



# Procurement of 150 New Computer Systems

RFP for Supply, Installation, Commissioning & Support

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# 1 Introduction

CITIZENCREDIT Co-operative Bank Ltd (CCBL) is a leading Multi-State Co-operative Bank having a Working Capital Base of > Rs. 3,900 crores. CCBL has a presence in the state of Maharashtra with 46 branches covering the cities of Mumbai, Navi Mumbai, Palghar, Thane, Pune & Nashik .The bank has a strong foothold and patronized in these areas. CCBL serves the state of Goa through 5 branches, strategically located in major cities across the state. The other areas covered include the Union Territory of Daman.

# 2 Objective

The purpose of this RFP is to invite bids from vendors for supply, installation, configuration and support of Desktops for CCBL as per Scope of Work and Technical Specifications mentioned in this document.

Cost of the Bid Document is INR 5000/-

# 3 Scope of Work

<b>1</b>	Supply, installation, configuration and operationalization of the PC's (Quantity of items are mentioned in Annexure –1). This includes Preloaded/Installation of Windows 11 Professional OEM licensed Operating system, configuration of IP Address, configuration of peripheral devices such as printers and scanners, configuration/adding to CCBL domain, Antivirus will be provided by Bank and installed by vendor, installation of Antivirus agent and Browser configuration for applications including Core Banking Software with the support and guidance from CCBL IT team, and installation and configuration of OS patch updates as and when required. The required softwares and media shall be obtained from CCBL. Maintenance of the supplied equipment for a period of 5 years onsite comprehensive warranty/support (including hardware and Operating System) with back to back support from the OEM followed by 3 years AMC.
<b>2</b>	On-site comprehensive warranty -The Bidder should maintain the system during warranty period. During the warranty period, the Bidder is bound to do all hardware spares replacement and Operating System restoration activities and basic configurations without any extra cost to CCBL covering all parts & labour from the date of acceptance of the systems by CCBL at the respective locations. Bidder shall carry/avail OS Media and OS device drivers of supplied hardware for the restoration during support period.
<b>3</b>	The Bidder shall deliver PCs at the respective locations (CCBL Branch list in Annexure–1) as per the Delivery Schedule on receipt of the Purchase Order from the CCBL.
<b>4</b>	Bidder should copy user data from existing PC to new PC's Hard disk and should erase the data by formatting the existing Desktop's Hard disk. The bidder should ensure that all

	data have been copied to the new PC(s); this will be subject to confirmation by the Branch/Office users. The bidder should certify that all data in the replaced PCs have been erased and cannot be recovered by other means. The bidder should also certify that the copies of such data are not retained with them.
<b><u>5</u></b>	All necessary connecting cables (Except network and printer cables) and other accessories need to be provided by the bidder at their own cost.
<b><u>6</u></b>	During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered/not as per the specification/are damaged etc., the bidder or their engineer/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered.
<b><u>7</u></b>	The successful bidder will coordinate with the respective Branches/ Administrative office Network Department in respect of installation.
<b><u>8</u></b>	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items during the warranty / AMC period.
<b><u>9</u></b>	The Bidder shall provide all other required equipment and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.
<b><u>10</u></b>	The Successful bidders shall provide onsite service/support on all working days including Saturdays (08:00 a.m. to 08:00 p.m.) during the warranty / AMC period.
<b><u>11</u></b>	The Successful bidders should ensure to resolve any problem reported as per the resolution/response time mentioned in the RFP. Co-ordination with the OEMs in this regard will be the responsibility of the bidders. Violation of resolution/response timelines shall attract penalty as mentioned in this RFP.
<b><u>12</u></b>	The Bidder should maintain a help desk/portal to log the call through telephone/online. Call also shall be logged internally via email to CCBL Network Department. The report from the Bidder for all the calls pending, attended and based on time period mentioned to resolve the call logged will be used calculate the penalty mentioned in the RFP.
<b><u>13</u></b>	CCBL shall shift the PCs to any locations which are specified in the CCBL location– bidder obliged to extend the warranty/support in shifted location.
<b><u>14</u></b>	Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to CCBL. The Asset Tags so printed by the successful bidder must have details like warranty/AMC validity, call logging no., e-mail id etc. The asset tag details for the Hardware would be mutually decided by the CCBL and the successful bidder
<b><u>15</u></b>	Bidder should also provide Escalation matrix for Support, Technical, Project related issues
<b><u>16</u></b>	Following free or open source Software are also required to be loaded in the PCs: Mozilla Firefox, Java, JDK, Adobe Reader, Open Office, 7 Zip, Google Chrome, Printer/Scanner drivers, Microsoft Edge
<b><u>17</u></b>	The successful bidder must agree to a rate-lock for procurement of 150 new systems within a period of 6-8 months which starts post the date of delivery of the first set of systems.

