Maintenance Charges i.e. 4% of the cost of Hardware and Software. This Bank Guarantee shall be valid for the entire period of AMC.

On expiry of the warranty period, it would be the Bank's discretion to award the A.M.C. to the bidder of Bank's choice.

During the warranty period and during the subsequent AMC period, the bidder would be required to maintain adequate spares/consumables locally to ensure prompt attendance to faults.

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

3.14. Spare parts

Bidder will make the spare parts for the systems available for a minimum period of six years from the time of acceptance of the system. Thereafter, bidder will give at least twelve months notice prior to discontinuation of support services, so that Bank of Maharashtra may order its requirements of the spares, if it so desires. If any of the peripherals, components like hard disk, CPU, Memory etc. are not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity at no additional charges to Bank of Maharashtra.

3.15. Liquidated Damages

If there is a delay by the bidder in the delivery of the complete hardware and software as will be mentioned in the purchase order, the bidder will be liable to pay a sum of 1% (one percent) of the order value per site per week or part thereof (If the delay period is more than 3 days, it will be treated as one full week) to the maximum of total order value for that site of delay beyond the scheduled delivery date by way of liquidated damages. The liquidated damages are pre-estimates of the loss or damage that may be sustained by Bank of Maharashtra. In case the complete delivery is delayed beyond the scheduled delivery date, Bank Of Maharashtra reserves the right to cancel the contract and return the partially delivered equipment, In case the bidder fails to deliver all the deliverables as specified in the order, the liquidated damages will be charged on the order value per site.

3.16. Penalty for delay

For any delay in installation and commissioning of the hardware, Bank of Maharashtra will charge penalty @ 0.5% of the order value per site per week or part thereof.

For any delay in offering a lot for pre-dispatch inspection, there will be a penalty of Rs.300 (Rupees three hundred only) per desktop per week's delay, if vendor fails to offer the Desktop computers for inspection within the time limit specified in the tender. This penalty will also be applicable if the Desktop Computers offered have serious discrepancy in the hardware/software components. Total of such penalty mentioned under the clause 3.15 and 3.16 put together shall be subject to maximum of 10 percent of the total order value.

3.17. Penalty for downtime

Any equipment other than Servers that is reported to be down by 3.00 p.m. on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration) latest by 12 noon on the next day.

The penalty for server failure/ malfunction of hardware/ software provided by vendor due to which the bank is not able to use the server for applications installed on the server is given in below table.

In case bidder fails to meet the above standards of maintenance, there will be a penalty in rupees per day as specified in the table below:

Sl.	Item	Amount in Rs/day
1.	Server	1000
2.	Desktop PC	500
3.	HDP	1000
4.	Passbook Printer	1000
5.	Scanner	500
6.	Line Printer I & II	1000
7.	Laser Jet Printer	500

The temporary substitute machine or equipment should be replaced by the original machine or equipment duly repaired within a week's time, failing which the above penalty will be imposed for the number of days exceeding one week. The standby machine so provided shall be returned within 10 days time.

During warranty period, the penalty would be recovered from the vendor from the 1% retention amount. If the 1% amount is not sufficient to recover the penalty, the vendor would be liable to pay the penalty amount within a period of 15 days from the date of demand made by the bank through its branches/offices. If the vendor does not make the payment of penalty within the stipulated period, the bank is free to invoke the bank guarantee and recover the amount.

3.18. Hardware Failure

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

3.19. Indemnity

Bidder shall indemnify, protect and save Bank of Maharashtra against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware/software/network equipment etc. supplied by him.

3.20. Publicity

Any publicity by the bidder in which the name of Bank of Maharashtra is to be used should be done only with the explicit written permission of Bank of Maharashtra.

3.21. Application software and Drivers

Bank of Maharashtra and/or the application software bidder will install the application software and drivers on the systems. It is bidder's responsibility to co-operate with the application software development agency appointed by Bank of Maharashtra to ensure that the installation is successful. No changes in application systems will be made to suit the new hardware.

3.22. Guarantees

Bidder should guarantee that the systems delivered to Bank of Maharashtra are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to Bank of Maharashtra is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

A certificate signed by the CFO / Company Secretary of the Company should be submitted before the Pre-Delivery inspection confirming that all the components / parts/assembly software used in the Desktops and Servers like Hard Disk, Monitors, Memory etc. are original new ones and no refurbished/ duplicate / second hand components/ parts/assembly/software are used.

3.23. Force Majeure

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of Bank of Maharashtra either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify Bank of Maharashtra in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by Bank of Maharashtra in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period not less than the duration of such delay. If the duration of delay continues beyond a period of three months, Bank of Maharashtra and the bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

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

3.24. Resolution of Disputes

Bank of Maharashtra and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, Bank of Maharashtra and the Bidder are unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by Bank of Maharashtra and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The arbitration and reconciliation act 1996 shall apply to the arbitration proceedings and the venue & jurisdiction of the arbitration shall be Pune.

3.25. Loading of Anti-Virus Software

Bank of Maharashtra is implementing an Enterprise-wide Anti-Virus Solution across all the branches. The successful bidder will cooperate with the existing vendor of the Anti-virus solution for loading of the Anti-Virus solution on the machines at the branches / offices of the bank.

3.26. Special Condition

1. The successful bidder will have to put passive, RFID tags for all the hardware items to be supplied and one RFID readers will have to be provided to Bank. The RFID reader should have USB / RJ-45 network interface. The RFID reader should be able to read in the range of about 10 cm. The necessary software for collecting information from networked RFID readers should also be provided. These items are to be provided without any extra cost to the Bank.
2. The Serial number of CPU and information related to Computerization Plan should be written to BIOS.
3. The serial numbers of all hardware items including Server, PC, Monitor, Printer along with Branch Number, Name should be submitted to the Bank in Excel format.

