

M/s \_\_\_\_\_  
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No.: MGB/

Dated: 03.06.2010

Dear Sir,

**TENDER No. MGBGB/01/2010-11: TENDER FOR SUPPLY & INSTALLATION OF COMPUTER HARDWARE, PERIPHERALS AND SOFTWARE FOR EXISTING BRANCHES/OFFICES AND NEW BRANCHES/OFFICES TO BE OPENED THROUGH E-TENDERING PROCESS**

Online tenders (Technical bids) are invited through e-tendering for supply and installation of Computer hardware/ software/ peripherals for opening new branches/offices as well as meeting requirements of additional hardware for existing branches/offices as per configuration and terms and conditions listed in the enclosed Annexures.

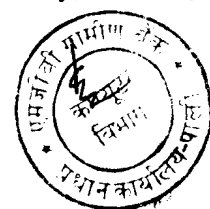
This tender is restricted to vendors empanelled with the SBBJ for supply of Computer hardware/software/peripherals as listed below:

- I. Accel Frontline Ltd.
- II. Acer India Ltd.
- III. Allied Digital Services Ltd.
- IV. IBM India Ltd.
- V. CMS Info Systems Ltd.
- VI. R. P. Infosystems Ltd.
- VII. HCL Infosystems Ltd.
- VIII. H.P. India Sales Ltd.
- IX. PCS Technology Ltd.
- X. Sai Infosystems India Ltd.
- XI. Tata Consultancy Services Ltd. (TCS)
- XII. Wipro Ltd.

**THE QUOTE FROM VENDORS OTHER THAN ABOVE WILL NOT BE ACCEPTED.**

2. Bank reserves the right to change location or increase/decrease the number of branches/offices where equipments are to be supplied. The Bank also reserves the right to order individually, any one or more of the item (s) for any of its branches/offices till the validity of the rates.

3. The pre-bid meeting with vendors will be held at State Bank of Bikaner & Jaipur's IT Services Department, Head Office, Tilak Marg, C-Scheme, Jaipur on 11.06.2010 at 3.30 P.M. The vendors should go through the tender document and can offer their suggestions, if any, at the pre-bid meeting.



4. The price should be F.O.R. destination inclusive of all taxes, duties, levies, VAT, transport, transit insurance, loading-unloading etc. but excluding Entry Tax and Octroi. Entry Tax and Octroi wherever applicable will be paid by the vendor and the same will be reimbursed by the Bank based on actual expenses incurred. **The rates should be firm for a period of six months from the date of reverse auction held.**

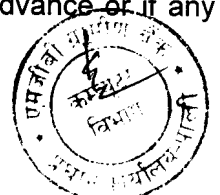
5. Please also note that:

- All type of Servers specific make/model with designated name/number must be backed by Microsoft Certification with documentary evidence.
- The response to the present tender will be submitted by way of two stage bidding process. The technical details with the relevant information /documents/acceptance of all terms and conditions strictly as described in this tender document will be submitted online through M/s e-Procurement Technologies Ltd., Ahmedabad, the agency approved by the Bank for e-tendering on the website <http://sbi.abcprocure.com>. If short-listed, the vendor will have to participate in the online reverse auction to be conducted by e-Procurement Technologies Ltd. (the company selected by the Bank for conducting e-procurement reverse auction process) or any other company approved by the Bank. Short-listed vendors will be trained by e-Procurement Technologies Ltd. for this purpose, and they will have to abide by the e-business rules framed by the Bank in consultation with e-Procurement Technologies Ltd. A copy of e-business rules is enclosed with this document.
- **In this context, the vendors will have to upload the duly signed tender document containing pages No. 1 to 31 as part of technical bid. This tender document is not required to be sent to us in hard copy.**
- Vendors are required to submit quotes for all the items failing which their bid will be liable for rejection.
- The offer will be summarily rejected if there is any deviation from the format.
- **L1 will be decided separately for each group on the basis of total amount quoted detailed as per Annexure VII.**
- Further, please note that the vendor(s) who do not qualify in the technical bid will not be considered for commercial quotation through reverse auction.

6. The decision of the bank in this regard shall be final and binding on all the vendors. All disputes or differences in connection with or relating to this tender shall be subject to the jurisdiction of the courts at Pali-Marwar only.

7. The Technical Bid with relative brochures must be submitted online latest by 2.30 P.M. on 22.06.2010. **Please ensure that all the documents as per check list (Annexure VIII) at page 31 have been attached while submitting the tender.** The online technical bids will be opened on 22.06.2010 at 3.30 P.M. The Bank reserves the right to disqualify any or all the vendors either on the basis of their responses, to all or some of the response sheets, or even any part thereof without assigning any reasons whatsoever.

8. The bidders are requested to note that it is mandatory to have a **valid digital certificate issued by any of the valid certifying authority approved by Govt. of India** to participate in the online bidding. The bidders are requested to ensure that they have the same, well in advance or if any



assistance is required for the purpose, you can contact our service provider (M/s. e-Procurement Technologies Ltd.) at the under mentioned details:

Contact Person: Ms. Richa Pandit (0 – 93745 19729)

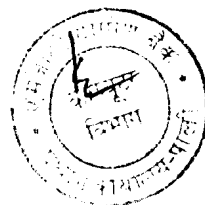
Mr. Harsh Gajjar (0 – 99247 48591)

Mr. Parin Desai (0 – 93745 19754)

Yours faithfully,

Chairman

Encl.: Annexure I to VIII



**SCHEDULE OF WORK**  
(SPECIFY MAKE AND MODEL OF EACH ITEM)

**1. BRANCH SERVER**

S. No.	ITEMS	TECHNICAL SPECIFICATIONS	Qty.	COMPLIED (YES / NO) Along with make and model
	PROCESSOR	INTEL DUAL CORE XEON 3065 @ 2.33 GHZ or higher/better Intel Processor. Or AMD Opteron Dual Core 1212 @2.0 GHz or higher/better AMD processor	215	
	MOTHER BOARD	MOTHER BOARD & CHIPSET should be SERVER CLASS		
	ETHERNET PORTS	10/100/1000 WAKE-ON LAN DUAL GIGABIT ETHERNET PORTS		
	RAID	1 PARALLEL, 1 SERIAL, Minimum 2 USB PORTS		
	KEYBOARD	Integrated/PCI based SAS RAID Controller with support for RAID1		
	HDD	MECHANICAL KEY BOARD with Minimum 104 key		
	FORM FACTOR	2 x 73 GB OR HIGHER 10 K OR HIGHER SAS DRIVE (on RAID – 1) Hot Swappable Disk		
	RAM	Tower Model with CABINET (CHASIS) WITH SMPS		
	PCI SLOTS	RAM: 4 GB DDR 2 ECC RAM WITH 4 RAM SLOT		
	MONITOR	MINIMUM 1 PCI SLOT FREE AFTER FULLY CONFIGURING THE SERVER		
	POWER SUPPLY AND FAN	18.5" WIDE/NORMAL TFT COLOR MONITOR (TCO 03 CERTIFIED)		
	MOUSE	REDUNDANT POWER SUPPLY WITH FAN		
	FLOPPY DRIVE	OPTICAL / LASER MOUSE		
	DVD WRITER	1.44" FLOPPY DRIVE		
	OS	16 X Double Layer DVD WRITER MODEL CERTIFIED FOR MS WINDOWS		
	CERTIFICATION	WINDOWS 2003 SERVER – STANDARD EDITION MEDIA AND LICENSE WILL BE PROVIDED BY THE BANK		
		MICROSOFT WINDOWS SERVER (ANY VERSION) CERTIFIED WITH DOCUMENTARY PROOF		

**2. BRANCH NODES**

	CPU	INTEL CORE 2 DUO E7500 @ 2.93 GHZ or higher Or AMD Athlon II X2 250, 3.0 GHz, 2X 128 L1 Cache and 2 X 1024 L2 Cache or higher.	615	
	CHIPSET	Original INTEL G41 /G45 or better Intel Chipset Or Equivalent AMD Chipset		
	RAM	2 GB DDR2/DDR3 RAMWITH 4 RAM SLOT		
	HDD	160 GB OR HIGHER SATA HDD @7200 rpm (Specify make)		
	MONITOR	18.5" TFT WIDE / Normal color (TCO 03 CERTIFIED)		
	KEY BOARD	104 KEYS MECHANICAL KEY BOARD		
	MOUSE	OPTICAL / LASER MOUSE		
	ETHERNET	10/100/1000 MBPS Ethernet Port		
	PORTS	1 PARALLEL, 1 SERIAL, 4USB PORTS (2 FRONT, 2 REAR)		
	FORM FACTOR	ATX CABINET WITH SMPS		
	Operating System	WINDOWS XP PROFESSIONAL, IE 6.0 WITH SERVICE PACK		
	Certification	MICROSOFT WINDOWS (ANY VERSION) CERTIFIED WITH DOCUMENTARY PROOF		

**3. DOT MATRIX PRINTERS 136 Column, 24 Pin**

	DOT MATRIX PRINTER 136 Column, 24 Pin	SUGGESTED MAKE & MODEL: 1. Wep HQ 2000 (564 cps @ 10 cpi draft printing) 2. Epson DLQ-3500 (495 cps@ 10 cpi draft printing). 3. Lipi T 2250 (500 cps @ 10 cpi draft printing) 4. TVSE DP 6000 (480 cps @ 10 cpi draft printing)	225	
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**4) DOT MATRIX PRINTERS 80 Column 24 Pin**

	DOT MATRIX PRINTER 80 Column 24 Pin	SUGGESTED MAKE & MODEL: 1. Wep LQ 540DX (200 cps @10 cpi draft printing). 2. Epson LQ 300+(225 cps @10 cpi draft printing) 3. TVS – E MSP 450 Champion (250 cps @10 cpi draft printing)	25	
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**5. LASER PRINTER**

	LASER PRINTER	33 PPM (A4) or higher, Resolution 1200 x 1200 dpi with inbuilt network interface, 128 MB RAM or higher, Auto duplex, 1 high speed USB 2.0 or 1 parallel port SUGGESTED MAKE & MODEL: 1.HP LASERJET P2055 DN 2.HP LASERJET P 1007 3.CANON LBP 2900 4.EPSON EPL6200L Note - Cartridge should be refillable	215	
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**6. PASS BOOK PRINTER**

	PASS BOOK PRINTER	SUGGESTED MAKE & MODEL: 1. Olivetti PR2E 2. Lipi PB2 / 3. Wincor Nixdorf High Point 4915xe 4. TVS Speed 40 5. Technost-MAEL 355 6. Epson PLQ 20	40	
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**7. FLAT BED- A4 SCANNER**

	FLAT BED – A4 SCANNER	SUGGESTED MAKE & MODEL: 1. CANON LIDE 100 – 600 dpi 2. HP Scanjet 600dpi 3. Xerox DocuMate 4800	10	
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**8. WEB CAMERA**

	WEB CAMERA	SUGGESTED MAKE & MODEL: Logitech Quick Cam Express	215	
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**9. LINE PRINTER**

	LINE PRINTER 500 LPM or higher with Printer Server/ Lan Card	SUGGESTED MAKE & MODEL: 1. Printronics P7-500 2. Lipi 6306	20	
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**GENERAL NOTES ON CONFIGURATION**

- 1) Vendors are required to ensure compatibility of all hardware and software quoted by them for functionality. Any deviation should be clearly mentioned in technical quotes, failing which may result in disqualification of the quotation.
- 2) High availability features of the hardware including external storage system and system software should be specified and duly supported by the required technical documentation.
- 3) Any additional hardware/software required to run the above configuration should be specified in the technical quote.
- 4) **BRANCH SERVER MODELS & VENDORS:** In addition to International Brand (MNC Brand) servers **which meet our specifications**, servers manufactured by the SBI empanelled vendors are also acceptable provided the server and all its components are **“Certified for Microsoft Windows”** or **“Designed for Microsoft Windows”**, and the server model should be listed in the Windows Server Catalog page of Microsoft’s website (**documentary evidence of the same should be enclosed along with the tender with exact web page address , if proof taken from there**)
  - a) Exact name of Make and Model of the server should be mentioned in the technical data. Models that are marked to be withdrawn should not be offered.
  - b) When the exact configuration asked for is not available for any particular Product, the next higher configuration should be quoted.
  - c) In case of MNC server, an offer will be invalid if a vendor quotes for server makes/models other than the one(s) for which they are the approved vendors. **Vendor should submit a proof to this effect.** In the unlikely event of the furnished Server failing the acceptance test(s), the vendor should supply one of the alternative models for which they are authorised vendors, at no additional cost. **Optionally, they**



may supply the next higher model in the original MNC brand's Server range, at no additional cost, provided that the new model also exceeds the acceptance test standards.

d) One free PCI slot should be provided in the branch server in addition to the PCI slots required for basic configuration of the branch servers.

5) All the internal components of the Branch Server should be valid components of that Brand.

6) At the time of acceptance test / inspection at site, the Branch server may be stripped down in every case and the major components (HDDs, SCSI cards, NIC CARDS, RAM Chips) removed so that the inspecting officials can verify the brand and parts.

7) The hard disk and controller on the Branch Server will be as specified, and hard disk should be of **Seagate/ Quantum/ Fujitsu/ Western Digital/ or model certified for MS Windows.**

8) The vendor should offer in Branch Server parallel port. If integrated parallel port is not available with Branch Servers then PCI based parallel port should be configured.

9) The vendor should provide along with DVD writer, software with media for burning DVD and CD in the Branch Server.

10) The Branch Servers should have minimum two USB 2.0 ports.

11) The Branch Nodes should be configured with a Motherboard from **Intel/ Micro Star/ Asus** brands in case of **Intel** Processor.

12) Hard disks on the Branch Nodes should be of **Seagate/ Quantum or a model certified for MS Windows.**

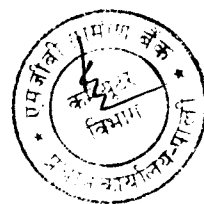
13) The specific Branch Nodes Model quoted by you should be **Certified for Microsoft Windows** or **"Designed for Microsoft Windows** and the **documentary evidence of the same should be enclosed along with the tender** with exact web page address, if proof taken from there). The power supply should be **FCC or CE certified** (proof to be attached).

14) The Branch Nodes should be configured with Ethernet cards manufactured by 3COM / Intel / Compex/ SMC / D-Link/Lanbit.

15) The vendor should not supply TVS Gold make/model keyboards with any of the computer systems (Branch Servers, Branch Nodes) mentioned in this tender.

16) If any model, mentioned above, is discontinued by the manufacturer, next higher compatible model should be quoted.

17) Notwithstanding any specifications the hardware supplied should be compatible with existing Core Banking Solution (CBS) B@NCS with Oracle Database supplied by M/s. C-Edge Technologies.

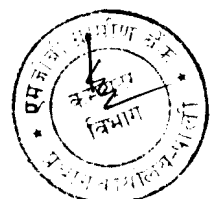


- 18) All PC range of machines quoted should be 100% IBM compatible and Microsoft certified. All Components like Monitor, Keyboard, Mouse should be of same make and color as base.
- 19) All software should be pre-loaded at factory before dispatch to the concerned branches.
- 20) The Bank reserves the right to order individually, any one or more of the items (s) for any of its branches/offices from the vendor till the validity of rates.
- 21) Invoices and delivery challans should indicate the serial number/part number of the equipment.
- 22) Software quoted should be as per licensing policy. **Microsoft Windows Server 2003/2008, Microsoft Office and Server Client Access Licenses (CAL), if sourced directly under Microsoft Select Program through any of the Large Account Reseller (LAR) of Microsoft, the hardware vendor (the L-1 vendor) has to install the software and provide necessary Software support as and when required.**
- 23) The successful bidders must give an undertaking signed by the Company that all components will be used in the machines supplied under this tender are original and not re-furnished along with technical quotes as per Annexure – VI.
- 24) The vendors should have back to back support from the OEM (Original Equipment Manufacturer) of peripherals (DOT MATRIX PRINTERS 136 Column 24 Pin, DOT MATRIX PRINTERS 80 Column 24 Pin, LASER PRINTER, PASS BOOK PRINTER, FLAT BED – A4 SCANNER, WEB CAMERA, LINE PRINTER) and should produce the authorization letter from the OEM of peripherals.
- 25) In the case of non-availability of Microsoft Windows XP professional license, vendors may supply Windows XP professional under Windows 7 Professional / Windows Vista Business downgrade Microsoft policy. In that case the vendor should configure all branch nodes with Windows XP professional under Windows 7 Professional / Windows Vista Business downgrade. If the branch nodes are reformatted, repaired or components replaced then also the vendor should ensure that the branch nodes are loaded with Windows XP professional under Windows 7 Professional / Windows Vista Business downgrade. Our CBS applications are certified only for Windows XP professional operating system.
- 26) All the hardware (branch server, branch nodes) and peripherals (DOT MATRIX PRINTERS 136 Column 24 Pin, DOT MATRIX PRINTERS 80 Column 24 Pin, LASER PRINTER, PASS BOOK PRINTER, FLAT BED – A4 SCANNER, WEB CAMERA, LINE PRINTER) should be supplied with one year of comprehensive warranty with replacement of parts.



