

E-mail: purchases.tmd@indianbank.co.in

Ref: HO/TMD/PG/340/2011-12

20.01.2012

Dear Sir,

Sub: Request for Quotation (RFQ) for supply, installation and maintenance of 15 Nos. of All in One PC.

We are interested in procuring PCs for our Corporate Office, Chennai.

The specification of PC is given in PART I. Commercial quote details to be submitted are given in PART II. Both the formats are attached herewith.

Eligibility Criteria:

1. The vendor should be a limited Company (Submit certificate of incorporation)
2. The vendor should be in existence for three years in India (Submit certificate of incorporation)
3. The vendor should have a service center in Chennai (Address and Contact details to be provided)
4. The vendor should submit Manufacturer's Authorisation Form from the OEM mentioning the warranty period of three years (format enclosed).

Procedure for submission of proposal:

The quote shall be submitted in two parts (Part-I & Part-II) sealed in separate envelopes and both the envelopes should be kept in one sealed envelope. All the envelopes should bear the name of the firm / company. The outer envelope should be marked "**Quote for supply, installation and maintenance of 15 Nos. of All in One PC for our Corporate Office, Chennai due on or before 07.02.2012 at 04.00 P.M.**" addressed to,

**THE ASSISTANT GENERAL MANAGER,
EXPENDITURE DEPARTMENT,
CORPORATE OFFICE, INDIAN BANK,
No.254-260, AVVAI SHANMUGAM SALAI,
ROYAPETTAH,
CHENNAI - 600 014**

and dropped in the box provided at the above address, **after noting down in the register meant for the purpose and duly authenticated by the official concerned**, so as to reach him within the time stipulated as above (i.e. **4.00P.M. on 07.02.2012**). Part-I of the quotes received **will be opened on 07.02.2012 at 04.15 P.M.** You may send your representative to participate in the opening process.

- 1) Part-I contains compliance details of the specifications for which quotation is called for, delivery period, details of service support centre, compliance to the other terms and conditions of the quote. **Technical brochure for the Model No. quoted should be enclosed to the Part I of this quote.** Non-compliance of the above will be liable for rejection. Part-I form enclosed to this letter should be duly filled, signed and kept



E-mail: purchases.tmd@indianbank.co.in

along with other documents in separate envelope marked **"Part I - Technical Bid - "Quote for supply, installation and maintenance of 15 Nos. of All in One PC for our Corporate Office, Chennai due on or before 07.02.2012 at 04.00 P.M."** Only the enclosed form should be used for Part I and Part II. Hardware and Software which meet the specifications should alone be quoted.

- 2) Part-II shall indicate the total price (amount only) inclusive of all Taxes, Levies, Delivery, Installation, Insurance, Warranty etc. Part-II form should be duly filled in, signed and kept in a separate envelope marked **"Part II - Price Schedule - "Quote for supply, installation and maintenance of 15 Nos. of All in One PC for our Corporate Office, Chennai due on or before 07.02.2012 at 04.00 P.M."**
- 3) Part I & Part-II are to be submitted in original, duly signed by the authorised signatory/signatories under the seal of the company in every page. No column shall be left blank. Any correction should be authenticated by the same signatory/signatories under his/her/their full signature. If false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions and specifications, the quote will be liable to be rejected without any reference. The price quoted should be unconditional.
- 4) The free on-site comprehensive warranty should be for a minimum period of 36 months from the date of installation. After warranty period of 36 months AMC for 4th and 5th year may be fixed at mutually agreed terms.

5) Evaluation Criteria

I. General evaluation

1. The Bank (Purchaser) will examine the quote to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed and whether the quote is generally in order.
2. Arithmetical errors will be rectified on the following basis.
 - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
 - b. If there is a discrepancy between words and figures, the amount in words will prevail. If the Supplier does not accept the correction of the errors, its quote will be rejected.
3. The Bank (Purchaser) may waive any minor informality, non-conformity, or irregularity in a quote which does not constitute a material deviation.
4. Prior to the detailed evaluation, the Bank (Purchaser) will determine the substantial responsiveness of quote document. For purposes of these Clauses, a substantially responsive quote is one which confirms to all the terms and conditions of the quote Documents without material deviations.

II. Technical evaluation

The bidder should meet all the eligibility criteria stipulated in the quote.

The PC offered should meet all the technical specifications as stipulated in the quote (Part- I).



E-mail: purchases.tmd@indianbank.co.in**III. Commercial evaluation**

- i. The Bank will open Part II (Commercial) of the quote after evaluation of Technical quote - Part I and on conformity to the specifications and qualification criteria after giving due notice to the technically qualified vendors.
- ii. The comparison of prices among the vendors shall be between the Total price quoted inclusive of all Taxes, Warranty, Installation charges and Duties of the goods offered (exclusive of Octroi and Entry Tax, if any)

6) Purchaser's right to accept quote and to reject a quote:

The Bank (Purchaser) has the right to accept or reject quotation/s or cancel the tender at its sole discretion without assigning reason therefor.

7) Negotiation

The Bank reserves the right to further negotiate under exceptional circumstances on the price offered, with the L1 vendor.

8) Installation

The Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between hardware units and connecting to power supplies. The Supplier shall test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites. Data/electrical cabling will be done by the Bank (Purchaser). Supplier has to provide the power cables required to install the systems being supplied.

9) Force Majeure

- i. The Supplier 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.
- ii. For purposes of this clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- iii. If a Force Majeure situation arises, the Supplier shall promptly notify the Bank (Purchaser) in writing of such condition and the cause thereof. Unless otherwise directed by the Bank (Purchaser) in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Other Terms and Conditions

- 1) 3 Years onsite comprehensive Warranty Support The support should be provided by vendor directly in the location of installation of the hardware and software during Warranty.
- 2) Any other devices, software required to operationalise the PCs is to be provided without any financial implications.



E-mail: purchases.tmd@indianbank.co.in;

- 3) Make and Model of the PC should be furnished. **The Wireless Keyboard, Wireless Mouse and PC should be of the same colour.**
- 4) The Vendor has to install/reinstall all the hardware, operating system and other software supplied under this quote during the Warranty period.
- 5) Vendor has to provide technical documents, brochure etc for all the items quoted to prove future scalability requirements
- 6) Documentation of installation has to be provided after successful installation.
- 8) **Training:** For each Hardware and Software components installed, the Supplier is required to train the designated Bank's technical personnel to enable them to operate effectively.
- 9) **Delivery:** Delivery of the components within **four weeks** from the date of purchase order and installation to be completed within **one week** from the date of delivery of the components. If the PCs are not delivered in time, Bank has the right to cancel the order.

10) Place of Delivery:

Indian Bank
Corporate Office
Technology Management Dept.,
No. 254-260 Avvai Shanmugam Salai
Royapettah
Chennai 600014.

11) Installation & Payment:

100% payment will be made within 15 days on delivery and installation of equipment and submission of Invoice copy and Proof of delivery duly counter signed by the purchaser/purchaser representative and Original of Storage cum erection policy and Installation Certificate by the Supplier, duly counter-signed by the Purchaser/ purchaser representative. (Payment is subject to submission of Performance Security)

12) **Insurance:** The goods are to be insured by Supplier with Bank's name for an amount equivalent to 110% of the invoice value for Transit. The Supplier should also insure the goods for the invoice value under Storage Cum Erection Policy till three months from the date of delivery.

13) **Warranty:** Onsite comprehensive Warranty should be provided for a period of three years for all the hardware and software supplied from the date of installation by the vendor.

14) **Liquidated damages:** If the Supplier fails to deliver any or all of the Goods or to perform the Installation Services within the period(s) specified in this order, for reasons solely attributable to the Supplier, the Bank shall, deduct from the relevant order price, as liquidated damages, a sum equivalent to 0.5% of the invoice price for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10% of the invoice price of the delayed Goods. Once the maximum is reached, the Purchaser may consider termination of this order.

15) **Acceptance of Purchase Contract:** Vendor has to submit the acceptance of the purchase contract within 7 days from the issue of purchase contract, duly signed by the authorized signatory.

16) **Indemnity :** The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.



E-mail: purchases.tmd@indianbank.co.in

17) **Performance Security:** Within 10 (ten) days of acceptance of the order, the seller shall furnish to the Purchaser the performance security equivalent to ten (10%) percent of the order amount in the form of a Bank Guarantee from a Scheduled commercial bank for a period of thirty eight(38) months.

The performance security amount shall be payable to the Purchaser as compensation for any loss resulting from the vendor's failure to complete its obligations under the contract by way of invocation by the Purchaser.

18) **Jurisdiction:**

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

19) **SETTLEMENT OF DISPUTES:**

1. If any dispute or difference of any kind whatsoever shall arise between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
2. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
3. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

- a. In case of dispute or difference arising between the Purchaser and a domestic Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which appointment shall be final and binding on the parties.
- b. If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Foreign Supplier as well as Indian Supplier, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.



E-mail: purchases.tmd@indianbank.co.in;

- c. Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- d. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.
- e. Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

Notwithstanding any reference to arbitration herein,

- i) the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- ii) the purchaser shall pay the supplier any monies due to the supplier.

20) **Awarding of Contract:** The Purchase Contract will be awarded to L 1 Vendor.

21) Vendor has to furnish compliance statement as per Banks format which is PART I and Part II of this Quote. If it is not furnished as per banks format which is the PART I and Part II of this quote, then the quote (Part II) will not be considered for further evaluation.

22) All the pages of PART I and PART II should bear company seal and signature of authorised official of the company.

23) All other terms and conditions not specifically mentioned in this document are applicable as per the standard conditions accepted by you at the time of your empanelment.