4. Schedule of Items Required:

4.1. Schedule-I – Hardware

Sr. No.	Item	Qty
1.	Servers	10
2.	Desktop PCs	2684
3	High Speed Dot Matrix Printers	290
4	Passbook Printers	542
5	Line Matrix Printers-I	5
6	Line Matrix Printers-II	164
7	Flatbed Scanners	593
8	Laser Jet printer	50

4.2. Schedule-II - Software

Sr.No	Item	Qty
1	Windows Server 2003 std edition 32 bit OS License with 5 user CALs	98

5. ANNEXURE A -- Technical Specifications

5.1. Servers

Sl.	Category	Specification Required
1.	MAKE	Make, Model, Part Number and details must be Specified and all the relevant product brochures and manuals must be submitted
2.	CPU	One CPU of 2.26 GHz and above Quad Core Xeon processor, integrated L3 cache size 8 MB, 5.86 GT/sec QPI or higher in performance up gradable to two CPUs.
3.	MEMORY	4 GB DDR3 RAM (1 x 4 GB Module)
4	Display Controller	64 bit Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours
5	Mother Board	Should have following features: <ul style="list-style-type: none"> • Server class chipset • 64 bit AGP or better architecture • Minimum 2 Free PCI Slots • Compatible with CPU & RAM
6	DAT Drive	40/80 GB DDS-4 DAT Drive
7	Ethernet Interface	Three 100 /1000 Mbps auto-sensing Ethernet interface with teaming, TOE capability
8	Ports	Minimum 1 Serial Port, 1 Parallel Port, 4 High speed USB 2.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports
9	BIOS	Should be Y2K compliant
10	Power supply	Compatible hot swap SMPS with capability to support fully configured Server with redundant power supply and Fans.
11	Power Management	For Monitor- Energy Star compliant and for others ACPI compliance
12	Mouse	2 button optical scroll mouse with mouse pad
13	Hard Disk	2*300 GB SAS 15K hot swap HDD with mirroring and Dual Channel RAID Controller 256 MB Battery Backup
14	Operating System	Microsoft Windows 2003 Standard Edition 32 bit with OS media.
15	Bundled software	Standard bundled software pertaining to the model offered should be included in offer (Must be specified in the offer)
16	Warranty	3 Years Comprehensive onsite Warranty
17	Product Details testing	The product details / brochure should be available on publicly available website
18	Certification	ISO 14001, ISO 9001 and Microsoft Windows certification
19	Monitor	17" TFT LCD Colour Square Monitor, TCO 03 Certified with Energy Star compliant

The monitor, keyboard and mouse shall be OEM specific.

5.2. Desktop PC

Sl.	Category	Specification Required
1.	MAKE	Make, Model, Part Number and details must be Specified and all the relevant product brochures and manuals must be submitted
2.	CPU	Minimum - Intel Core 2 Duo processor with Min clock speed of 2.93 GHz, minimum L2 cache size 2 MB. .
3.	MEMORY	2 GB DDR3 RAM
4.	Mother Board	Should have following features: <ul style="list-style-type: none"> • 64 bit AGP or better Architecture • Minimum 2 Free PCI Slots • Compatible with CPU & RAM
5.	Monitor	17" TFT LCD Colour square Monitor with TCO 03
6	Display Controller	<ul style="list-style-type: none"> • 64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours
7	Hard Disk	Minimum 320GB SATA HDD with 7200 RPM
8	Optical device	16X or higher speed DVDROM
9	Ethernet Interface	10/100/1000 Mbps auto-sensing Ethernet interface with UTP port with Wake-on-LAN support
10	Ports	Minimum 1 Serial Port, 1 Parallel Port, 4 High speed USB 2.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports
11	Keyboard	104 Keys, heavy-duty bilingual keyboard, having key life of 20 million keystrokes - same colour of base PC.
12	Mouse	2 button optical scroll mouse with mouse pad
13	BIOS	Should be Y2K compliant
14	Power supply	230 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC
15	Power Management	Energy star compliant for power saving
16	Operating System	Windows XP Prof. with service pack 3 preloaded with recovery media from direct named OEM account of Microsoft. **
17	Bundled software	Standard bundled software pertaining to the model offered should be included in offer (Must be specified in the offer)
18	Warranty	3 Years Comprehensive onsite Warranty
19	Product Details testing	The product details / brochure should be available on publicly available website
20	Certification	ISO 14001, ISO 9001 and Microsoft Windows XP certification

** Note: The bidder has to supply windows XP professional under windows 7 professional / windows vista business downgrade Microsoft policy. If PC is formatted then also the vendor should ensure that the machine is loaded with windows XP professional under windows 7 professional / windows vista business downgrade.

5.3. High Speed Dot Matrix Printer

Sl.	Item	Required Specification
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Head	24 Pin
4.	Print Modes	Draft and LQ
5.	Print Width	Minimum 132 Column
7.	Print Method	Bi-directional, Logic seeking / Uni-Directional for Image and Graphics Printing.
8.	Paper feed	Both Friction and Tractor feed with push or pull tractors.
9.	Paper Type	Fan-Fold continuous stationery (101-406 mm)
10.	Print head life	500 million characters or more
11.	Ribbon life	Minimum 15 million characters
12.	Pages Per Hour	Minimum 600 PPH
13.	Print Speed	Minimum 120 cps in LQ (10 cpi)
14.	Print attributes	Bold Italics, underline, wide-font, super and subscribing
15.	Emulation	EPSON
16.	Standard Interface	Centronics Parallel with cable, RS232
17.	MTBF	Minimum 10000 POH
18.	Ethernet Interface	10/100 auto sensing (optional)
19.	Number of copies	1 + 5 with carbon
20.	Noise level	Less than or equal to 55 dB.
21	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability

5.4. Passbook Printer

Sl.	Item	Required Specification
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Head	24 Pin
4.	Print Width	90 Col at 10 CPI
5.	Print Matrix	24 x 12 draft, 24 x 36 NLQ
6.	Character pitch	10, 12, 15, 17.1 CPI
7.	Line pitch	6, 8 lpi, incremental
8.	Print Speed	Minimum 216 CPS (draft), 72 CPS (NLQ) at 10 CPI
9.	Print Method	Horizontal / Vertical
10.	Print Modes	Draft and NLQ Condensed, Double h/w, graphics, bit-image mode
11.	Print attributes	Bold, Italics, underline, wide-font, super and sub scripting
12.	Paper handling	Automatic front feed for handling average size passbook with Automatic document alignment
13.	Emulations	IBM, EPSON, ESC/P & Olivetti
14.	Interface	RS 232C Serial and Parallel interface with cables

Sl.	Item	Required Specification
15.	Noise Level	Less than 55 dB
16.	Driver Compatibility	IBM pro printer driver compatibility needed
17	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability

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

5.5. Line Matrix Printer (LP1- 1000 LPM)

S.No	Item	Specification required by Bank
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Technology	Impact Line Matrix
4.	Print Width	132 Column (To accommodate Standard 15" stationary)
5.	Print Speed	Minimum 100 Lines per minutes in draft mode
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR
7.	Graphics Resolution	90x 96 DPI Minimum
8.	Paper Feed	Tractors
9.	Paper Type	Fan-Fold continuous stationary with edge perforation
10.	Multiple Copies	One Original + 4 copies
11.	Ribbon Type	Text printing Ribbon
12.	Ribbon Life	25 Million characters (in Draft mode)
13.	Device Interface	Centronics Parallel and RS 232 Serial
14.	Acoustic Noise	52dB or less.

5.6. Line Matrix Printer (LP2 – 500 LPM)

S.No	Item	Specification required by Bank
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Print Technology	Impact Line Matrix
4.	Print Width	132 Column (To accommodate Standard 15" stationary)
5.	Print Speed	Minimum 500 Lines per minutes in draft mode
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR
7.	Graphics Resolution	90x 96 DPI Minimum
8.	Paper Feed	Tractors
9.	Paper Type	Fan-Fold continuous stationary with edge perforation

S.No	Item	Specification required by Bank
10.	Multiple Copies	One Original + 4 copies
11.	Ribbon Type	Text printing Ribbon
12.	Ribbon Life	25 Million characters (in Draft mode)
13.	Device Interface	Centronics Parallel and RS 232 Serial
14.	Acoustic Noise	52dB or less.

5.7. Flatbed Scanner

Sl.	Item	Required Specification
1.	Make	Must be specified
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3.	Scanner Type	Flat Bed, Color & Monochrome
4.	Resolution	Minimum 600 x 1200 DPI true resolution, minimum 9600 X 9600 DPI enhanced resolution
5.	Color	Minimum 32 bit color
6.	Interface	Parallel / USB
7.	Interface cable	Appropriate cable must be included in the offer
8.	Document size	Standard A4 Size
9.	Software	Scanning software, image editing software, OCR software, document management software
10	Drivers	Latest version for Windows Vista/XP/2003 /2000 Professional

5.8. Laser Jet Printer

S.No	Item	Description
1	Make	Must be specified
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.
3	Print Speed	Minimum 20 ppm
4	Resolution	Effective 1200 DPI output
5	Memory	Min 16 MB
6	Paper Type	Plain, Transparencies, labels, envelopes
7	Paper Size	Min A4, Legal, Letter, Executive
8	Paper Capacity	250 sheets on standard input tray
9	Interface	One Bidirectional ECP parallel port, USB
10	Compatibility	Windows XP / 7
11	Duty Cycle	Up to 8000 pages per month
12	Compatibility	HP PCL-6, PCL 5e,
13	Network Ready	Optional

6. ANNEXURE B - Checklist for Product Documentation

Note:

1. Bidders are required to provide printed technical documentation for the items listed in Table below.
2. Availability of adequate, correct and relevant technical documentation is essential for evaluation of any offer.
3. Bidders are requested to provide original (not photocopies) copies of the documentation. In case the original copies are not available, bidders can provide clear readable photocopies.
4. Bidders to mark the column "Documentation Provided" with Tick mark (☑) or Cross (☒), as appropriate.
5. Bidder may add any other documentation, which will support their offer.

Schedule I – Hardware

Sr. No.	Item	Documentation Provided
1.	Servers	
2.	Desktop PCs	
3	High Speed Dot Matrix Printers	
4	Passbook Printers	
5	Line Matrix Printers-I	
6	Line Matrix Printers-II	
7	Flatbed Scanners	
8	Laser Jet Printers	

Schedule II –System/Application Software

Sr.No	Description	Documentation provided
1	Windows Server 2003 std edition 32 bit OS Lic with 5 user CALs	

7 Annexure C - Tender offer cover letter

Date: _____ 2010

Tender Reference No.: _____

To:

Having examined the tender documents including all annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply and deliver hardware, software and storage equipment /networking components as mentioned in schedule I, II & III of Schedule Of items in conformity with the said tender documents in accordance with the Schedule of Prices indicated in the Commercial bid and made part of this tender.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

If our tender offer is accepted, we undertake to commence delivery within _____ (Number) days and to complete delivery, installation and commissioning of all the equipment including structured cabling as specified in the Contract within _____ (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.

If our tender offer is accepted, we will obtain the guarantee of a bank for a sum equal to 9% of the Contract Price for the due performance of the Contract.

We agree to abide by this tender offer till 180 days from the date of tender opening and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

Until a formal contract is prepared and executed, this tender offer, together with the Bank's written acceptance thereof and the Bank's notification of award, shall constitute a binding contract between us.

We understand that the Bank is not bound to accept the lowest or any offer the Bank may receive.

We have separately quoted for the comprehensive on-site annual maintenance charges in the Commercial bid. The charges as such are expressed in terms of percentage to total hardware cost.

Dated this _____ day of _____ 2010

Signature: _____

(In the Capacity of _____)

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

9 Annexure E – Manufacturer’s Authorization Form (MAF)

No. _____ dated _____

To,

Dear Sir,

Tender Reference No. _____

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

We confirm that our company (as a single unit, not the group) has net sales turnover exceeding Rs 80.00 crores in last three financial years (i.e. 2007-08, 2008-09 and 2009-10). We also confirm that in each of these three financial years, our company has made a net profit after tax.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,
(Name)

for and on behalf of

M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

10 Annexure F – Details of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	Servers		Storage		Date of completion of delivery as per contract as well as Actual		Contact person • Name • Tel. No. • Fax No. • Address	Total Amount of Order
	Make, Model, CPU	Qty	Make, Model,	Qty	As per contract	Actual		
....								

Date: _____

Place: _____

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

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

12 Annexure H - Bill of Materials

Schedule of Items

Schedule I – Hardware

Sr. No.	Item	Qty	Rate	Total
1.	Servers without OS	10		
2.	Desktop PCs	2684		
3	High Speed Dot Matrix Printers	290		
4	Passbook Printers	542		
5	Line Matrix Printers-I	2		
6	Line Matrix Printers-II	164		
7	Flatbed Scanners	593		
8	Laser Jet Printer **	50		
Total (Schedule-I) inclusive of taxes				

** Laser Jet printer is optional item but will be included in the TCO

Schedule II –System/Application Software

Sr.No	Description	Qty	Rate	Total
1	Windows Server 2003 std edition 32 bit OS Lic with 5 user CALs	98		
Total (Schedule-II) inclusive of taxes				

Schedule III – Annual Maintenance Contract Charges for Schedule I – Hardware

- 4th year comprehensive on-site AMC charges 4 %. [TOTAL cost for [1 to 8]]
- 5th year comprehensive on-site AMC charges 4 %. [TOTAL cost for [1 to 8]]
- 6th year comprehensive on-site AMC charges 4 %. [TOTAL cost for [1 to 8]]

Schedule IV: Buy Back offer for old Hardware

Sr No	Items	Make & Model	Quantity	Amount offered / Unit	Total Amount
1	Servers	Acer / HCL /PCS	188		
2	Desktop	Acer / HCL / PCS	1995		
3	DMP Printers	Wipro 1070	463		
4	Passbook Printers	Olivetti PR2e	413		
5	Scanners	Umax 4100	130		
6	LP1	Lipi 6100	5		
7	LP2	Lipi 6306	162		
Grand Total					

Schedule –V - TCO for L1:

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

Sr.No	Particulars	Amount in Actual Rupees
1	Total of Schedule – I (Hardware Items)	
2	Total of Schedule – II (Software)	
3	Total AMC for Three Years (Schedule - III)	
4	Less: Buy back offer (Schedule IV)	
5	TOTAL COST (1+2+3-4)	

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

13 Annexure I – Pre-Dispatch Inspection Procedure

The following text describes Pre-dispatch Inspection procedure to be followed by the supplier and inspection support expected.