## 4 Installation & Commissioning

Delivery and Commissioning of the PCs will be at locations listed, within 2 weeks from the date of release of PO.

Acceptance Installation Report (IR) should be submitted after complete implementation of each branch location.

The report shall include the restoration of user data and deletion of old PC's data.

CCBL will take over the system on successful completion of necessary acceptance test.

## 5 Warranty & Support

- The Bidder to represent and warrant that all licenses/hardware/other deliverables, delivered /rendered under and in accordance with this Contract shall have no defect, arising from design or from any act, error/defect or omission of the Bidder.
- The Bidder will do a Factory replacement for out of box failures which occur within the first 30 days
- The minimum warranty period shall be the period of five years (5) from date of installation. The Warranty will start after completion of installation at all sites as mentioned in Scope of Work and only PCs that are not installed due to the reasons explicitly of/from CCBL may be exempted from this with the approval from CCBL. AMC for a period of three years (3) shall be provided on best effort basis after completion of the 5 year warranty period.

## 6 Replacement Policy

- DOA within 30 days (existing)
- All Hardware failures to be resolved within 48 hrs
- Standby system to be mandatorily provided
- In the event of repeated failures on three occasions the system should be permanently replaced

## 7 Security & Compliance

The System supplied to the Bank should broadly comply with the following :

- RBI IT Framework, ISO 27001, DPDP Act
- Endpoint Hardening (USB control, encryption, EDR)
- TPM 2.0 mandatory

## 8 Data Privacy

- Certified Data wipe report mandatory
- Vendor liable for Data breach during Migration
- Systems must support Bank Applications and future upgrades

## 9 Vendor Governance

The Bidder should mandatorily

- Have a Dedicated Account Manager for the CCBL
- Ensure Monthly MIS/Performance Reporting
- Ensure SLA compliance reporting
- Ensure Audit Ready Logs

## 10 Service Level Agreement (SLA) & Penalty

The successful bidder should sign a Service Level Agreement with the Bank which shall be mutually agreed.

The Bidder is expected to meet performance standards else the following penalties will be levied on the Bidder by the Bank

The Bidder shall adhere to the following timelines specified below

- Critical : 1 hr response / 4 hr resolution
- High : 2 hr / 8 hr
- Medium : 4 hr / 24 hr
- Low : 8 hr / 48 hr

Penalty for SLA breach : 1% per breach capped at 10% of contract value

### 10.1 Delivery delay

Delivery and Commissioning of the PCs is to be done at locations listed, within 2 weeks from the date of release of PO.

Penalty for delay in delivery (Liquidated Damages) : 0.5% per week of delay

## 11 Training

Post I&C of the Systems, the successful Bidder should conduct a Basic User Training at branches/locations where the Systems are supplied.

## 12 Support- Terms & Conditions

The Successful bidders shall provide service/support on all working days except Sundays (8.30 AM to 8.00 PM.). The Bidders should submit a list of helpdesk addresses, contact person & the resolution/response matrix for these locations.

### 12.1 Local Support

The bidder should be capable of meeting the service & support standards as specified in this RFP. The bidder shall provide Warranty and AMC support during office Hours on all Bank Working days of the year for all the locations.

### 12.2 Terms & Conditions of Bidding Firms

The bidders are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.

