

Request for Proposal
PCs Supply, Installation and Support for Branches.



CITIZENCREDIT CO-OPERATIVE BANK LTD

CITIZENCREDIT CO-OPERATIVE BANK LTD.

CITIZENCREDIT CENTRE

CTS No. 236, Marve Road, Orlem,

Malad (West), Mumbai - 400 064

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1. Background

CITIZENCREDIT Cooperative Bank (CCB) is a leading Multi-State Co-operative Bank having a Working Capital Base of over Rs. 3,500 crores. The Bank has spread its wings across different states. CCB has a major presence in the state of Maharashtra with 46 branches covering the cities of Navi Mumbai, Palghar, Thane, Pune, Nashik and Mumbai. The bank has a strong foothold and patronized in these areas.

CCB serves the state of Goa through 5 branches, strategically located in major cities of the state. The other areas covered include the Union Territory of Daman which has been on our site map since 1999.

2. Objective of this RFP

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

3. RFP Disclaimer

1. 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.

2. 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.

3. 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

4. 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.
5. 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.

4. Scope of Work

<u>1</u>	Supply, installation, configuration and operationalisation of the PC's (Quantity of items are mentioned in Annexure –1). This includes Preloaded/Installation of Windows 11 Professional Operating system, configuration of IP Address, configuration of peripheral devices such as printers and scanners, configuration/adding to CCB domain, installation of Antivirus agent and Browser configuration for applications including Core Banking Software with the support and guidance from CCB IT team, and installation and configuration of OS patch updates as and when required. The required softwares and media shall be obtained from CCB. Maintenance of the supplied equipment for a period of 3 years onsite comprehensive warranty/support (including hardware and Operating System) with back to back support from the OEM followed by 3 years AMC.
<u>2</u>	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 extra cost to CCB covering all parts & labour from the date of acceptance of the systems by CCB at the respective locations. Bidder shall carry/avail OS Media and OS device drivers of supplied hardware for the restoration during support period.
<u>3</u>	The Bidder shall deliver PCs at the respective locations (CCB Branch list in Annexure–1) as per the Delivery Schedule on receipt of the Purchase Order from the CCB.

<u>4</u>	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 bought back 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.
<u>5</u>	All necessary connecting cables (Except network and printer cables) and other accessories need to be provided by the bidder at their own cost.
<u>6</u>	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.
<u>7</u>	The successful bidder will coordinate with the respective Branches/ Administrative office Network Department in respect of installation.
<u>8</u>	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items during the warranty / AMC period.
<u>9</u>	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.
<u>10</u>	The Successful bidders shall provide onsite service/support on all working days (08:30 a.m. to 08:00 p.m.) during the warranty / AMC period.
<u>11</u>	The Successful bidders should ensure to resolve the problem as 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.
<u>12</u>	The Bidder should maintain a help desk/portal to log the call through telephone/online. Call also shall be logged internally via mail to CCB 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.
<u>13</u>	CCB shall shift the PCs to any locations which are specified in the CCB location– bidder obliged to extend the warranty/support in shifted location.
<u>14</u>	Successful bidder will be responsible for affixing asset tags and complete inventory details of each hardware equipment supplied to the CCB. The Asset Tags so printed by the successful bidder must have the bidder's logo along with other 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 CCB and the successful bidder

15	Bidder should also provide Escalation matrix for support, technical, project, etc.
16	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, Internet Explorer 11
17	The successful bidder must agree to a rate-lock for procurement of 300 new systems (100 systems to be procured in each lot) within 12 months which starts post the date of installation of the first set of systems.

5. EXPECTED COMMISSIONING TIME

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.

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

6. INSTRUCTION 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 **September 25th, 2023** in separate sealed envelopes at or before 5 pm at the IT Department.

Address for submission:

**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 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 **3 pm on September 27th 2023**.

- 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 at **5 pm** on the same day i.e. **September 27th 2023** only in respect of qualified Technical bidders.
- Bid shall remain valid for 12 months from last date of submission of bid prescribed by CCB.
- Errors, if any, in the bided 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. CCB 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
- CCB reserves the right to cancel the RFP process any time before or after the submission of Bids without assigning any reasons. CCB will not be liable to reimburse the costs incurred by the Bidders towards Bid preparation.

7. WARRANTY & SUPPORT

- The Bidder to further represents and warrants 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 minimum warranty period shall be the period of three years (3) 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 CCB may be exempted from this with the approval from CCB. AMC for a period of three years (3) shall also be provided after completion of the 3 year warranty period.

8. SUPPORT –TERMS AND CONDITIONS

The Successful bidders shall provide service/support on all working days except bank holidays (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.

8.1 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 [if contracted] during office Hours on all Bank Working days of the year for all the locations.

8.2 TERMS & CONDITIONS OF THE BIDDING FIRMS

The bidding firms 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. The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation of tender are not acceptable to them.

9. BIDDER'S ELIGIBILITY CRITERIA

9.1 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 and the participating entity 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 bidders responsibility 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 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 turnover of Rs. 15 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/ External auditor to substantiate the claim
7	The bidder should have its own technical support center in Mumbai		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.

9.2 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 in lots of **100 systems each**.

<u>Asset</u>	<u>Desktop</u>
Processor	Intel Core i5-12 th Gen
RAM	8 GB
Storage	512 GB SSD
Screen	19.5" Display
OS	Windows 11 Pro
CD Drive	Yes
Mouse & Keyboard	Yes
Estimated Quantity	300
Warranty + AMC	3 Years warranty with Comprehensive Onsite Support followed by 3 years AMC

10. ACKNOWLEDGMENT

(Bidder to submit their acknowledgment on such document prior to Tender submission)

I, _____ hereby declare that the above process is acceptable to us.

Signature

Name and Seal of the Company

Date: