



ANDHRA PRADESH GRAMEENA VIKAS BANK

Head Office :: WARANGAL
(A Government of India Undertaking)
(Sponsored by State Bank of India)

Planning & Development Department & IT Cell

REQUEST FOR PROPOSAL (RFP)

Tender No.: 10 Date: 20.12.2017

Procurement of

1. Personal Computers – Desk Tops
2. Server Systems

for
Various Branches/Offices

Tender Cost – Rs.3000/ – Download from www.apgvbank.in

EMD Rs.6,00,000/-

Last date of receipt of tenders: 09.01.2018 up to 1.00 PM

General Manager-1

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I. Invitation for Tender

Andhra Pradesh Grameena Vikas Bank, Head Office, Warangal, (APGVB) invites offers in THREE sealed envelopes, viz;

1. EMD (Ernest Money Deposit)
2. Technical Bid
3. Commercial Bid (Indicative)

from eligible, reputed manufacturers and/or their authorized dealers/agents of good track of providing after sales service, for supply & installation as given below:

S.No	PROCUREMENT CATEGORY	Quantity
1	Personal Computers – Desk Tops	255
2	Servers	25

For supply & installation at various Regional Offices/Branches/Offices of the **Bank** located in the districts of Andhra Pradesh & Telangana State as described in this document. The details are given below:

Tender Reference	No.10/2017-18 dated 20.12.2017	
Tender Cost (Not Refundable)	Rs.3000/-	in the form of Demand Draft favouring Chairman, Andhra Pradesh Grameena Vikas Bank
Earnest Money Deposit (EMD)	Rs.600000/-	
Tender document available from	20.12.2017 in Bank's website – www.apgvbank.in	
Correspondence for any Technical Enquiry (IT Cell, Hyderabad)	1. S Pradeep Varma -7382297158 2. Shiva Kumar - 9440903967 3. Email: cmit@apgvbank.in	
Last date for Clarifications, if any	30/12/2017	
Mode of receipt of tenders	1. Tender Box placed at 4 th Floor at Head Office 2. Courier or Post 3. To Officers seated in P&D Department at HO K.Kishan Rao, Manager – Contact - 7382297156 K.Ram Reddy, Sr.Manager – Contact - 9440663873	
Date and time of opening Bids/Offers	On 09.01/ 01/2018 at 03:00 PM	
Place of Opening of Bids/Offers	FOURTH FLOOR Andhra Pradesh Grameena Vikas Bank Head Office, H.No.2-5-8/1, 4 th Floor, Ram Nagar, Hanmakonda, Warangal Urban District I – 506 001 Telangana State	
Address for Communication	General Manager (I) Andhra Pradesh Grameena Vikas Bank, Head Office, H.No.2-5-8/1, Ram Nagar, Hanmakonda, Warangal Urban District- 506001 Telangana State	
Contact Telephone Numbers	Phone: 0870-2577766 K.Kishan Rao, Manager – Contact - 7382297156 K.Ram Reddy, Sr.Manager – Contact - 9440663873	

Email ID	Email: cmit@apgvbank.in
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II. PROCESS OF TENDER:

Clarifications, if any, should be submitted to the Bank before the date mentioned above. The queries may also be asked over phone or sent to the mailbox cmit@apgvbank.co.in.

Bids received shall be opened in the presence of the representatives of the vendors who attend the opening of Tender on the date and time specified above.

The PROCUREMENT is through **REVERSE AUCTION** for purchase of a tentative quantity of 25 Servers & 255 Personal Computers / Desk Tops. The quantity is subject to change of + or - 25%.

The Tender Process shall start in the following sequence:

I. ENVELOPE - 1:

1. **Tender Cost: Rs.3000/-** - Non refundable.
2. **EMD Envelope:** Should enclose Demand Draft in original for **Rs.6 lakh** favouring Andhra Pradesh Grameena Vikas Bank, payable at Warangal.
3. **Any Tender NOT accompanied with the EMD or Tender Cost will not be processed further**

II. ENVELOPE - 2:

1. **Technical Bid/Offer:** This envelope should contain all the requirements of Technical Specifications, Terms and Conditions, various formats and proforma for submitting the offer described in this tender document and its Annexures, duly signed by the competent authority under their seal/stamp on all pages.
2. All documents enclosed should be chronologically/serially numbered and arranged.

III. ENVELOPE - 3:

Indicative Commercial/Price Bid/Offer : This envelope should contain the price bid on the **Annexure - F** specifically provided in this tender.

All the above **THREE** envelopes should be enclosed in another big, single envelope

4. The **REVERSE AUCTION** shall be resorted to after taking into consideration the Technical Bids & indicative Commercial Bids and the short listed bidders shall be advised of the **Service Provider**, who shall provide the business rules and all necessary training and assistance before commencement of online bidding on internet.

IV. REVERSE AUCTION:

5. The **Service Provider** shall be advised of the "**Start Value**" and the "**Decrement Value**" by the Bank for conducting the **Reverse Auction** as the subsequent procedure for the tender and evolving the "**Closing Price**" or **L-1 price** and the **L - 1 vendor**.

NOTE

MODIFICATIONS OR CORRIGENDUM TO THIS TENDER DOCUMENT

Any modifications or corrigendum to this tender document that may require after floating this tender shall be uploaded to the same website address, i.e., www.apgvbank.in, on any day before closure of the tender.

The aspiring vendors may visit the website till the last day of tender for updates

INSTRUCTIONS TO VENDORS

2. BID / OFFER SYSTEM

Tender Bids/Offers (EMD + Technical BID + Commercial/Price Bid/Offer) must be submitted in a single envelope/cover, superscribed "**Tender for procurement of Personal Computers & Servers**" giving:

- Full address of the Bank given below
- Vendors' address with contact number & official email
- Reference of the Tender Number & date

on or before **01:00 PM on 09.01.2018**

**General Manager (I)
Andhra Pradesh Grameena Vikas Bank,
Head Office, Warangal,
H.No.2-5-8/1, Ram Nagar, Hanmakonda,
Warangal Urban District- 506001
Telangana State**

The envelope should be securely sealed and stamped.

Rejection of bid/offer:

Offers received after the date and time specified for receiving the offers shall be rejected.

Tender Cost & EMD, i.e., **Demand Draft should be in ORIGINAL**. No Xerox copies shall be accepted and the bid will be summarily rejected

ENVELOPE- (Technical Bid-Offer):

The Technical Bid/Offer (T.O.) should be complete in all respects and should contain all information asked for, as per **Annexure-A to E** except price information. The T.O. should be complete to indicate that all products asked for are quoted.

ENVELOPE- (Commercial Bid-Offer):

The Commercial Bid should be prepared & submitted in the **FORMAT** enclosed as **Annexure-F** to this document only duly signed by the authorized person.

2. SCHEDULE OF REQUIREMENTS & QUANTITY

This tender is for procurement of **Servers & Desk Tops** as per specifications given below:

S. No	SERVER –Dell / HP / Lenovo Quantity - 25	Unit Price Rs.
1	A) Server Type: Tower B) Processor: <i>Intel Xenon E3-1225 v5 Quad Core 3.3 GHz, 8MB 2133 MHz</i> or better C) Chipset: Intel C236 or Better D) HDD: 1TB SATA, 7.2k RPM, 3.5" Simple Swap or better E) RAM: 4 GB & 4 DIMM Slots, up to 64GB DDR4 2133MT/s, E) DVD ROM: SATA 22x or better. F) LAN CARD: 10/100/1000 Gigabit Ethernet Card Dual port, G) Ports: 6 USB ports (Front – 2 No's and back – 4 no's), 1 no – LPT (<i>On board / add on card</i>), 1 no – com port (<i>On board / add on card</i>) , H) Monitor: 18.5" LED MONITOR, I) Keyboard: USB Heavy Duty OEM Make 104 Keys Standard Key Board J) Mouse: USB Optical scroll mouse of OEM with pad K) Onsite warranty: 3Years Onsite Warranty.	x
2	<p style="text-align: center;">PERSONAL COMPUTER/DESK TOP– Dell/HP/Lenovo Quantity -255</p> <p style="text-align: center;">Personal Computer (Microsoft Certified) Without DVD RW (Copy of the Microsoft certificate should be enclosed to the technical bid at the time of each tender)</p> 1. Processor: <i>Intel Pentium Dual Core 6th Gen or better (2.3 GHz, 3MB Cache)</i> 2. Mother Board: Intel Chipset <i>H-110</i> or better 3. Memory: 4 GB DDR4 RAM Scalable up to 32 GB RAM or Higher 4. Storage: 1TB 7200 RPM SATA HDD or better 5. Monitor: 18.5" wide LED Monitor (OEM) 6. Keyboard: USB Heavy Duty OEM Make 104 Keys Standard Key Board 7. Mouse: USB Optical scroll mouse of OEM with pad 8. LAN Card: Integrated 10/100/1000 mbps Ethernet 9. Ports: 6 USB ports (Front – 2 No's and back – 4 no's), 1 no – LPT (<i>On board / add on card</i>), 1 no – com port (<i>On board / add on card</i>) , 10. Onsite Warranty: One Year onsite warranty 11. Operating System: Windows <i>10 pro</i> 12. Power Supply: 85% Higher Energy Efficient Surge Protected SMPS 13. Form Factor: Tower/Mini Tower/SFF Model	x