## 13 Bidder's Eligibility Criteria

### 13.1 Technical Bid

#### **Annexure I**

Only Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by any/ all the required documents supporting eligibility criteria, the same are liable for rejection:

Sr. No.	Eligibility Criteria	Compliance (Yes/ No)	Documents to be submitted
1	The bidder should be a registered company and having legal existence in India for last 5 years.		Certificate of incorporation and certificate of commencement obtained from Registrar of Companies
2	In case of any acquisition/ merger / takeover of the service provider / solution provider, it is the responsibility of the acquiring/amalgamating entity to continue the services during the contract periods and serve the extension period as specified.		Self declaration
3	The bidder may be either an OEM or an Authorized Partner or System Integrator of the OEM (Original Equipment Manufacturer) whose product they are proposing. In case the OEM does not deal directly then an OEM may bid through their Authorized Service Partners or System Integrator.		Manufacturers Authorization letter from OEM in favor of Bidder.
4	The bidder must be OEM or Authorized partner of the OEM for the last three years in the Desktop/Laptop products.		Relevant certificate from OEM with year of partnership started.
5	The bidder should have a minimum annual turnover of Rs. 5 crores (not inclusive of turnover of associate companies or associate business) and should have achieved profit after tax on these 3 financial years.		Audited financial balance sheets certified by the Chartered Accountant
6	The bidder should not have been black listed by any financial institutions / banks / IBA in India during the last 5 years and as on date of submission of bid.		Letter from Company secretary/ Chartered Accountant in practice External auditor to substantiate the claim
7	The bidder should have its own technical support center in Mumbai and should be capable of offering Technical Support at Goa, Daman, Nashik and Pune(47 Branches/locations)		Self declaration

Photocopies of the documents/ certificates duly stamped and signed must be submitted in support of claims made by the bidder to prove their eligibility. The bank reserves the right to verify / evaluate the claims made by the bidder independently. The decision of the bank in this regard shall be final.

## 13.2 Commercial Bid

### Annexure II

Commercial offer –Desktops PCs with specification mentioned in this RFP (To be submitted in a sealed cover after the technical round, if the bidder is shortlisted) will be availed across a 6-8 month period

<b>Asset</b>	<b>Desktop</b>
<b>Processor</b>	Intel Core i5-12 <sup>th</sup> Gen or higher
<b>RAM</b>	8 GB
<b>Storage</b>	512 GB SSD
<b>Screen</b>	19.5" Display
<b>OS</b>	Windows 11 Professional
<b>Mouse &amp; Keyboard</b>	Yes
<b>Estimated Quantity</b>	150
<b>Warranty + AMC</b>	5 Years warranty with Comprehensive Onsite Support followed by 3 years AMC
<b>OEM</b>	HP/Dell/Lenovo

## 14 Instructions to Bidders

- Bidders are advised to submit their Technical bid as detailed in Annexure I and Commercial bid as detailed in Annexure II in separate sealed envelopes.
- Bidders to submit their technical and commercial quote/bid on or before **18 Apr 2026** in separate sealed envelopes at or before 3 pm at the IT Department.

Address for submission:

The Managing Director & CEO  
 CITIZENCREDIT CO-OPERATIVE BANK LTD.  
 CITIZENCREDIT CENTRE  
 CTS No. 236, Marve Road, Orlem,  
 Malad (West), Mumbai - 400 064

- The bids should be marked/addressed to the Managing Director & CEO of the Bank and envelopes should indicate 'Technical Bid' or 'Commercial Bid', as applicable.
- The sealed envelopes containing technical bids will be opened first by the Tender committee of the Bank at **4 pm on 18 Apr 2026**

In case technical bids are not matching with the Bank requirements (Annexure-I) then the bid(s) are liable for rejection. The Tender committee's decision will be final and any bid(s) may be rejected on Technical/other grounds.

- Subsequently, commercial bids will be opened on the same day i.e. **18 Apr 2026** only in respect of qualified Technical bidders.
  
- Bid shall remain valid for 8 months from last date of submission of bid prescribed by CCBL.
  
- Errors, if any, in the bid quote/breakup format will be rectified as under:
  - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
  - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
  - (c) If the vendor has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
  - (d) The Bidder should quote for all the items/services desired in Annex I. In case, prices are not quoted by any Bidder for any specific product and/ or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, the Bank reserves the right to reject all such incomplete Bids.
  - (e) Any other change in the bid other than above will not be considered for rectification.
  
- Your representative may be present at the above premises of the Bank at the time of opening of technical bids. Further presence for the opening of commercial bids will be restricted to the qualified bidders only.
  
- The Bidder shall bear all the costs associated with the preparation and submission of their bid. CCBL will not be responsible to reimburse the Bidder (whether successful or unsuccessful) for any costs or expenses incurred by the Bidder in connection with this RFP.
  
- Bidder should submit the bid strictly as per RFP failing which bid will be rejected as non-compliant
  
- CCBL reserves the right to cancel the RFP process any time before or after the submission of Bids without assigning any reasons. CCBL will not be liable to reimburse the costs incurred by the Bidders towards Bid preparation.

- In case the Bidder wants to store Inventory, vendor to bear the cost for any damage

## 15 Award of Contract

### 15.1 Right to Vary Quantities at the time of Award

At the time the Contract is awarded, CCBL reserves the right to increase or decrease the quantity of the Desktops PCs and Related Services originally specified in Bid document, provided this does not exceed the 10%, and without any change in the unit prices or other terms and conditions of the Bid and the Bidding Document.

### 15.2 Notification of Award

Prior to the expiration of the period of bid validity, CCBL shall notify the successful Bidder, in writing, that its Bid has been accepted.

Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.

### 15.3 Signing of Contract

Promptly after notification, CCBL shall send to the successful Bidder the Agreement.

Within fifteen (15) days of receipt of the Agreement, the successful Bidder shall sign and return it to CCBL.

### 15.4 Performance Security

Within twenty (20) days of the receipt of notification of award from CCBL, the successful Bidder shall furnish the Performance Security in the form of a Bank Guarantee equal to 10 % of the total Bid. The Bank Guarantee Performance security to be valid for a period of contract including the warranty period.

Failure of the successful Bidder to submit the Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Earnest Money Deposit (EMD). In that event

CCBL may award the Contract to any other Bidder whose offer is substantially responsive and is determined by CCBL to be qualified to perform the Contract satisfactorily.

## 15.5 Advance Payment & Security

The Employer will provide a Mobilization advance of 5% on the Capital cost against Bank Guarantee (The advance payment will be paid to the Contractor no later than 30 days after fulfillment of the above condition).

## 16 Disclaimer

The information contained in this Request for Proposal (“RFP Document”) or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Citizencredit Coop Bank Ltd is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is neither an offer. The purpose of this RFP is to provide applicants who are qualified to submit the bids (“Bidders”) with information to assist them in formulation of their proposals (“Bids”). This RFP does not claim to contain all the information each Bidder may require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Bank makes no representation or warranty, express or implied, and shall incur no liability whatsoever under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

The information contained in the RFP document is selective and is subject to update, expansion, revision and amendment. Citizencredit Coop Bank Ltd does not undertake to provide any Bidder with access to any additional information or to update the information in this RFP or to correct any inaccuracies therein, which may become apparent. Citizencredit Coop Bank Ltd reserves the right of discretion to change, modify, add to or alters any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be intimated or made accessible to all Bidders. Any information contained in this document will be superseded by any later written information on the same subject made available/accessible to all recipients by Citizencredit Coop Bank Ltd

Information provided in this RFP is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement

of law. Citizencredit Coop Bank Ltd does not own any responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

Further, Citizencredit Coop Bank Ltd also does not accept liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP Citizencredit Coop Bank Ltd reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of Citizencredit Coop Bank Ltd shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process. It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website for any changes / development in relation to this RFP.

The Bidder must provide a 'Fixed Cost Provision', wherein if Citizencredit Coop Bank Ltd states that it wants to acquire new computer systems in the future, they shall be provided at the cost which was decided in the final quotation or the current price at that time, whichever is lower.