Yours faithfully,


ASSISTANT GENERAL MANAGER (TMD)



PART-I

Date:

The Assistant General Manager

Corporate Office,
Expenditure Department,
Indian Bank,
No. 254-260, Avvai Shanmugam Salai
Royapettah
Chennai 600 014.

Dear Sirs,

Sub: Request for Quote (RFQ) for supply, installation and maintenance of 15 Nos. of All in One PC for our Corporate Office, Chennai.

Ref: HO/TMD/PG/340/2011-12 dt. 20.01.2012.

@@@@@

Referring to your above **Request for Quote (RFQ)**, we submit the compliance details of the specifications given below:

Sl.No.	Particulars	Complied/Not Complied with relevant details
1	The vendor should be a limited Company (Submit certificate of incorporation)	
2	The vendor should be in existence for three years in India (Submit certificate of incorporation)	
3	The vendor should have a service center in Chennai (Address and Contact details to be provided)	
4	The vendor should submit Manufacturer's Authorisation Form from the OEM mentioning the warranty period of three years.	

1. All in One PC Specification

Make: DELL/HP/LENOVO

Model:

S No.	Specification	Complied /Not Complied with relevant details
1.	CPU Intel Core i3 -2 nd Generation Processor with 3 GHz or above	Model:
2.	3 MB L3 Cache or above	Cache:
3.	Mother Board - Intel 67 chipset or above	Chipset Model:
4.	Memory - 4 GB DDR3 1333MHZ RAM	
5.	Display - 20" or above Widescreen Full HD(1920X1080) display	
6.	Hard Disk - 500GB SATA or above Hard Disk with 7200 RPM	
7.	Integrated HD Graphics 2000	
8.	Minimum of 4 USB Ports	



S No.	Specification	Complied /Not Complied with relevant details
9.	DVD+/-RW drive- Internal	
10.	Ethernet Card - Integrated 10/100/1000 MBPS	
11.	Integrated Speaker, Webcam and Microphone	
12.	OS to be Loaded Windows 7 Professional 64 bit with license and Media to be provided	
13.	Wireless Keyboard and Mouse	
14.	Comprehensive onsite Warranty for 3 years	
15.	Power Adapter compatible to Indian Environment	

The Wireless Keyboard, Wireless Mouse and PC should be of the same colour.

We are agreeable to the terms and conditions in the covering letter No. HO/TMD/PG/340/2011-12 dated 20.01.2012.

List of deviations from the required specifications:

- 1)
- 2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We agree for the delivery period of systems and installation as per your above letter.
We agree to the terms of payment mentioned in your letter.

We offer a warranty period of 36 months for all the hardware and software from the date of installation/satisfactory commissioning.

We agree for insuring the systems covering transit risk and also storage cum erection risk for a period of three months from the date of delivery at the destination.

We submit that we shall abide by your Standard terms and conditions governing the quotations and Warranty mentioned in your letter.

We confirm that the equipments quoted meets the Technical Specification mentioned in the bid.

We confirm that we comply with the qualification criteria of the bidding document.

We submit that the details given above are true to the best of our knowledge.

For

Office Seal
Place:
Date:



(Authorised Signatory)
Name:
Designation:
Mobile No:
Business Address:
Telephone No:
(at Chennai)
E-mail ID:

PART-II

Commercial Quote for 15 Nos. of All in One PC

Date:

The Assistant General Manager
Corporate Office,
Expenditure Department,
Indian Bank,
No. 254-260, Avvai Shanmugam Salai
Royapettah
Chennai 600 014.

Dear Sirs,

Sub: Supply, installation and maintenance of 15 All in One PCs at our Corporate Office, Chennai.
Ref: HO/TMD/PG/340/2011-12 dated 20.01.2012.

Referring to your above letter calling for quotations, we submit hereunder the price quote for supply, installation and maintenance of hardware and software as per the specifications given in Part-I.

Price of the systems:

S No	Item Description	Unit Price inclusive of all Taxes, delivery, installation charges etc with 3 years warranty (Rs.) (a)	Qty (b)	Total price of the systems inclusive of all Taxes, delivery, installation charges etc with 3 years warranty (Rs.) (c= a * b)
1	PCs: As per the specification mentioned in Part-I. Make: Model:		15 Nos.	

Total Amount in words: Rupees _____

We submit that we shall abide by the details given above and the conditions given in your above letter.

For

Office Seal
Place:
Date:

(Authorised Signatory)

Name:
Designation:
Mobile No:
Business Address:
Telephone No:
(at Chennai)
E-mail ID:



MANUFACTURER'S AUTHORIZATION FORM

No. _____ dated
To

Dear Sir:

BID REF. No. HO/TMD/PG/340/ 2011-12

We _____ who are established and reputable manufacturers of _____ (*name & descriptions of goods offered*) do hereby authorise M/s _____ (*Name and address of bidder*) to submit a bid, and sign the contract with you for the goods manufactured by us against the above bid.

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

Yours faithfully,

(Name)
(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder should include it in their bid.