1. The factory inspection / reliability test is required to be carried out at a site having adequate power and, dust free environment. The bidder should make suitable arrangements to provide Uninterrupted (UPS) power for the inspection set-up.
2. It is suggested that the bidder should make appropriate arrangement to place the equipment offered for inspection/reliability test on suitable racks/tables, considering easy and hassle-free access to keyboard/monitor of all the equipment.
3. It is required that the bidder should make appropriate arrangement to test the network interfaces on all servers/desktops in an optimized and hassle-free manner.
4. The bidder should ensure availability of trained technical/support staff at the inspection site for efficient handling of the inspection and movement of the equipment during the inspection.
5. It is suggested that adequate number of extra machines are offered for the inspection and kept for reliability testing. This may be useful in the event of some machines failing during the reliability tests.
6. All the hardware equipment like servers, desktops etc and its sub-components must bear relevant original manufacturer's part numbers. The inspection team will confirm this, with part numbers indicated in the purchase order.
7. It is required that a list containing serial numbers of all the computers offered for inspection is kept ready before the arrival of the inspection team. The list should preferably be typed. The list should also contain (in a tabular fashion) the serial numbers of CPU cabinet, monitor and keyboard, for each category of the hardware offered for inspection. The serial numbers must be sorted according to the rack/table positions of the equipment.
8. For all the computers, the screws for the top cover should be removed without removing the cover itself. This is required, as each and every machine will be physically inspected for conformance to the specifications as given in the purchase order.
9. In case of serious discrepancy found in the hardware vis-à-vis the ordered hardware, the inspection will be called off.
10. Hard disks of all the machines must be fully partitioned and formatted. All the desktops and Servers must have installed Windows XP SP 3/ Windows 2003 on their hard disk(s). Scandisk should also be installed on hard disk(s), as the inspection team will require this for further testing.
11. All the machines must be kept in power-on condition for at least for **24 hours** before the arrival of the inspection team at the site.

12. During the power-on condition as mentioned above and during the visit of the inspection team, all the machines should be running latest versions of QAPLUS/QAPLUS factory/ AMIDIAG diagnostics in an endless loop. If the bidder desires to run any other diagnostic software than the ones mentioned herein, a prior approval of Bank/Consultants is necessary. While obtaining such approval, the bidder must submit to the bank, the detailed description and functionality of the proposed diagnostic software.
13. It must be ensured that every piece of hardware ordered is included in the reliability test, e.g. system board, system memory, hard disk(s), video memory, network interface, display interface, floppy drives, ports (SP/PP/USB), etc.
14. The bidder will make suitable arrangements for inspection team to check the following hardware components in addition to the above.
 - DVDROM. *This can be done by keeping a DVD/ CD in side the drive to check read operations of drive or the drive can be checked in AMIDIAG/QAPLUS.*
 - Network Interface: *This can be checked by remote boot connection/Novell Netware Login on all the computers.*
 - HDP, Line Printer: Pages per hour, *This can be done by actual printing in DOS mode.*
15. Under no circumstances the diagnostics/reliability test on any/all machines should be stopped or interrupted before the arrival of the inspection team.
16. It is required that errors reported by diagnostics are automatically stored in a file on the floppy disk/hard disk for the review by the inspection team.
17. The inspection team may reject machines, which fail to pass the reliability test.
18. At least one copy of all the software items (including media and documentation) ordered should be available at the time of inspection.
19. At least one copy of all the documentation to be supplied to the Bank should be available for the inspection.
20. The bidder must keep one each of the following equipment ordered by the bank, ready for inspection, along with its accessories/ documentation:
 - High speed dot matrix printer
 - Pass book printer
 - Line Printer
 - Laser Jet Printer

14 Annexure J : CONFIGURATION OF HARDWARE BEING OFFERED UNDER BUY BACK

Sr No	Items	Make & Model	Brief Description	Quantity
1	Servers	Acer / HCL /PCS	Intel Xeon processor 2.8 Ghz, 2 GB RAM, 40 GB SCSI HDD with RAID controller, 15" CRT monitor, DAT drive, CR-ROM, 1.44 MB FDD, KBD, Mouse	188
2	Desktop	Acer / HCL / PCS	Intel Pentium IV 2.8 Ghz, 512 MB RAM, 40 GB HDD, 15" CRT monitor, 1.44 MB FDD, KBD, Mouse	1995
3	DMP Printers	Wipro 1070	Dot matrix printers	463
4	Passbook Printers	Olivetti PR2e	Passbook printers	413
5	Scanners	Umax 4100	Flat bed scanners	130
6	LP1	Lipi 6100	Line matrix printer Speed 1000 lines / min	5
7	LP2	Lipi 6306	Line matrix printer Speed 500 lines / min	162

15 Annexure K : FORMAT FOR PRE BID QUERIES

A) Queries Related to RFP

RFP 102010	Hardware Replacement and Need based Requirements				
BIDDERS NAME					
Sr no	Page #	Point / Section #	Main Section name	Clarification point as stated in tender document	Comment / Suggestions

B) General queries Related to RFP

RFP: 102010	Hardware Replacement and Need based Requirements	
BIDDERS NAME		
Sr. No.	General Query related to RFP	Comment / Suggestions

16 Proforma for the Bank Guarantee for Earnest Money

Guarantee for Payment of Earnest Money/Security Deposit

Bank Guarantee no.:

Date

Period of Bank Guarantee: Valid upto

Amount of Bank Guarantee: Rs.

To,

Bank of Maharashtra,

IT Department,

1501, Lokmangal,

Shivajinagar, Pune 411005.

THIS DEED OF GUARANTEE made at thisday of between Bank of a banking company having its office at hereinafter referred to as 'the Bank' of the One Part and Bank of Maharashtra a New Bank constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 having its Head Office at 'Lokmangal' , 1501 Shivajinagar, Pune 411 005, hereinafter called the Beneficiary, of the other Part.

1. Whereas the Beneficiary had invited tenders for Supply, Installation & Commissioning of Hardware, Software & Peripherals for Branches vide tender No 102010 dated _____.
2. One of the terms of the tender is that bidder are required to give a Demand Draft drawn in favour of beneficiary and payable at Pune, (valid for 180 days from the due date of the tender) for Rs 10 lakh (Rs. Ten lakh only) as Earnest money Deposit (EMD) along with their offer. The Beneficiary may accept Bank Guarantee in lieu of EMD for an equivalent amount issued by any Public Sector Bank, valid for 6 months from the date of issue.
3. M/s XYZ & Co.Ltd. hereinafter referred to as the said 'Contractors' have given their offer to Supply, Installation & Commissioning of Hardware, Software & Peripherals for Branches to the Beneficiary and the said Contractors are required to deposit the said amount of earnest money (or security deposit) or to furnish bank guarantee.
4. At the request of the said M/s.XYZ & Co. Ltd. the Bank has agreed to furnish guarantee for payment of the said amount of earnest money (or security deposit) in the manner hereinafter appearing :

NOW THIS DEED WITNESSETH that pursuant to the said tender and in consideration of the premises the Bank doth hereby guarantee to and covenant with the Beneficiary that the Bank shall, whenever called upon by the Beneficiary in writing and without demur and notwithstanding any objection raised by the said Contractor/s, pay to the Beneficiary the said amount of Rs.10 lakh (Rupees Ten Lakh only) payable by the said Contractor/s under the said Contract.

AND IT IS AGREED and declared by the bank that the liability of the Bank to pay the said amount whenever called upon by the Beneficiary shall be irrevocable and absolute and the Bank will not be entitled to dispute or inquire into whether

the Beneficiary has become entitled to forfeit the said amount as earnest money (or as security deposit) under the terms of the said contract or not and entitled to claim the same or not or whether the said contractors have committed any breach of the said contract or not or whether the Beneficiary is entitled to recover any damages from the said contractors for breach of terms thereof or not.

Any such demand made by the Beneficiary shall be binding and conclusive as regards amount due and payable by the Contractor to the Beneficiary. And the Bank undertakes to pay unconditionally on written demand without demur and the claim of beneficiary shall be conclusive and binding as to the amount specified therein.

AND it is further agreed and declared by the Bank that any waiver of any breach of any term of the said contract or any act of forbearance on the part of the Beneficiary or any time given by the Beneficiary to the contractors for carrying out and completing the work under the said contract or any modifications made in the terms and conditions of the said contract or any other act or omission on the part of the Beneficiary which could have in law the effect of discharging a surety, will not discharge the Bank.

AND it is agreed and declared that this guarantee will remain in force until the time fixed in the said contract for completion of the said work or until the expiration of any extended time for such completion and shall be valid for a period of six months from the date hereof i.e. the guarantee shall be valid upto

AND it is agreed and declared that this Guarantee will be irrevocable and enforceable even if the contractor's company goes into liquidation or there is any change in the constitution of the said Company or management of the said Company and shall ensure to the benefit of its successors and assigns and shall be binding on the successors and assigns of the Bank.

Notwithstanding anything contained herein:

- a. The liability of the Bank under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____).
- b. This Bank Guarantee shall be valid upto _____.
- c. Bank is liable to pay guaranteed amount or part thereof under this Bank Guarantee only and only if beneficiary serve upon as a written claim or demand on or before _____ (date of expiry of the Guarantee).

IN WITNESS WHEREOF the Bank has put is seal the day and year first hereinabove written.

Signed, sealed and delivered by Mr.....
For and on behalf of the Guarantor Do so and
To affix the seal of the Bank, in the presence of

17 GUIDELINES, TERMS & CONDITIONS AND PROCESS FLOW FOR E-PROCUREMENT AUCTION

Introduction:

Bank of Maharashtra intends to use E procurement Auction (Reverse Auction) process in place of submission of commercial bids of RFP.

This annexure consists of rules for E Procurement Auction, Terms and conditions and Formats for submission of acceptance by the bidders.

1. **Rules for E Procurement Auction (Reverse Auction):**

a. **APPLICABILITY:**

- i. Reverse Auctions are carried out under the framework of rules that are called Rules for Reverse Auction.
- ii. All bidders participating in Reverse Auction shall understand/ accept and give an undertaking for compliance with the same to the Bank in the prescribed format as specified in **Format-A**.
- iii. Any bidder not willing to submit such an undertaking shall be disqualified for further participation respecting the procurement in question.

b. **ELIGIBILITY:**

- i. Only bidders who are technically qualified and who submit the prescribed undertaking to the Bank alone can participate in Reverse Auction relevant to the procurement for which RFP is floated.

c. **COMPLIANCE/ CONFIRMATION FROM BIDDERS:**

- i. The bidders participating in Reverse Auction shall submit the following duly signed by the Competent Authority who signs the offer documents in response to the RFP:
 1. Acceptance of Rules for Reverse Auction and undertaking as per format in **Format-A**.
 2. Agreement between service provider and bidder. (This format will be given by the service provider prior to announcement of Reverse Auction.)
 3. Letter of authority authorizing the name/s of official/s to take part in Reverse Auction as per format in **Format-B**.

d. **TRAINING:**

- i. The Bank will facilitate training for participation in Reverse Auction through the service provider for the Reverse Auction. During the training the Bidders shall be explained the rules related to the Reverse Auction to be adopted. Bidders are required to give compliance on it before the start of bid process.
- ii. Wherever necessary, the Bank / service provider may also conduct a 'mock reverse auction' to familiarize the bidders with Reverse Auction process.

- iii. Any bidder/bidder not participating in training and/or 'mock reverse auction' shall do so at his own risk and it shall not be open for him to make any complaint/grievance later.
 - iv. Each bidder / bidder shall participate in the training at his / their own cost.
- e. **DATE/ TIME FOR TRAINING:**
- i. The Venue, Date, Time etc. for training in Reverse Auction shall be informed later.
 - ii. No request for postponement/fixing of Training Date/Time shall be entertained which in the sole view and discretion of the Bank might result in any avoidable delay to either the Reverse Auction or the whole process of selection of bidder.
- f. **DATE/ TIME OF REVERSE AUCTION:**
- i. The Date and Time of commencement of Reverse Auction as also Duration of 'Reverse Auction Time' shall be communicated at least 7 working Days prior to such auction Date.
 - ii. Any force Majeure or other condition leading to postponement of auction shall entitle the Bank to postponement of auction even after communication, but, the Bank shall be obliged to communicate to all participating bidders the 'postponement' prior to commencement of such 'Reverse Auction'.
- g. **CONDUCT OF REVERSE AUCTION:**
- i. The Reverse Auction shall be conducted on a specific web portal meant for this purpose.
 - ii. The Reverse Auction may be conducted by the Bank itself or through a service provider specifically identified/ appointed/ empanelled by the Bank.
- h. **PROXY BID:**
- i. A proxy bid is one where bidder can submit the lowest bid amount by him in strict confidence to the system directly. This obviates the need for him participating in the bidding process until the proxy bid amount is decrementally reached by other bidders.
 - ii. When proxy bid amount is reached, the bidder has an option to revise the proxy bid amount or he can prefer to start participating in bidding process.
 - iii. Since it is an English auction with no ties, two bidders submitting identical proxy bid amount and succeeding in auction simultaneously does not arise.
 - iv. During training, the issue of proxy bidding will be clarified in detail by the service provider.