**TERMS & CONDITIONS**

- 1) NAME OF WORK: Supply & installation of computer hardware/ software/ peripherals including operating system installation) at the branches/offices of MGB Gramin Bank in six districts of Rajasthan viz. Pali, Jalore, Sirohi, Bikaner, Sriganganagar and Hanumangarh.
- 2) Please read the conditions governing the quotations (enclosed) carefully.
- 3) Please fill in relevant information in the blanks provided.
- 4) **Please sign in full on the complete tender document alongwith seal of the company and upload as part of the technical quotes on the website.**
- 5) This tender is invited online, an e-tendering initiative by the Bank. Please also note that:
  - (i) The online Technical bid is to be submitted online on the website <http://sbi.abcprocure.com>, by/before 2.30 P.M. on 22.06.2010. The technical bid shall be evaluated in the presence of vendors or their duly authorized representatives empowered to negotiate on behalf of the vendors, who choose to be present. Vendors' representatives shall produce a letter of authority in this regard. Further, please note that the vendor(s) who do not qualify in the technical bid will not be considered for commercial quotation through reverse auction.
  - (ii) The vendors are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of quotation.
  - (iii) The vendor will submit his quotation after carefully examining the documents/conditions and the schedule of work, after inspecting the site. Site inspection will be permitted on request, by prior arrangement with the bank.
  - (iv) Quotations not fulfilling any or all of the conditions prescribed or which are incomplete in any respect are liable to be rejected.
  - (v) The vendor should refrain from giving any clues with regard to their quotations/rates/prices/amount etc. in Technical Bid.
- 6) NO AMOUNT SHOULD BE QUOTED AS CHARGES DURING WARRANTY PERIOD OR FOR TRAINING CHARGES, VIOLATION OF THESE INSTRUCTIONS WOULD ENTAIL DISQUALIFICATION.
- 7) ALL PRICES SHOULD BE QUOTED NET OF ALL DISCOUNTS AND INCLUSIVE OF ALL TAXES AND CONTINGENT COST INCLUDING CENTRAL SALES TAX,VAT, EXCISE, PACKING & FORWARDING TRANSPORTATION, INSURANCE, HANDLING AND INSTALLATION ETC. BUT EXCLUDING ENTRY TAX AND OCTROI. ENTRY TAX AND OCTROI WHEREVER APPLICABLE WILL BE PAID BY THE VENDOR AND THE SAME WILL BE REIMBURSED BY THE BANK ON ACTUALS. QUOTATIONS OFFERING ANY DISCOUNTS MAY BE DISQUALIFIED.
- 8) Canvassing in connection with quotations is strictly prohibited and quotations submitted by vendors who resort to canvassing are liable to be rejected.
- 9) No price escalation adjustment or any other escalation will be payable.



- 10) The bank may, if considers necessary held comprehensive price negotiation with the L1 vendor.
- 11) The bank reserves the right to accept/reject any or all quotations without assigning any reasons thereof.

### **CONDITIONS GOVERNING THE QUOTATIONS**

1. **Signature:** In the case of authorised person, the copy of letter issued by competent authority to sign on behalf of the company should be enclosed.
2. **Equipment:** The vendor should supply computer equipment, hardware and software to the MGB Gramin Bank and carry out their networking at SITE as detailed in the Schedule of Work enclosed (Annexure-I): Unless otherwise specifically referred, all the items of computers, peripherals, software and other items and work appearing in the schedule of work should be referred to as EQUIPMENT in this document.
3. **Installation:** The equipment should be installed at the branches/offices of MGB Gramin Bank, which shall be referred to as SITE in this document.
4. **Delivery.** (i) The computer systems, equipment and the LAN including structured cabling/networking as appearing in the SCHEDULE OF WORK should be supplied, installed, tested and commissioned within 45 days from the date of issue of Purchase Orders. Time shall be the essence of the contract.
- (ii) MGB Gramin Bank reserves the right to cancel the Purchase order if the vendor fails to complete delivery within the stipulated period. In the event of such cancellation of order, the vendor shall not be entitled to any compensation. Penalty @1% of the total cost will be charged per week of delay or any part thereof. This amount of penalty so calculated shall be deducted at the time of making payment as stated below in clause 16. In case any vendor awarded the contract is unable to deliver hardware, by the stipulated delivery dates mentioned above, the Bank may cancel the order and award it to any other vendor and/or levy penalties as stipulated herein.
- The Bank reserves the full right to take any action as it deems fit in case the vendor does not make delivery by the stipulated delivery dates.
- (iii) Cabling work and other site related activities pertaining to installation of the systems and their networking as applicable to the vendor, must be completed one week prior to the above mentioned delivery dates.
- (iv) All internal components of the server should be valid components of that brand.
- (v) The vendor shall deliver, alongwith the Equipment, a complete set of systems documentation and software manual. In the case of critical internal components like Hard Disks, Mother Boards, Controller Cards, Tape/Disk/DAT drives etc., the Manufacturer's literature/ product system documentation describing the Model/Make and functionalities, features etc., shall also be supplied along with equipment.



(vi) All software should be pre-loaded at the factory before dispatch to the respective branches.

5. Quantities liable to vary: The quantities furnished in the schedule of work are liable to alteration by omission, deduction or addition and it should be clearly understood that the contract is not a lump-sum contract. Payment shall be regulated on the actual quantities of supply made or work done at the accepted rates.

6. Vendor not to make any alteration in document: No alterations which are made by the vendor in the specifications or probable quantities accompanying this notice shall be recognized, and if any such alterations are made, the quotation shall be invalid. Remarks or explanations should be set out along with Technical Bid and shall become binding only if specifically accepted in writing by the Bank at the time of acceptance of the quotation. Any quotation which purports to alter, vary or omit any of the conditions herein is liable to be rejected.

7. Vendor to gather all information for/bear cost for submitting quotations:

i) The vendor must obtain for himself on his own responsibility and at his own expenses all the information necessary including risks, contingencies and other circumstances to enable him to prepare a proper quotation and to enter into a contract with the Bank.

ii) The vendor should also bear all the expenses in connection with the preparation and submission of his quotation.

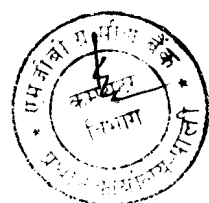
iii) The vendor whose quotation is accepted shall not be entitled to make any claim for increase in the rates quoted and accepted.

8. Quotation to be complete, adequate and cover all taxes, contingent costs including insurance: - (i)

The quotation must be complete in itself, properly worked out to cover all the vendor's obligations under the contract and all matters and things necessary for the proper completion of the work, and the rates quoted therein must be correct and sufficient to cover the vendor's costs, overheads and profits etc., completely for the individual items of work including cost for all necessary materials and labour, taxes, excise or any other such tax or duty levied by Govt., Central or State or Local Authority (except entry tax and Octroi where applicable) as on the date of submitting quotations, if and as applicable, insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is completed at site and handed over to the branch/office in all respects according to the true meaning and intent of the contract.

(ii) Enhancements at no additional cost: The configuration given is the minimum configuration that is/are required. Vendors may choose to supply high/better/enhanced system/storage devices/peripherals, but their financial quotes shall be treated as if they have been offered for the specified configuration only. If any model mentioned in the tender has been discontinued by the manufacturer, next higher compatible model should be quoted.

(iii) Material alterations and ambiguous/unquantifiable costs: The decision of the Bank will be final and binding on the offerer. Kindly ensure that ambiguous or unquantifiable costs/amounts are not included in your offer, which would disqualify your offer.



9. Quoted rates not subject to escalation: The rates should not be subject to any escalation in prices of components, basic material, exchange rate, taxes, duties, railway/freight and the like, labour rates, octroi (where applicable) etc.

10. Quotation to be open for acceptance for 120 days:

- i) The quotation submitted shall remain open for acceptance for a period of one hundred and twenty days from the date of their opening. Should any vendor withdraw his quotation before the expiry of the said period or makes any modifications to his quotation, which are not acceptable to the Bank, the quotation, shall be treated as having been rejected or abandoned.
- ii) The rate should be firm for a period of six months from the date of Reverse Auction.

11. Rights of Bank:

- i) The Bank does not bind itself to accept the lowest quotation and reserves the right to reject any or all the quotations received, without assigning any reason thereof.
- ii) While placing the Purchase Order, the Bank further reserves the right to delete or reduce any item or section of the schedule of work without assigning any reason thereof.

12. Assigning Work: The work or any part of it should not be transferred, assigned or sublet without the written consent of the Bank.


13. Other agencies at work: The vendor shall be required to co-operate and work in co-ordination with and afford reasonable facilities for such other agencies/specialists as are/may be employed by the Bank on other works/sub-works in connection with the project/scheme of which this work forms part and in this connection it shall be deemed that the vendor has prior to submitting the quotation inspected the premises and taken all circumstances into consideration.

14. Acceptance Testing:

- i) Inspection/Acceptance test shall be carried out to the satisfaction of the Bank at the factory and at site.
- ii) The Inspection/Acceptance Test shall be designed by the Bank and conducted by the Bank's officials to their satisfaction. The vendor shall provide/extend necessary assistance to the Bank in the conduct of the acceptance tests/inspection.

15. Release of Shipment from the Check Post:

It is to be clearly understood that hardware and other peripherals shipped from factory, will be got cleared from Check post by the vendor. In States where octroi is not applicable it will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.

<p>16. <u>Payment Schedule</u></p> <p>i) 90 % of the bill amount, subject to recoveries if any, on account of penalties as provided for in this document.</p>	<p>After completion of factory tests, delivery, installation and site tests. Where site is not ready, 90% within 30 days after delivery provided the configuration is as per purchase order.</p> 
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ii) Balance 10% of bill amount (RETENTION MONEY), subject to recovery of penalties, if any as provided for in this document.	After warranty period or after system has fully stabilized on production of a Performance Guarantee for warranty period for the said 10% amount from any branch of a scheduled Bank other than the MGB Gramin Bank in a format acceptable to the Bank.
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17. Training: At the time of installation of equipments, vendor shall provide free on site brief user training specific to the hardware supplied to the officials of the branches/office of the Bank.

18. Transfer of Ownership: Transfer of ownership of the property shall be effective as soon as the equipment is installed, tested and accepted by the bank after conducting acceptance tests as specified in clause 14.

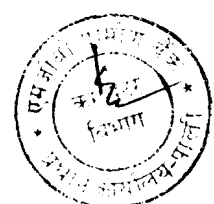
19. Insurance: Vendor shall arrange for suitable transit insurance cover at no extra cost to the Bank, which will cover the period till the system is installed as mentioned in para 8 and para 18.

20. (i) Warranty :

(a) The vendor shall provide to the Bank 12 (twelve) months free maintenance service from the date of installation of equipments or 15 months from the date of delivery, whichever is earlier, which shall include preventive maintenance, repair/replacement and free provision of spares, parts, kits (excluding consumables) as and when necessary from the date of satisfactory commissioning of the EQUIPMENT by the vendor and acceptance by the Bank.

This condition also applies towards system software and application packages delivered by the vendor alongwith the system. The vendor should particularly ensure that the systems and other software are VIRUS free and does not cause disruption or other damages to the computer system or information and data contained in the computer system at the time of installation or subsequently. Vendor shall provide warranty on the printer head of line matrix printers/Dot Matrix Printers and Passbook Printers. The vendor shall also provide 15 years warranty from the original cabling manufacturers. In case of non submission of the certificate the vendor will get the 10% Bank Guarantee renewed after a period of 11 months failing which the Guarantee could be invoked. Detailed conditions and covenants governing Repairs and Maintenance Services are furnished in para 26.

(ii) On-site Repair and Maintenance Services: The Vendor shall arrange for services of qualified service engineers having knowledge of both hardware and software, acceptable to the Bank at the time of installation and during warranty period for trouble shooting, repair and replacement of all kits or parts and spare parts and to render such other support services, as may be necessary for satisfactory functioning of the EQUIPMENT, as stipulated in the para 26. No charges, fees, accommodation, boarding etc. shall be paid or provided by the Bank to the service engineer or his assistants, if any.



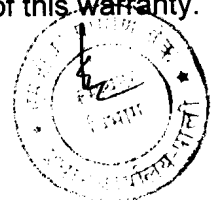
21. Maintenance Contract (MC): The vendor shall provide Maintenance services for the EQUIPMENTS at specified rate of maximum 4% p.a. for two years after warranty. The vendor shall not increase the AMC rate and shall keep it frozen for two years after the expiry of the warranty period. The Bank may however, elect for comprehensive maintenance by a third party or undertake in-house maintenance with the backup support from the vendor. The vendor, in case the bank opts for third party/in house maintenance shall provide required support services by way of actual maintenance by their engineers and/or arrange for supply of kits or parts and spare parts on terms to be mutually agreed upon. The vendor shall provide/continue to provide support for the hardware for at least seven years from the date of acceptance. However, the rates after 3 years from the date of acceptance would be at a rate to be mutually negotiated based on prevailing hardware cost and market MC rates. The bank may change the terms of the future AMC, if necessary, to meet changing needs, on mutual agreement with the vendor. The payment of AMC will be made at quarterly intervals in advance.

22. Subcontracting: The vendor shall not, without the prior written consent of MGB Gramin Bank, subcontract or permit anyone other than the vendor's own personnel to perform any of the work, services or other performance required of the vendor.

23. Equipment Attachments: MGB GRAMIN BANK shall have the right to make changes and attachments to the EQUIPMENT provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the cost of performing repair and maintenance service.

24. Earnest Money Deposit: The vendor shall have to deposit with the Bank an amount of Rs. 10,00,000/- (Rupees ten lac only), in the form of Demand Draft/Banker's Cheque favouring MGB Gramin Bank payable at PALI-MARWAR (Rajasthan). **The original Demand Draft/Banker's Cheque of EMD alongwith a forwarding letter mentioning therein the tender reference should be submitted / mailed separately so as to reach the Deputy General Manager, State Bank of Bikaner & Jaipur, IT Services Department, Head Office, Tilak Marg, Jaipur (Raj) - 302005 well before the submission time of the technical bids i.e. 2.30 PM on 22.06.2010. If the EMD of any bidder is not received by the Bank till the deadline i.e. 2.30 PM on 22.06.2010, the technical bids of the concerned bidder is liable to be rejected and they will not be allowed to participate in the price bidding by way of Reverse Auction.** In case the vendor is awarded the contract for supply & installation of equipments, it will be kept as a security against supply of equipments within the delivery period specified in the order. In case the vendor fails to deliver/install the equipments within the period specified in the order, the EMD will stand forfeited without any prior notice to the vendor. The earnest money will be released after delivery/ installation of the equipments within the delivery period. EMD of unsuccessful bidders will be refunded within 10 days from the date of price bidding. No interest shall be payable on EMD.

25. Others: The vendor shall warrant that the repair and maintenance service/ products offered for sale do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify MGB GRAMIN BANK from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.



The vendor shall further explicitly absolve the Bank of any responsibility/liability for use of systems/software delivered alongwith the equipment and of all cases of possible litigation /claims directly or indirectly arising out of any breach/claimed breach of patent/copyright /licence/trade secret or other entity of the equipment and software(s) sourced either from third parties or from themselves. The vendor shall, on request from the bank, furnish detailed information on training courses, which can be arranged by the vendor for the computer, for the computer hardware maintenance personnel. In the event of the bank electing to maintain the computer hardware by its own personnel or those of the third party nominated by the Bank, the vendor shall, on a notice of 60 (Sixty) days arrange to impart comprehensive training in order to equip such personnel with full capability for satisfactory maintenance of the computer hardware. The vendor shall also supply necessary engineering manuals, test equipments etc., as required for maintenance. The cost of such training and supplies shall be mutually negotiated.

Application software packages/operating system software packages/software upgrades etc., alongwith license to use, normally made available by the vendor to their customers/users shall be provided to the Bank and at no additional cost.

The vendor and their employees shall strictly undertake not to communicate or allow to be communicated, to any person or divulge in any way any information relating to the ideas, concepts, know-how, technique, data, facts, figures and all information whatsoever concerning, or relating to the Bank and its affairs to which the said employees have access in the course of the performance of their obligations to the Bank. Such employees shall also execute letters of fidelity and secrecy in such form as may be prescribed by the Bank.

Within the period of warranty/maintenance cover stipulated in clauses 20(i) and 20(ii) above, the Bank shall have the right to: -

- Shift the computer to an alternate site at its choice.
- Disconnect/connect/substitute computer systems and/or peripherals, acquired from another vendor and also;
- Install electronic components such as circuit cards etc., to enhance the system's performance.

The computer systems, peripherals, electronic components, circuit cards etc., referred to above may be obtained by the Bank from the vendor after advance consultation with the representatives of the vendor, who would not unreasonably withhold consent in these matters. MGB GRAMIN BANK shall bear the charges for such shifting and reinstallation and the vendor should provide necessary assistance to MGB GRAMIN BANK for the smooth reinstallation process. The conditions contained herein would continue to be binding on the vendor after such shifting and reinstallation.

All disputes and differences of any kind whatsoever arising out of or in connection with this purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement; each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration shall be governed by the provisions of the Indian Arbitration Act.



26.CONDITIONS GOVERNING REPAIR AND MAINTENANCE SERVICES (During warranty & AFTER WARRANTY PERIOD)

The vendor shall agree to maintain the EQUIPMENT in good working order and for this purpose shall provide the following repair and maintenance services:

a) Preventive Maintenance: The VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, replacement of unserviceable parts, cleaning and removal of dust and dirt from the interior of the EQUIPMENT, and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the warranty period and once within the first fifteen days of every subsequent quarter, on a day and at a time to be mutually agreed upon. Notwithstanding the foregoing, the VENDOR recognises MGB GRAMIN BANK's operational needs and agrees that MGB GRAMIN BANK shall have the right to require the vendor to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter.

b) The vendor shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn out defective parts of the EQUIPMENT immediately. In case where unserviceable parts of the EQUIPMENT need replacement, the vendor shall replace all such parts, at no extra cost to MGB GRAMIN BANK with brand new parts or those equivalent to new parts in performance. Warranty shall also be provided on the printer heads in respect of line matrix printers/Dot Matrix Printers/Passbook Printers. Provided that if the VENDOR is required to replace consumables, being printer ribbons, magnetic tape reels, cartridges, cassettes, exchangeable disk packs, floppy disks, printer bands these will incur additional charges. The VENDOR in effecting any such replacement shall not remove the equipment or any part thereof until the vendor is ready to move in substitute equipment or part or parts to replace it. If the replaced part or parts are not identical in all respects to the part replaced, the VENDOR shall inform MGB GRAMIN BANK in writing at the time of such replacement. MGB GRAMIN BANK in such case have the right to request the VENDOR to replace the parts with the original compatible parts only and the VENDOR comply with such request forthwith.

c) The VENDOR shall ensure that faults and failures intimated by MGB GRAMIN BANK as above are diagnosed and repaired within two hours. If the repair work is expected to be prolonged beyond two hours of downtime, the vendor shall replace the defective EQUIPMENT with STAND-BY EQUIPMENT immediately, and restore operations.

d) PERFORMANCE EXPECTED: SYSTEM UPTIME for the purpose of this document is defined as productive and error free time of the equipment reckoned on a quarterly basis and the system uptime efficiency shall be computed as under: -  $(\text{Total Time} - \text{Down Time}) / (\text{Total time}) * 100$

Where Total Time is working hours on all working days not including Sundays and holidays. Down time is the aggregate time lost due to any equipment malfunction and remedial maintenance during the quarter.

PERFORMANCE: The vendor shall guarantee and ensure post installation SYSTEM UPTIME efficiency of 98% for the full configuration of the equipment, in every quarter.

PENALTY: Without prejudice to any of the MGB GRAMIN BANK's other rights and remedies, a penalty of Rs.1,000/- per hour will be levied by MGB GRAMIN BANK for failure to deliver the guaranteed uptime or defaults therein for downtime exceeding two hour on any EQUIPMENT and shall be deducted by MGB GRAMIN BANK from the 10% retention money held by the Bank as per clause 16(ii) above/invoke of Bank Guarantee/Maintenance Contract charges, payable by the Bank, if any.



e) The vendor shall also guarantee that there shall not be more than three failures of critical components of the equipments in any calendar quarter at any site. In the event of more than three failures in these critical components, the vendor shall REPLACE the defective equipment with NEW compatible equipment, acceptable to the BANK immediately.

f) In the event of repeated failures of the equipments, the vendor shall REPLACE the defective equipment with new equipment on demand from the Bank.

g) The vendor shall keep spares of essential kits or parts of the EQUIPMENT, (at the office where the engineer is located vide para-28) such as Mother boards, 1 or 2 key boards, for the equipments, Controller Cards, Monitors, Keyboards, power cords and other cables and other essential parts as may be required to keep the down time minimal. The vendor, if he chooses, may install his own standby system of identical specification. If such system is acceptable to the Bank, the period of use of such system shall be deducted from the downtime for all purposes.

h) SPARE PARTS AND TEST EQUIPMENT: The vendor shall undertake to maintain necessary tools, test equipment, sub-assemblies, kits of parts, components and spare parts for 7 year (including warranty period) from the date of installation of EQUIPMENT at SITE, to enable it to fulfill the obligations.

i) In the event the vendor decides to discontinue the supply of sub-assemblies, kits of parts, components and spare parts for EQUIPMENT purchased after expiry of said seven years, the vendor shall give 12 months prior notice to such discontinuance and assist MGB GRAMIN BANK to make alternative arrangements.

j) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that supplied, as per the SCHEDULE OF WORK, shall be made to the EQUIPMENT at no cost of MGB GRAMIN BANK.

k) A log/register shall be maintained INDIVIDUAL OFFICE-WISE by the Service Engineer at the SITE to record each incident of EQUIPMENT malfunction, errors, faults, failures, defects, etc., indicating the date and time at which the vendor was informed or noticed the malfunction, errors, faults, failures, defects, etc., and the date and time of commencement and successful completion of repair work and nature of repair work performed on the equipment together with a description of the cause for work, either by description of the malfunction, errors, faults, failures, defects etc., or as discovered, and repaired during the regularly scheduled Preventive Maintenance. MGB GRAMIN BANK shall use the same log for recording the nature of malfunction, errors, faults, failures, defects, etc., observed in the equipment the date and time of their occurrence and the date and time of their communication to the vendor. The entries in the register under the initials of a MGB GRAMIN BANK representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects, etc.



**27. POSTING OF A QUALIFIED SERVICE ENGINEER RESIDENT AT SITE FOR ON SITE REPAIR AND MAINTENANCE SERVICES**

The vendor shall post qualified service resident engineer at the installation, and during warranty period for trouble shooting, repair and replacement of all kits or parts and spare parts and render; such other support services, as may be necessary for satisfactory functioning of the computer systems and peripherals. The engineers shall be allocated to the various offices of the Bank on a cluster basis as may be determined by the Bank in its discretion. The engineers so posted shall ordinarily be located at each district Headquarter in the area of operation of Bank and will attend to calls received from the other office(s) forming part of that cluster. Apart from this the vendor shall post at least one Engineer in Bank's Head Office premises, who will coordinate between the branches and service engineers during the warranty/ AMC period These engineers shall not attend to calls received from any other source.

ACCEPTED THE ABOVE CONDITIONS

SIGNATURE OF THE VENDOR



PERFORMANCE BANK GUARANTEE (Specimen only)

To,

MGB GRAMIN BANK

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This deed of guarantee made on this ... day... 2010 by ..... Bank, having its registered/Head office at ..... and amongst all places a branch at ..... and wherever the context so requires includes its successors and assigns (hereinafter called the SURETY) for the favour of MGB GRAMIN BANK, PALI-MARWAR .....(hereinafter called MGB GRAMIN BANK) and wherever the context so requires include it successors and assigns. The MGB Gramin Bank, Head Office, Pali-Marwar is placing the order for purchase is hereby called as "purchaser".

The Purchaser has placed an order no. .... dated the ..... (hereinafter called the 'Said Order') for supply & installation of computer equipments at the MGB GRAMIN BANK branch ..... for the total value of Rs..... with M/s \_\_\_\_\_, a company having its registered office at ..... and wherever the context so requires includes its successors and assigns (hereinafter called to or referred to as 'The Supplier').

In terms of the order, the supplier is required to furnish the purchaser at his own cost a Performance Bank Guarantee for an amount of Rs. \_\_\_\_\_ (equal to the 10% of the above total value) for fulfilling the conditions of technical delivery in the purchase order towards guarantee against all manufacturing defects for a period upto \_\_\_\_\_ (12/ 36 months from the date of installation or 15/ 39 months from the date of delivery, whichever is earlier of computer equipments/ Laptops at the branch and acceptance thereof).

The surety at the request of the supplier agreed to issue a Performance Bank Guarantee in terms of the order. Further the supplier and the purchaser have agreed that the supplier shall repair or replace free of cost, equipments, machinery, its parts and components found defective on account of bad workmanship or defective materials or inferior manufacture as mentioned in the warranty and guarantee clause.

We ..... (Indicate the name of the Bank giving the guarantee) do hereby undertake to pay the amounts due and payable under this guarantee, without any demur merely on a demand from the purchaser stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of breach by the supplier in any of the terms or conditions contained in the said order or by reason of the supplier's failure to perform the order. (ANY SUCH DEMAND MADE BY THE PURCHASER SHALL BE CONCLUSIVE AS REGARDS THE AMOUNT DUE AND PAYABLE TO THE PURCHASER UNDER THIS GUARANTEE).

We undertake to pay to the purchaser any money so demanded notwithstanding any dispute or disputes raised by the supplier in any suit or proceeding pending before any Court or Tribunal or Arbitration relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment thereunder and the supplier shall have no claim against us for making such payment.



We ..... (Indicate the name of the Bank giving the guarantee) further agree with the purchaser that the purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations there under to vary any of the terms and conditions of the said order or to extend time of performance by the said supplier from time to time or to postpone for any time or from time to time any of the powers exercisable by the purchaser against the said supplier and to for bear or enforce any of the terms and conditions relating to the said order and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said supplier or for any forbearance, act or omission on the part of the purchaser or any indulgence by the purchaser to the said supplier or by any such matter or thing whatsoever which under the law relating to sureties, but for this provision, have effect of so relieving us.

We shall not be discharged or released from the guarantee by any arrangement between the purchaser and the supplier with or without consent of the surety or by any alteration in the obligations of the parties or by any indulgence, forbearance whether as to payment time, performance or otherwise.

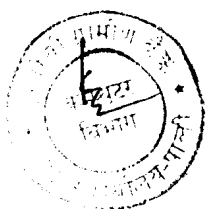
This guarantee shall not be affected by any change in the constitution of M/s ----- i.e. supplier by absorption with any other body or corporation or other and this guarantee will be available to or enforceable by such body or corporation also.

Unless a claim under this guarantee is made by the purchaser against us on or before (date of expiry of guarantee), all the rights of the purchaser under this guarantee shall be forfeited and the bank shall be relieved and discharged from all liability under this guarantee.

Notwithstanding anything contained herein above, our liability under this guarantee is of Rs.\_\_\_\_ /- (Rupees .....) and the guarantee shall remain in full force and effect until a demand made there under upto \_\_\_\_\_ date.

DATED AT \_\_\_\_\_ (PLACE) THIS \_\_\_\_\_ DAY OF-----.

FULL SIGNATURE WITH SEAL OF THE BANK (SURETY)



BUSINESS RULES FOR REVERSE AUCTIONGENERAL TERMS AND CONDITIONS OF REVERSE AUCTION

Against this enquiry for the subject item/system with detailed scope of supply as per our specification, MGB GRAMIN BANK may resort to "REVERSE AUCTION PROCEDURE" i.e. **ON LINE BIDDING on INTERNET.**

1. For the proposed reverse auction, technically acceptable bidders only shall be eligible to participate.
2. MGB GRAMIN BANK will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line bidding on Internet.
3. MGB GRAMIN BANK will inform the vendor in writing in case reverse auction, the details of service provider to enable them to contact and get trained.
4. Business rules like event date, time, start price, bid decrement, extensions, etc. also will be communicated through service provider for compliance.
5. Vendors have to fax the compliance form in the prescribed format (provided by service provider) before start of Reverse auction. Without this the vendor will not be eligible to participate in the event.
6. Reverse auction will be conducted on scheduled date & time.
7. At the end of reverse auction event, the lowest bidder value will be known on the network.
8. The lowest bidder has to fax the duly signed filled-in prescribed format along with Breakup as provided on case-to-case basis to MGB GRAMIN BANK through service provider within three days of Reverse Auction.
9. Any variation between the on-line bid value and signed document will be considered as sabotaging the tender process and will invite disqualification of vender to conduct business with MGB GRAMIN BANK as per prevailing procedure.



**Business Rule for finalization of the procurement.**

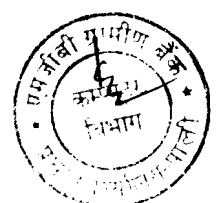
MGB GRAMIN BANK shall finalize the procurement of the Computer hardware, software and peripherals against this Tender through reverse auction mode. MGB GRAMIN BANK has made arrangement with M/s. e-Procurement Technologies Ltd, Ahmedabad, (ETPL) who shall be MGB GRAMIN BANK's authorized service provider for the same. Please go through the guidelines given below and submit your acceptance to the same.

1. Computerized Reverse auction shall be conducted by MGB GRAMIN BANK, on pre-specified date, while the vendors shall be quoting from their own offices/ place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by vendors themselves. In the event of failure of their Internet connectivity, (due to any reason whatsoever it may be) it is the bidders responsibility / decision to send fax communication, immediately to ETPL furnishing the price, the bidder wants to bid online, with a request to ETPL to upload the faxed price on line so that the service provider will up load that price on line on behalf of the Bidder. It shall be noted clearly that the concerned bidder communicating this price to service provider has to solely ensure that the fax message is received by ETPL in a readable / legible form and also the Bidder should simultaneously check up with ETPL over phone about the clear receipt of the price faxed. It shall also be clearly understood that the bidder shall be at liberty to send such fax communications of prices to be up loaded by ETPL only before the closure of Bid time and under no circumstances it shall be allowed beyond the closure of bid time. Such bidders have to ensure that the service provider is given a reasonable required time by the bidders, to upload such faxed prices online and if such required time is not available at the disposal of ETPL at the time of receipt of the fax message from the bidders, ETPL will not be uploading the prices. It is to be noted that neither MGB GRAMIN BANK nor ETPL will be responsible for these unforeseen circumstances. In order to ward-off such contingent situation, bidders are requested to make all the necessary arrangements / alternatives whatever required so that they are able to circumvent such situation and still be able to participate in the reverse auction successfully. However, the vendors are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
2. ETPL shall arrange to train vendor's nominated person(s), without any cost to the vendor. They shall also explain to the vendor, all the Rules related to the Reverse Auction/ Business Rules Document to be adopted along with bid manual. Vendors are required to give their compliance on it before start of bid process.
3. **BIDDING CURRENCY AND UNIT OF MEASUREMENT:** Bidding will be conducted in Indian Rupees (INR).
4. **BIDDING CURRENCY AND UNIT OF MEASUREMENT (For foreign Bidders):** Bidding will be conducted in Indian Rupees (INR). **THE EXCHANGE RATE APPLICABLE WILL BE INTIMATED A DAY BEFORE THE DATE OF REVERSE AUCTION through e MAIL BY MGB GRAMIN BANK TO BOTH ETPL AND VENDORS ELIGIBLE TO PARTICIPATE IN REVERSE AUCTION. .**
5. **BID PRICE:** The Bidder has to quote the total cost to MGB GRAMIN BANK for the Computer hardware, software and peripherals specified in the Tender Document.
6. **The technical & commercial terms are as per MGB GRAMIN BANK Tender for procurement of Computer hardware, software and peripherals for various branches and offices of MGB GRAMIN BANK, technical bid and subsequent correspondences, if any between MGB GRAMIN BANK and the vendors regarding terms & conditions.**
7. **VALIDITY OF BIDS:** The Bid price shall be firm for a period specified in tender document and shall not be subjected to any change whatsoever.
8. At the end of the reverse auction, L1 bidder has to provide a detail break up for his lowest offer as per Annexure VII within three days of reverse auction.



9. **Procedure of Reverse Auctioning**

- i. **English Reverse (no ties) {Reverse Auction}**: MGB GRAMIN BANK will declare its **Opening Price (OP)**, which shall be visible to all vendors during the start of the reverse Auction. You will be required to start bidding after announcement of Opening Price and decrement amount.
  - ii. Sealed Bid auction will be for **15 minutes** and English Reverse (no ties) shall be for a **period of one hour**. If a bidder places a Bid in the last 5 minutes of Closing of the Auction, the auction shall get extended automatically for another 5 minutes from the scheduled closure time. Such extension will be allowed to continue till no quote is placed within 5 minutes of the last extension or 30 minutes whichever is lower. In any event the auction process deem to have concluded by 90 minutes from the start of the auction. In case, there is no Bid in the last 5 minutes of closing of Auction, the Auction shall get closed automatically without any extension. Please note that if there are more than one item in a single auction, the auto-extension will be applicable to the entire event i.e. whenever a bidder places a acceptable bid in the last 5 minutes of the closing of the auction, the auction shall get extended automatically for another 5 minutes from the scheduled closure time of auction for all the items in the auction. Auto-bid feature will be enabled from the start time of bidding. This feature will be explained during training.
  - iii. The bid decrement amount shall be specified by MGB GRAMIN BANK before start of bidding.
10. Successful vendor shall be required to submit the final prices along with the detailed breakup, quoted during the English Reverse (no ties) in **Annexure-VII Format** after the completion of Auction to MGB GRAMIN BANK within three days of reverse auction, duly signed and stamped as token of acceptance without any new condition other than those already agreed to before start of auction.
11. During English Reverse (no ties), if no bid is received within the specified time, MGB GRAMIN BANK, at its discretion, may decide to revise Opening price / scrap the reverse auction process / proceed with conventional mode of tendering.
12. Your bid will be taken as an offer to supply Computer hardware, software and peripherals. Bids once made by you, cannot be cancelled / withdrawn and you shall be bound to supply Computer hardware, software and peripherals as mentioned above at your final bid price. **Should you back out and not supply Computer hardware, software and peripherals as per the rates quoted, MGB GRAMIN BANK shall take action as appropriate.**
13. Unique User Name & Password : You may generate your unique user name and password by logging on the to the website or in the alternative, if you so desire, you can be assigned a **Unique User Name & Password** by ETPL You are advised to change the Password after the receipt of initial Password from ETPL to ensure confidentiality. All bids made from the Login ID given to you will be deemed to have been made by your company.
14. You will be able to view the following on your screen along with the necessary fields in the English Reverse (no ties) {Reverse Auction}:
  - a. Leading Bid in the Auction (only total price)
  - b. Bid placed by you
  - c. Opening Price.
  - d. Your rank in the auction.
15. At the end of the Reverse Auction, MGB GRAMIN BANK will decide upon the winner. MGB GRAMIN BANK's decision on award of Contract shall be final and binding on all the Bidders.
16. MGB GRAMIN BANK shall be at liberty to cancel the reverse auction process / tender at any time, before ordering, without assigning any reason thereof.
17. MGB GRAMIN BANK shall not have any liability to bidders for any interruption or delay in access to the site irrespective of the cause.



18. Other terms and conditions shall be as per your technical offers and other correspondences till date.
19. You are required to submit your acceptance to the terms / conditions / modality given above before participating in the reverse auction.



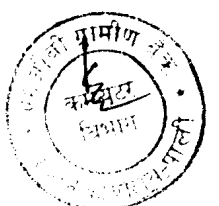
## Terms & Conditions of Reverse Auction

1. **LOG IN NAME & PASSWORD:** Each Bidder may generate a unique User Name and Password or may be assigned a Unique User Name & Password by ETPL. In case of Password assigned by ETPL, the Bidders are requested to change the Password after the receipt of initial Password from ETPL. All bids made from the Login ID given to the bidder will be deemed to have been made by the bidder.
2. **BIDS PLACED BY BIDDER:** The bid of the bidder will be taken to be an offer to execute the work. Bids once made by the bidder cannot be cancelled. The bidder is bound to execute the work as mentioned above at the price that they bid. Should any bidder back out and not supply Computer hardware, software and peripherals as per the rates quoted, MGB GRAMIN BANK and / or ETPL shall take action as appropriate.
3. **LOWEST BID OF A BIDDER:** In case the bidder submits more than one bid, the lowest bid will be considered as the bidder's final offer to execute the work
4. **AUCTION TYPE:** 1). Sealed bid Reverse Auction  
2). English Reverse No Ties
5. **DURATION OF AUCTION:** The duration of Auction will be of one hour. If somebody is bidding just before 5 minutes of Auction closing the Auction will get extended for another 5 minutes from the scheduled closure time of auction. (THIS SCHEDULE IS TENTATIVE. IF ANY CHANGE IN SCHEDULE, THE SAME SHALL BE COMMUNICATED TO YOU)
6. **BID DECREMENT:** The minimum Bid decrement shall be available to the Bidders at the start of the auction. The bidder can view the same by clicking on the Item details at the start of the auction. The bidder can bid lower than the Lowest Bid in the auction by a decrement, multiple of the minimum Bid decrement or at least of minimum bid decrement plus multiple of Bid Decrement.
7. **VISIBILITY TO BIDDER:** The Bidder shall be able to view the following on his screen along with the necessary fields during English Reverse – No ties Auction:
  - Leading Bid in the Auction
  - Bid Placed by him
  - Rank of the respective bidder
  - Opening price
8. **AUCTION WINNER:** At the end of the Reverse Auction, MGB GRAMIN BANK will evaluate all the bids submitted and will decide upon the winner.
9. **GENERAL TERMS & CONDITIONS:** Bidders are required to read the "Terms and Conditions" section of the auctions site using the Login IDs and passwords given to them.
10. **OTHER TERMS & CONDITIONS:**
  - The Bidder shall not involve himself or any of his representatives in Price manipulation of any kind directly or indirectly by communicating with other suppliers / bidders.
  - The Bidder shall not divulge either his Bids or any other exclusive details of MGB GRAMIN BANK to any other party.
  - MGB GRAMIN BANK's decision on award of Contract shall be final and binding on all the Bidders.
  - MGB GRAMIN BANK along with ETPL can decide to extend, reschedule or cancel any Auction. Any changes made by MGB GRAMIN BANK and / or ETPL, after the first posting will have to be accepted if the Bidder continues to access the site after that time.
  - ETPL shall not have any liability to Bidders for any interruption or delay in access to the site irrespective of the cause.
  - ETPL is not responsible for any damages, including damages that result from, but are not limited to negligence. ETPL will not be held responsible for consequential damages, including but not limited to systems problems, inability to use the system, loss of electronic information etc.



N.B.

- All the bidders are requested to ensure that they have a valid digital certificate well in advance to participate in the online event.
- 
- All the Bidders are required to submit the Process Compliance Form (Annexure-V) duly signed to M/s e-Procurement Technologies Ltd, Ahmedabad before due date. After the receipt of the Agreement Form, Log in ID & Password shall be allotted to the bidders.
- After the completion of the Auction event, the L1 bidder has to submit the Price Breakup as per Annexure VII within three days of Reverse Auction to M/s e-Procurement Technologies Ltd, Ahmedabad and MGB GRAMIN BANK for further proceedings.



## Reverse Auction bidding Process Instructions

<b>Auction Format</b>	<b>ENGLISH REVERSE NO TIES AUCTION</b> <ul style="list-style-type: none"> <li>❑ There is only 1 Bidder at a particular position / rank, which means 1 L1, 1 L2 &amp; so on.</li> <li>❑ The criteria followed here is of Price only. So, the Bidder who quotes the lowest Price is declared as the winner of the Auction.</li> <li>❑ A bidder here can revise his bids. The revised price should be lower than the L-1 price at that point of time.</li> </ul>
<b>Bidding Process and Timeline</b>	<b>You should complete the following steps:</b> <ul style="list-style-type: none"> <li>❑ Participate in the training programme for bidding by ETPL on the dates mentioned in this document</li> <li>❑ You should be prepared with competitive price quotes on the day of the bidding event.</li> <li>❑ Participate in the online bidding event.</li> </ul>
<b>Start bid price</b>	<ul style="list-style-type: none"> <li>❑ Start bid price is the upper/ceiling price of the contract value fixed by MGB GRAMIN BANK for the reverse auction event. Bidders can bid only lower than the start bid price.</li> <li>❑ Start bid price shall be available to the bidders during the start of the auction on the auction site for each group separately.</li> </ul>
<b>Bid Decrement</b>	<ul style="list-style-type: none"> <li>❑ Bid Decrement is the fixed amount by which, or by multiples of which, the next bid value can be decreased.</li> <li>❑ Bid Decrement shall be available to the bidders during the start of the auction on the auction site.</li> </ul>
<b>Bid Price in reverse auction</b>	<ul style="list-style-type: none"> <li>❑ The bidder's bids in the reverse auction must represent the total price of all items mentioned in the tender document inclusive of all taxes, duties, levies, transport etc. Octroi and Entry Tax as applicable will be paid extra. Bidders will quote price in Indian Rupees.</li> </ul>
<b>Auction Duration</b>	<ul style="list-style-type: none"> <li>❑ The auction will be of 1 hour duration. In case there is bidding by any bidder within 5 minutes of closing of the auction, the auction will be extended by another 5 minutes. Such extension will be allowed to continue till no quote is placed within 5 minutes of the last extension or 30 minutes whichever is lower. In any event the auction process deem to have concluded by 90 minutes from the start of the auction. Auto-bid feature will be enabled from the start time of bidding. This feature will be explained during training.</li> </ul>
<b>Price Bid evaluation and award of purchase order</b>	<ul style="list-style-type: none"> <li>❑ At the end of reverse auction process, L1 of Reverse Auction will be identified separately for each group.</li> <li>❑ MGB GRAMIN BANK reserves the right to reject any or all the bids without assigning any reason whatsoever.</li> </ul>

The above terms and conditions are acceptable to us.