We agree that

- Orders can be placed for individual items as per requirement at the contracted rate.
- The items are to be supplied to the branches/offices spread **over Telangana and Andhra Pradesh**.
- All other terms and conditions as well as technical details as set out in this tender document.

Date: ____/____/20____

Place: _____

COMPANY SEAL

Signature of the authorised Signatory of the company

3. QUALIFICATION CRITERIA

Only the Vendors who meet all the qualifications mentioned in -Qualification Criteria mentioned in **Annexure - A** of this tender document, shall be eligible to finally participate in the tender.

4. TERMS AND CONDITIONS

The Terms and conditions for Vendors who participate in this tender are specified in the section named - **Annexure -B**. These terms and conditions are binding on all the Vendors. These terms and conditions will also form part of the purchase order, to be issued to the successful Vendor/s on the outcome of the tender process.

5. PLACING OF ORDERS

Orders shall be placed with the L-1 vendor for the whole lot of the requirement or in a staggered manner as and when required and shall have to be supplied and installed / commissioned as per the terms & conditions specified here in this document.

6. NON-TRANSFERABLE OFFER

This tender document is not transferable. Only the Vendor, who has downloaded the tender document, is entitled to quote/participate.

7. OFFER VALIDITY PERIOD

The Technical Bid/Offer should hold good for a period of **90** days from the date of opening of the same.

8. PROPOSAL OWNERSHIP

The proposal and all supporting documents submitted by the Vendor shall become the property of the Bank.

9. ADDRESS FOR COMMUNICATION

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

**General Manger (I)
Andhra Pradesh Grameena Vikas Bank,
Head Office, Warangal,
H.No.2-5-8/1,
Ram Nagar, Hanmakonda,
Warangal Urban District- 506001
Telangana State**

10. MODIFICATION AND WITHDRAWAL OF OFFER

The Vendors will not be allowed to modify their offer once submitted. However, the Vendors are allowed to withdraw their offers at any time before the last date and time specified for receipt of offers. No offer can be withdrawn by a Vendor after the last date and time specified for submission of offers.

11. OPENING OF OFFERS

Offers received within the prescribed closing date and time will be opened in the presence of Vendors' representatives who choose to attend the opening of the offer on the date

and time specified in this tender document or any other date which is convenient to the Bank and informed in Bank's website tender page. The Vendors' representatives present shall sign a register of attendance.

12. PRELIMINARY SCRUTINY

Offers from Vendors not meeting the qualification criteria shall be rejected.

The Bank will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether any errors have been made in the offer, whether technical documents as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether items are offered as per the tender requirements.

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

13. CLARIFICATION ON OFFERS

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all Vendors for clarifications on the offer made by them. The request for such clarifications and the Vendor response will necessarily be in writing/e-mail.

14. RATES QUOTED

The quoted prices should be **INCLUSIVE** of all taxes, duties and other charges like packing/forwarding/freight/transit insurance, installation & commissioning at the locations (**Annexure-C**) etc., for the equipment to be delivered, installed and commissioned at our specified installation site(s).

15. DOCUMENTS

The documents to be submitted along with the tender are:

- a) Tender Cost amount of Rs.3000/- (Non-Refundable)
- b) DD for EMD amount Rs.6,00,000.00
- c) Tender form set duly signed on all pages accepting the conditions
- d) Certificate of Registration copy.
- e) Financial Statement of Last 3 Years
- f) Turnover Statement of Last 3 Years
- g) Experience document/copy of supply orders.
- h) Bio-data along with Firm Address, list of Service Centers.
- i) Authorization Certificate from OEM.
- j) Purchase Orders Copies for supply of computer hardware of Last three years
- k) List of Service Centers & names of Service Engineers along with phone Nos

16. SUBMISSION OF TECHNICAL DETAILS – VENDORS' RESPONSE

The vendor shall submit response in **Annexure-D** duly accepting all the terms & conditions and specifications for supply & installation.

All Annexures shall bear the full signature of the authorized officials with stamp, instead of initials.

17. ERASURES OR ALTERATIONS

The offers containing erasures or alterations shall not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details as asked for must be adhered to.

18. LOCATIONS OF INSTALLATION

The Head Office of the Bank is floating this tender for purchase of Server systems & Personal Computer systems which shall be installed and commissioned/supported by the Vendor at various locations of the Bank, is provided in **Annexure-C**. The Vendor should be in a position to provide maintenance support at all the locations of installations. The Bank reserves the right to make changes in the locations/quantity list given to the Vendor.

19. SHORT-LISTING OF VENDORS

The Bank shall prepare a shortlist of technically qualified Vendors based on the technical evaluation of the offers received and the performance evaluation of the hardware & software by Bank's Consultant. The Bank shall intimate the Vendors whose Offer is technically in line with the tender requirement.

20. RIGHT TO ALTER QUANTITIES & ISSUE OF PURCHASE ORDERS

The Bank reserves the right to alter the quantities specified by the Bank upto $\pm 25\%$ of the Tendered quantity while placing the order.

21. LIABILITIES OF THE BANK

This tender is not an offer by the Bank, but an invitation for Vendor responses. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Vendor.

22. PROPOSAL PROCESS MANAGEMENT

The Bank reserves the right to accept or reject any/all proposal/ to revise the tender, to request one or more re-submissions or clarifications from one or more Vendors, or to cancel the process in part or whole. No Vendor is obligated to respond to or to continue to respond to the tender. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the tender, subsequent presentation and contract negotiation processes.

23. DOWNLOADING OF TENDER DOCUMENT FROM WEBSITE & COST

The tender document is available for download from the bank's website www.apgvbank.in are required to pay the price of tender of an amount of **Rs.3000/-** as tender cost, while submission of their offer. They are also required to confirm in writing that they have not modified any part of the tender and they will abide by the same. If any Vendor fails to pay the tender cost, his offer will be rejected.

In case of any dispute/discrepancy, the physical version of the tender available with the bank will be final & binding on all who participate in the tender.

The Vendors are requested to verify the website during the currency of the tender for any modification / corrigendum before submission of the tender.

ELIGIBILITY CRITERIA**(PROCUREMENT OF PERSONAL COMPUTERS AND SERVERS)**

The following eligibility laid down by the Bank needs to be ensured / fulfilled by the applicants / vendors /suppliers before submitting their applications duly filled in.

- The Bidder should have necessary registrations from GOI & Govt. of AP/TG
- The bidders shall be the authorized dealers of the Branded companies. They should submit necessary Certificate from the Company.
- Bidder should have **digital signature** to participate in **reverse auction**.
- The Bidders shall give **one year onsite warranty** for Desktops & **three years onsite warranty** for Servers.
- The Bidder Should be in the line of business of Supply, Installation and commissioning of Computer Hardware, at least for a period of **last three years** and the bidder should have supplied Computer hardware to public sector/private sector Banks/ Government Departments. They should submit Purchase Orders in support of their supplies for the last three years.
- The Bidder should have proven track record of providing adequate support and service through its branches/dealers etc. They should have **service centers** in **all the district headquarters**. They should provide Address of the service centers along the names of service engineers.
- The Bidder should presently **not be banned/blacklisted** from dealing with the Government/Banks.
- The bidders have to submit their financial statements for the **last three years viz.2014-15, 2015-16 & 2016-17**.
- The minimum turnover should be **Rupees 1.25 crores** per year during last 3 financial years. The bidders have to submit their turnover statements for the last three years.