i. **TRANSPARENCY IN BIDS:**

- i. All bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

j. **MASKING OF NAMES:**

- i. Names of bidders shall be masked in the Reverse Auction process and bidders will be given dummy names.

k. **START PRICE:**

- i. Bidders will fill the unit cost of the line items mentioned in **ANNEXURE H OF RFP** before the start of the bidding time as mentioned in clause no. f of this document. Once the bidding time starts the system will show the TCO of **ANNEXURE H OF RFP**. This total value is taken as the start price of the bidding process.

l. **DECREMENTAL BID VALUE**

- i. The bidders shall be able to bid only at a specified decrement value and not at any other fractions. The Bid decrement value shall be Rs.50000/-.
- ii. The bid decrement value shall be in multiples of Rs. 50000/-.
- iii. The web portal shall display the next possible decremental value of bid. It is not, however, obligatory on the part of bidders to bid at the next immediate lower level only. (That is, bids can be even at 2 or 3 lower levels than the immediate lower level).
- iv. Decremental value will be appropriated across the line items of **ANNEXURE H OF RFP** proportionately by the system.

m. **REVERSE AUCTION PROCESS:**

- i. The procurement process shall be completed through a single Reverse Auction.
- ii. The Bank shall however, be entitled to cancel the procurement of Reverse Auction process, if in its view procurement or reverse auction process cannot be conducted in a fair manner and / or in the interest of the Bank.
- iii. The successful bidder shall submit a confirmation of acceptance of the last bid price of auction within 30 minutes of closing of the auction to Bank either through Fax or E-Mail. The successful bidder has to submit the final bill of material as per **ANNEXURE H OF RFP** duly signed by the authorized official to Bank within 2 hours of close of auction by mail / fax.
- iv. In the event of circumstances like no power supply, system problem, loss of internet connectivity, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc., the bidder has to ensure that they are able to convey their bidding price to the service provider by way of FAX, who will upload the Faxed price online on behalf of the bidder and confirm the receipt of FAX to the service provider. This should be done before the closure

of bid time. The bidder has to ensure that the sufficient time is given to the Service provider to upload the faxed prices online. In case the required time is not available with the Service provider at the time of receipt of fax message, the Service provider will not be uploading the prices. It is thus requested from the bidders not to wait till the last moment to quote their bids so as to avoid any such complex situation.

n. **EXPENDITURE ON REVERSE AUCTION:**

- i. All eligible bidders are requested to ensure that they have a valid digital certificate well in advance to participate in the Reverse auction process. The cost of digital certificate has to be borne by the bidder only.
- ii. Bidders shall participate in the training or mock auction at their own cost.

o. **CHANGES IN BUSINESS RULES:**

- i. Any changes made in Rules for Reverse Auction shall be uploaded on the Website of Bank and will be informed to the eligible bidders before commencement of Reverse Auction.

p. **OTHER INSTRUCTIONS:**

- i. No bidder shall involve himself / itself or any of his / its representatives in any price manipulation directly or indirectly with other bidders. If any such practice comes to the notice, Bank shall disqualify the bidder / bidders concerned from the reverse auction process.
- ii. Bidder shall not disclose details of his bids or any other details concerning Reverse Auction process of the Bank to any other third party without specific permission in writing from the Bank.
- iii. Neither Bank nor service provider can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc.

q. **ERRORS AND OMISSIONS:**

- i. On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Business Rules, the decision of the Bank shall be final and binding on all concerned.

2. Terms and conditions of Reverse Auction:

- a. Each bidder will get a unique User Id and Password and bidders are requested to change the Password after the receipt of initial Password from the service provider. All bids made from the User ID given to the bidder will be deemed to have been made by the bidder. The auction type is English Reverse No Ties.
- b. The duration of Auction will be of 30 minutes. If some bidder is bidding during the last 5 minutes of Auction closing, the Auction time will get extended for another 5 minutes from the time of the last accepted bid. Such extension will be allowed to continue till no bid is placed within 5 minutes of the last quote of such extended time. Total number of the extensions is restricted to maximum 10.
- c. Auto-bid feature will be enabled from the start time of bidding. This feature will be explained during training to the bidders.
- d. Bank of Maharashtra reserves the right to reject any or all the bids without assigning any reason whatsoever.
- e. There shall be no variation between the on-line bid value and signed document to be submitted by the L1 bidder.
- f. Bidding will be conducted in Indian Rupees (INR).
- g. The bidder has to quote the total cost of items mentioned in **ANNEXURE H OF RFP** to arrive at the TCO.
- h. The TCO amount after closure of reverse auction is final and shall be accepted by the L1 bidder.
- i. The bids (Commercials) shall be firm for a period as specified in RFP and shall not be subjected to any change whatsoever.
- j. Bidder has to submit acceptance to the terms and conditions of Reverse Auction and required compliance and other formats as mentioned in this document along with technical bids.
- k. Bidder is not required to submit commercial bids in hard copy in a separate cover as mentioned in RFP 102010, as Bank has decided to adopt Reverse Auction process for finalization of the bidder for placing the order.
- l. Only those bidders who are technically qualified and competent to provide the required solution as per RFP 102010 are only eligible to participate in Reverse Auction Process.
- m. All eligible bidders are requested to ensure that they have a valid digital certificate well in advance to participate in the Reverse auction process.

FORMAT A - COMPLIANCE AGREEMENT

We communicate our unconditional acceptance to the following terms and conditions of RFP 102010 for participating in the E Procurement Auction (Reverse Auction):

1. We acknowledge that we have received, read, understood and agreed to all terms (including payment terms) in the Tender Document no. 102010 for the end-to-end Financial Inclusion Project and Related Services in connection with the reverse auction event held by BANK OF MAHARASHTRA & to be conducted by *Synise Technologies Ltd.*
2. We agree that we cannot change Price or Quantity or Quality or Delivery terms or Technology & Service levels (or any other terms that impact the price) post the bid event without prior consent of BANK OF MAHARASHTRA.
3. We agree that we are deemed to have accepted the auction rules on participation at the bid event. BANK OF MAHARASHTRA will make every effort to make the bid process transparent. However, the award decision by BANK OF MAHARASHTRA would be final and binding on us.
4. It has brought to our attention that the bid event will be primarily only for price discovery. We have communicated our acceptance to the terms and conditions of RFP 102010.
5. We agree not to divulge either our bids or those of other suppliers to any other external party.
6. We agree to non-disclosure of trade information regarding the purchase, part specifications, and identity of BANK OF MAHARASHTRA, bid process, bid technology, bid documentation and bid details. BANK OF MAHARASHTRA TENDER documents remain the property of BANK OF MAHARASHTRA and all suppliers are required to return these documents to BANK OF MAHARASHTRA upon request.
7. Inability to bid due to telephone line glitch, Internet response issues, software or hangs will not be the responsibility of *Synise* or BANK OF MAHARASHTRA. However every effort will be made to ensure availability of technology resources to enable continuous bidding.
8. *Synise* does not take responsibility beyond the bid event. Order finalization and post order activities such as shipment, payment, warranty etc would be transacted directly between us and BANK OF MAHARASHTRA.
9. BANK OF MAHARASHTRA's decision will be final and binding on us and would be based on Strategic Sourcing Evaluation, Current Service Performance, Online Auction Results and Actual Compliance of Agreed Specifications. However, Auction result is a critical factor in the decision-making process.
10. Our participation in a bid event is by invitation from BANK OF MAHARASHTRA. Any other suppliers, including those registered on *Synise* do not automatically qualify for participation.
11. Pseudonyms (aliases) will be assigned to respective suppliers just before the commencement of the bid event. These are not to be disclosed before, during or after the bid event.
12. Splitting of the award decision over a number of suppliers or parts or over time (as in the case of staggered deliveries) will be at BANK OF MAHARASHTRA's discretion.
13. Bids once made cannot be withdrawn or modified under any circumstances. Only blatant typing errors would be withdrawn from bid by *Synise* in consultation with BANK OF MAHARASHTRA. The decision of BANK OF MAHARASHTRA would be final and binding on all bidders.

14. BANK OF MAHARASHTRA has the right to decide to extend, reschedule, cancel or re-open the auction.
15. We shall indemnify and hold *Synise*, its subsidiaries, its successors and assigns, officers, employees and agents harmless from any direct or indirect loss or damage and or claims for personal injury or property damage caused by any manufacturing defect in the Products or by our negligent or fraudulent act, omission or willful misconduct or breach of any term of this Agreement.
16. *Synise*, any of its related companies, any of its owners, employees or other representatives will not be liable for damages arising out of or in connection with the use of the website. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages and claims of third parties.
17. *Synise* does not guarantee continuous, uninterrupted or secure access to its services, and operation of the site may be interfered with by numerous factors outside of *Synise's* control.
18. Please note that BANK OF MAHARASHTRA may consider debarring a supplier in the event the supplier violates terms and conditions mentioned in this compliance agreement.
19. We have read the BANK OF MAHARASHTRA technical specifications & drawings for various products in detail & have agreed to comply with Quality, Technology & Service expectations.
20. Product specifications offered in technical bid will remain unchanged. No diversification / substitution of products will be entertained.

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

Name:

Stamp:

Designation:

Place:

Date:

Organization:

Signature:

Note : Bank reserves the right to modify the e-procurement agency without assigning any reason. The eligible Bidders will be informed regarding the agency, time schedule etc well in advance.

Format –B - Letter of Authority for participation in Reverse Auction

To,
Deputy General Manager
IT, BPR & MIS
Bank of Maharashtra
Central Office
Pune

1. We _____(name of the company) have submitted our bid for participating in Bank's RFP no _____dated _____ for procurement of _____.
2. We also confirm having read and understood the terms of RFP as well as the Rules relating to the Reverse Auction for this RFP process.
3. As per the terms of RFP and Business rules, we nominate Mr. _____, designated as _____ of our company to participate in the Reverse Auction.
4. We accordingly authorize Bank and / or the Auction Company to issue user ID and password to the above named official of the company.
5. Both Bank and the auction company shall contact the above named official for any and all matters relating to the Reverse Auction.
6. We, hereby confirm that we will honor the Bids placed by Mr. _____ on behalf of the company in the auction process, failing which we will forfeit the EMD. We agree and understand that the Bank may debar us from participating in future tenders for any such failure on our part.

Signature with company seal

Name:

Company:

Designation:

Date:

Name of Authorized Representative:

Signature of Authorized Representative:

18 FORMAT FOR TECHNICAL EVALUATION

Servers

Sl.	Category	Specification Required	Offered (Y/N)
1.	MAKE	Make, Model, Part Number and details must be Specified and all the relevant product brochures and manuals must be submitted	
2.	CPU	One CPU of 2.26 GHz and above Quad Core Xeon processor, integrated L3 cache size 8 MB, 5.86 GT/sec QPI or higher in performance upgradable to two CPUs.	
3.	MEMORY	4 GB DDR3 RAM (1 x 4 GB Module)	
4	Display Controller	64 bit Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours	
5	Mother Board	Should have following features: <ul style="list-style-type: none"> • Server class chipset • 64 bit AGP or better architecture • Minimum 2 Free PCI Slots • Compatible with CPU & RAM 	
7	DAT Drive	40/80 GB DDS-4 DAT Drive	
8	Ethernet Interface	Three 100 /1000 Mbps auto-sensing Ethernet interface with teaming, TOE capability	
9	Ports	Minimum 1 Serial Port, 1 Parallel Port, 4 High speed USB 2.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports	
10	BIOS	Should be Y2K compliant	
11	Power supply	Compatible hot swap SMPS with capability to support fully configured Server with redundant power supply and Fans.	
12	Power Management	For Monitor- Energy Star compliant and for others ACPI compliance	
13	Mouse	2 button optical scroll mouse with mouse pad	
14	Hard Disk	2*300 GB SAS 15K hot swap HDD with mirroring and Dual Channel RAID Controller 256 MB Battery Backup	
15	Operating System	Microsoft Windows 2003 Standard Edition 32 bit with OS media.	
16	Bundled software	Standard bundled software pertaining to the model offered should be included in offer (Must be specified in the offer)	
17	Warranty	3 Years Comprehensive onsite Warranty	
18	Product Details testing	The product details / brochure should be available on publicly available website	

19	Certification	ISO 14001, ISO 9001 and Microsoft Windows certification	
20	Monitor	17" TFT LCD Colour Square Monitor with TCO 03 & MPRII Certified (OEM specific with keyboard mouse) with Energy Star compliant	

Desktop PC

Sl.	Category	Specification Required	Offered (Y/N)
1.	MAKE	Make, Model, Part Number and details must be Specified and all the relevant product brochures and manuals must be submitted	
2.	CPU	Minimum - Intel Core 2 Duo processor with Min clock speed of 2.93 GHz, minimum L2 cache size 2 MB	
3.	MEMORY	2 GB DDR3 RAM	
4.	Mother Board	Should have following features: <ul style="list-style-type: none"> • 64 bit AGP or better Architecture • Minimum 2 Free PCI Slots • Compatible with CPU & RAM 	
5.	Monitor	17" TFT LCD Colour square Monitor with TCO 03 & MPRII Certified	
6	Display Controller	<ul style="list-style-type: none"> • 64 bit AGP Display controller with 4 MB of video RAM and capable of 1024X768 resolution with 16 Million colours 	
7	Hard Disk	Minimum 320GB SATA HDD with 7200 RPM	
8	Optical device	16X or higher speed DVDROM	
9	Ethernet Interface	10/100/1000 Mbps auto-sensing Ethernet interface with UTP port with Wake-on-LAN support	
10	Ports	Minimum 1 Serial Port, 1 Parallel Port, 4 High speed USB 2.0 Port (Minimum 2 in the front side), PS/2 Keyboard and mouse Ports	
11	Keyboard	104 Keys , heavy-duty bilingual keyboard, having key life of 20 million keystrokes (same colour as base PC)	
12	Mouse	2 button optical scroll mouse with mouse pad	
13	BIOS	Should be Y2K compliant	
14	Power supply	230 watts and above ACPI compliant or more SMPS power supply, should be capable to support fully configured PC	
15	Power Management	Energy star compliant for power saving	
16	Operating System	Windows XP Prof. with service pack 3 preloaded with recovery media from direct named OEM account of Microsoft.	
17	Bundled software	Standard bundled software pertaining to the model offered should be included in offer (Must be specified in the offer)	

18	Warranty	3 Years Comprehensive onsite Warranty	
19	Product Details testing	The product details / brochure should be available on publicly available website	
20	Certification	ISO 14001, ISO 9001 and Microsoft Windows XP certification	

High Speed Dot Matrix Printer

Sl.	Item	Required Specification	Offered (Y/N)
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Print Head	24 Pin	
4.	Print Modes	Draft and LQ	
5.	Print Width	Minimum 132 Column	
7.	Print Method	Bi-directional, Logic seeking / Uni-Directional for Image and Graphics Printing.	
8.	Paper feed	Both Friction and Tractor feed with push or pull tractors.	
9.	Paper Type	Fan-Fold continuous stationery (101-406 mm)	
10.	Print head life	500 million characters or more	
11.	Ribbon life	Minimum 15 million characters	
12.	Pages Per Hour	Minimum 600 PPH	
13.	Print Speed	Minimum 120 cps in LQ (10 cpi)	
14.	Print attributes	Bold Italics, underline, wide-font, super and subscribing	
15.	Emulation	EPSON	
16.	Standard Interface	Centronics Parallel with cable, RS232	
17.	MTBF	Minimum 10000 POH	
18.	Ethernet Interface	10/100 auto sensing	
19.	Number of copies	1 + 5 with carbon	
20.	Noise level	Less than or equal to 55 dB.	
21	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability	

Passbook Printer

Sl.	Item	Required Specification	Offered (Y/N)
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Print Head	24 Pin	
4.	Print Width	90 Col at 10 CPI	
5.	Print Matrix	24 x 12 draft, 24 x 36 NLQ	
6.	Character pitch	10, 12, 15, 17.1 CPI	
7.	Line pitch	6, 8 lpi, incremental	
8.	Print Speed	Minimum 216 CPS (draft), 72 CPS (NLQ) at 10 CPI	
9.	Print Method	Horizontal / Vertical	
10.	Print Modes	Draft and NLQ Condensed, Double h/w, graphics, bit-image mode	
11.	Print attributes	Bold, Italics, underline, wide-font, super and sub scripting	
12.	Paper handling	Automatic front feed for handling average size passbook with Automatic document alignment	
13.	Emulations	IBM, EPSON, ESC/P & Olivetti	
14.	Interface	RS 232C Serial and Parallel interface with cables	
15.	Noise Level	Less than 55 dB	
16.	Driver Compatibility	IBM pro printer driver compatibility needed	
17.	Bilingual	The printer should have bilingual (Devanagiri & English) printing capability	

Line Matrix Printer (LP1)

Sl.	Item	Required Specification	Offered (Y/N)
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Print Technology	Impact Line Matrix	
4.	Print Width	132 Column (To accommodate Standard 15" stationary)	
5.	Print Speed	Minimum 1000 Lines per minutes in draft mode	
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR	
7.	Graphics Resolution	90x 96 DPI Minimum	
8.	Paper Feed	Tractors	

Sl.	Item	Required Specification	Offered (Y/N)
9.	Paper Type	Fan-Fold continuous stationary with edge perforation	
10.	Multiple Copies	One Original + 4 copies	
11.	Ribbon Type	Text printing Ribbon	
12.	Ribbon Life	25 Million characters (in Draft mode)	
13.	Device Interface	Centronics Parallel and RS 232 Serial	
14.	Acoustic Noise	52dB or less.	

Line Matrix Printer (LP2)

Sl.	Item	Required Specification	Offered (Y/N)
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Print Technology	Impact Line Matrix	
4.	Print Width	132 Column (To accommodate Standard 15" stationary)	
5.	Print Speed	Minimum 500 Lines per minutes in draft mode	
6.	Fonts	Draft, Data Processing, Courier (NLQ)/san sarif, OCR	
7.	Graphics Resolution	90x 96 DPI Minimum	
8.	Paper Feed	Tractors	
9.	Paper Type	Fan-Fold continuous stationary with edge perforation	
10.	Multiple Copies	One Original + 4 copies	
11.	Ribbon Type	Text printing Ribbon	
12.	Ribbon Life	25 Million characters (in Draft mode)	
13.	Device Interface	Centronics Parallel and RS 232 Serial	
14.	Acoustic Noise	52dB or less.	

Flatbed Scanner

Sl.	Item	Required Specification	Offered (Y/N)
1.	Make	Must be specified	
2.	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3.	Scanner Type	Flat Bed, Color & Monochrome	
4.	Resolution	Minimum 600 x 1200 DPI true resolution, minimum 9600 X 9600 DPI enhanced resolution	
5.	Color	Minimum 32 bit color	

Sl.	Item	Required Specification	Offered (Y/N)
6.	Interface	Parallel / USB	
7.	Interface cable	Appropriate cable must be included in the offer	
8.	Document size	Standard A4 Size	
9.	Software	Scanning software, image editing software, OCR software, document management software	
10.	Drivers	Latest version for Windows Vista/XP/2003 /2000 Professional	

Laser Jet Printer

S.No	Item	Description	Offered (Y/N)
1	Make	Must be specified	
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.	
3	Print Speed	Minimum 20 ppm	
4	Resolution	Effective 1200 DPI output	
5	Memory	Min 16 MB	
6	Paper Type	Plain, Transparencies, labels, envelopes	
7	Paper Size	Min A4, Legal, Letter, Executive	
8	Paper Capacity	250 sheets on standard input tray	
9	Interface	One Bidirectional ECP parallel port, USB	
10	Compatibility	Windows XP / 7	
11	Duty Cycle	Up to 8000 pages per month	
12	Compatibility	HP PCL-6, PCL 5e,	
13	Network Ready	Printer shall be Network ready	