Vendor's name with Seal



The Chairman,  
MGB Gramin Bank,  
Head Office,  
Pali- Marwar (Rajasthan).

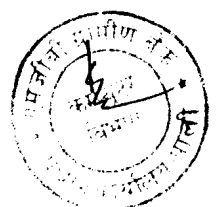
**DECLARATION\***

- Having read, and understood, we hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this tender document including all annexure, addendum and corrigendum.
- We shall participate in the on-line Reverse Auction conducted by e-Procurement Technologies Ltd., Ahmedabad and submit our commercial bid. We shall also abide by the Business Rules prescribed for online auction.
- Certify that our quotations for all items herein conform to the manner of quoting specified in the General Instructions and Terms & conditions.
- Unconditional comprehensive warranty for Computer hardware, software and peripherals for warranty period will be provided.
- The Computer hardware, software and peripherals will contain only GENUINE, VALID and ORIGINAL COMPONENTS ONLY.
- No dealers/distributors/stockists etc., (including individuals and third party firms/companies) will be involved in delivery of items or maintenance.
- Certify that all the details filled-in by us and the details in the attached sheets are correct and complete.
- That we would maintain adequate stand-by equipment and spares for adequate maintenance of all the vital installations.

Vendor Company Stamp

(Signature & Name)

**\*Without this declaration, your quotation would be considered as invalid.**



**Process Compliance Form**

(The bidders are required to print this on their company's letter head and sign, stamp before faxing)

To  
e-Procurement Technologies Ltd. (abcprocure)  
B-705, Wall Street - II,  
Opp. Orient Club,  
Nr. Gujarat College,  
Ahmedabad - 380 006.  
Gujarat State, India

**Sub: Agreement to the Process related Terms and Conditions for the Reverse Auction**

Dear Sir,

**This has reference to the Terms & Conditions for the Reverse Auction mentioned in the Business Rule document enclosed with the RFP document of MGB GRAMIN BANK for procurement of Computer hardware/ software/ peripherals for opening new branches/offices as well as meeting requirements of additional hardware for existing branches/offices**

This letter is to confirm that:

- 1) The undersigned is authorized representative of the company.
- 2) We have studied the Commercial Terms and the Business rules governing the Reverse Auction as mentioned in RFP of MGB GRAMIN BANK and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We confirm that MGB GRAMIN BANK Group and ETPL shall not be liable & responsible in any manner whatsoever for my/our failure to access & bid on the e-auction platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC etc. before or during the auction event.
- 5) We understand that in the event we are not able to access the auction site, we may authorize ETPL to bid on our behalf by sending a fax containing our offer price before the auction close time and no claim can be made by us on either MGB Gramin Bank or ETPL regarding any loss etc. suffered by us due to acting upon our authenticated fax instructions.
- 6) I/we do understand that ETPL may bid on behalf of other bidders as well in case of above mentioned exigencies.
- 7) We also confirm that we have a valid digital certificate issued by a valid certifying authority.
- 8) We, hereby confirm that we will honour the Bids placed by us during the auction process

With regards

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

- **Sign this document and Fax at +91 - 079 - 4001 6876**



**Format of Undertaking of Authenticity for Computer hardware, software and peripherals**

We hereby undertake that all the components/parts/ assembly/software used in the Computer hardware, software and peripherals shall be original new components/parts/assembly/software from respective OEMs of the products and that no refurbished/ duplicate/ second hand components/parts/assembly/ software shall be used.

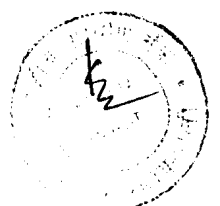
We also undertake that in respect of licensed operating system ordered by the Bank shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

In case we are found not complying with any of the above terms and conditions at the time of delivery or during installation for Computer hardware, software and peripherals, we agree to take back the materials, if already supplied and return the corresponding payment, if already made.

Authorized Signatory

Name:

Designation:



To  
 e-Procurement Technologies Ltd. (abcprocure)  
 B-705, Wall Street - II,  
 Opp. Orient Club, Nr. Gujarat College,  
 Ahmedabad - 380 006

**Sub: Final price quoted during reverse auction and price break up for Tender for Supply & Installation of Computer hardware/ software/ peripherals for opening new branches/offices as well as meeting requirements of additional hardware for existing branches/offices against the Tender No. MGBGB/01/2010-11.**

Ref : 1. MGB GRAMIN BANK Tender No. MGBGB/01/2010-11  
 2. Reverse Auction Date - **Will be advised in due course**  
 3. Our Offer No. dt.

Dear Sir,

We confirm that we have quoted Rs. ----- (Price quoted on Total cost to MGB GRAMIN BANK) as our final lump sum price during the Reverse Auction conducted today. The price break up for the same is as under:

S. No.	Description	Quantity	Amount (Rs.)
1.	Branch Server	215	
2.	Nodes (Desktops)	615	
3.	Dot Matrix Printer (24 Pin - 136 Col.)	225	
4.	Dot Matrix Printer (24 Pin - 80 Col.)	25	
5.	Network Laser Printer	215	
6.	Pass Book Printer	40	
7.	Flat Bed Scanner - A4	10	
8.	Web Camera	215	
9.	Line Printer	20	
	<b>Total*</b>		

**\*Total lowest cost for which the vendor quoted in reverse auction**

Thanking you and looking forward to the valuable order from MGB GRAMIN BANK.

Yours sincerely,

For \_\_\_\_\_

**Name:**

**Company:**

**Date:**

**Seal:**



Check List

S. No.	Documents	Attached in bid (Yes/No)
1.	Complete tender document containing 31 pages duly filled in, signed with company seal.	
2.	Servers specific make/model with designated name/number must be backed by Microsoft Certification with documentary evidence. The server model should be listed in the Windows Server Catalogue page of Microsoft's website ( <b>documentary evidence of the same should be enclosed along with the tender with exact web page address , if proof taken from there</b> )	
3.	The specific Nodes(Desktops) model quoted should be <b>Certified for Microsoft Windows</b> or <b>"Designed for Microsoft Windows</b> and the <b>documentary evidence of the same should be enclosed along with the tender</b> with exact web page address, if proof taken from there). The power supply supplied with Nodes(Desktops) should be <b>FCC or CE certified</b> (proof to be attached)	
4.	The technical documents / brochures of various products with relevant information should be attached.	
5.	In case of MNC server, an offer will be invalid if a vendor quotes for server makes/models other than the one(s) for which they are the approved vendors. <b>Vendor should submit a proof to this effect.</b>	
6.	A letter indicating acceptance of terms & conditions and confirmation regarding compliance with the technical specifications given in the enclosed Schedule of Work.	
7.	Details regarding district wise service support network of the company in Pali, Jalore, Sirohi, Bikaner, Sri Ganganagar and Hanumangarh Districts of State of Rajasthan.	
8.	The proof regarding back to back support from the OEM (Original Equipment Manufacturer) of peripherals (DOT MATRIX PRINTERS 136 Column 24 Pin, DOT MATRIX PRINTERS 80 Column 24 Pin, LASER PRINTER, PASS BOOK PRINTER, FLAT BED – A4 SCANNER, WEB CAMERA, LINE PRINTER) have been attached.	
9.	Any other documents required in the tender document have been attached.	
10.	The original Demand Draft/Banker's Cheque of EMD of Rs.10.00 lac alongwith a forwarding letter mentioning therein the tender reference submitted / mailed separately so as to reach the Deputy General Manager, State Bank of Bikaner & Jaipur, IT Services Department, Head Office, Tilak Marg, Jaipur (Raj) - 302005 well before the submission time of the technical bids i.e. 2.30 PM on 22.06.2010.	