Last date for receipt of applications at Head Office, Warangal is: ___/12 /2017

General Manager (I)

TERMS & CONDITIONS

GENERAL GUIDELINES

1. OPENING THE TENDERS

The Bank shall open the tenders received on the date, time & place specified. After the scrutiny for technical bids and the commercial bids, the Bank shall fix up a base price at its discretion after market survey and **may choose conducting the "Reverse Auction "**.

2. COMPLYING WITH CONFIGURATION

The indicated configuration has to be strictly adhered to and quotation submitted as per the formats given therein. Non-furnishing of any responses in the 'response sheet' of technical bid may result in disqualification of the tender. The Bank reserves the right to decide whether or not, to open one or all the covers of the vendor/to permit the vendor to participate in the reverse auction without assigning any reason whatsoever.

In case the supply is not according to the order or if the components, if any, are found to be varying from the order in any respect, the vendor will undertake to replace at no extra cost to the bank, during the period of use after the warranty also.

3. VALIDITY OF OFFER

The offer shall be valid for a **period of one year**, if the Bank chooses to place Purchase Order for any or some or the entire lot of equipment.

4. OFFERS BY A THIRD-PARTY

The vendors are not permitted to authorize their dealers/distributor/stockiest etc., (including individuals and third party firms/companies) to either collect or submit the tender-related documents on their behalf. The Bank will summarily reject such requests and arrangements.

5. MATERIAL ALTERATIONS & AMBIGUOUS/UNQUANTIFIABLE COSTS

The offer should ensure that there are no cuttings, over-writing, and illegible or undecipherable figures to indicate their offer. All such cases may be disqualified on this score alone. The decision of the Bank is final and binding on the offerer. Kindly ensure that ambiguous or unquantifiable costs/amounts are not included in the offer, which would disqualify the offer. For example, instead of indicating the laying charges for cabling work 'at actual', kindly offer an all-inclusive rate (either as a lump sum amount per installation or as cost per node or for each running meter).

6. TAXES/LEVIES/DUTIES

The quoted prices should be **inclusive** of all taxes, duties and other charges like packing/forwarding/freight/transit insurance, installation/commissioning etc., for the equipment to be delivered, installed and commissioned at our specified site(s) **Annexure-C**. In the event of any downward revision of levies/duties etc., the same should be passed on to the Bank, notwithstanding what has been stated in the quotation provided the relative Letter of Intent(LOI)/Purchase Order (PO) was not placed by then.

7. ENHANCEMENTS AT NO ADDITIONAL COST

The configuration given is the minimum configuration that is/are required. Vendors may choose to supply higher/better/enhanced systems/storage devices/peripherals, but their financial quotes shall be treated as if they have been offered for the specified configuration only. All the File Servers are to be either manufactured by the empanelled vendors or of International Brands (MNC Brands) specified in the technical details of this document or the configuration mentioned in the short-form enquiry letter. In the unlikely event of the furnished File Server (at the time of (Factory Acceptance Test)(FAT)/Site Acceptance Test(SAT)) failing the benchmark test(s), the vendor should supply one of the alternative models at no additional cost. Optionally, They may supply the next higher model in the original server range, at no additional cost, provided that the new model meets the benchmark standards at the time of FAT/SAT.

8. EARNEST MONEY DEPOSIT FORFEITURE - PENALTY FOR DELAYS

In order to eliminate delays in the delivery schedules, it has been decided that Earnest Money Deposit (EMD) @ **Rs. 6,00,000/-** will be collected. No request from Vendors either for waiving the EMD or for recovery/retention of the EMD amount against future payments due to them or additional time for submission of the EMD will be entertained. The EMD amount would be returned to the selected Vendors, only if they had made available the systems and all other items for conducting the mandatory Factory Acceptance Test and had delivered the entire lot of ordered equipment as per the stipulated delivery schedule. Any failure on the part of the vendors to comply with the above requirements or delay in delivery as per the stipulated delivery schedule(s) shall result in forfeiture of the EMD amount. The amount will also be forfeited in all cases of short-shipments irrespective of the cost or importance of such short-shipped items. The EMD would be returned to all unsuccessful bidders normally within 30 days after placing PO/LOI on the selected Vendors. No correspondence will be entertained on this account and the Bank's decision will be final and binding on all Vendors.

9. SHORT-SHIPMENTS

No short-shipments are permitted. In the unlikely event of such short-shipments, the EMD would be forfeited automatically. Moreover, the vendors should invariably seek the written consent of the Bank, before dispatching the ordered equipment with some short-shipments. In the event of very important or critical equipment (in the view of the bank) getting short-shipped, no payment will be released till the short-shipped items are delivered (this is in addition to the forfeiture of the EMD).

10.WARRANTY

Vendors should undertake to provide the Bank 12/36/48 months unconditional and unlimited, free maintenance service (which will include repair and maintenance of all kits or parts, and supply of spare parts as and when required for smooth functioning of the systems) from the date of installation. The warranty period shall expire 12/36/48 months from installation, or 18/42/54 months from delivery, whichever is earlier. Date of installation of the ordered equipment will be decided by the Bank. The Warranty shall cover all the Hardware and networking items and any software accompanying the Hardware and included in the cost thereof.

It shall also cover the Operating System Software issues. The problems should be rectified immediately at on-sight. There should not be any problem unresolved for the next day i.e., beginning of the business hours. If there is any problem un-resolved by the next working day, standby has to be provided. Failure to do so, on the part of the vendor, shall make the vendor liable to

- a) FOR A PENALTY OF Rs.500/- PER DAY
- b) REIMBURSING THE EXPENSES INCURRED BY THE BANK GETTING THE FAULT REMOVED, IN CASE THE VENDOR FAILS TO RECTIFY THE FAULT EVEN AFTER TWO WORKING DAYS OF CALL LOGGED BY US.
- c) REIMBURSING THE LOSS INCURRED BY THE BANK DUE TO DELAY IN SERVICE.

11.COPYRIGHT/LICENSE VIOLATIONS & PROVISION OF LEGAL COPIES

Vendors shall explicitly absolve the Bank of any responsibility and indemnify the Bank against any liability for the use of system software, with regard to copyright/license violations, if any. Wherever the hardware is supplied with pre-loaded Operating System software, appropriate LTU (License –To-Use)/ Paper License with recovery media for each of the systems shall be provided free of cost. If at any time after proper installation of the required hardware components like computers, printers, scanners etc. or kits, it is discovered that the software or hardware installed or used is not genuine and that of counterfeited one, the contract entered into between the parties stands terminated and the vendor or supplier, as the case may be, will be made liable directly for the consequences of using such counterfeit software and hardware components or programs and the damages arising there from including remote damages. N such discovery the bank is discharged from making payments due to such vendor/ supplier in addition to forfeiting EMD and is at liberty to take necessary action as per the law.

12.DIVERSION OF EQUIPMENT

In the event of the Bank deciding to install the ordered equipment, either the entire lot or a part thereof, at a different location/Branch, the vendors will have to provide the documentation (invoices, delivery challans etc.,) accordingly. The Bank may, at its own discretion, pay the cost of transportation, on actual basis, only if the entire lot was delivered at the designed branch before the diversion of equipment is intimated to the vendors.

13.DELIVERY PERIOD

The equipment (as per the specifications given) should be made ready for conducting the mandatory FAT (Factory Acceptance Test) within 3 (three) weeks from the date of the LOI/PO. After the equipment is tested and accepted by the HO/CO Team at the factory, the same should be delivered within a week time thereafter to the Branches/sites of the Bank. **Finally, hardware should be supplied and installed in all the branches with in 4 (Four) Weeks from the date of Purchase Order.** Any delay will lead to cancellation of the LOI/PO itself and forfeiture of the EMD even though the FAT was successful and the equipment was approved by the testing Team.

14.TRAINING FOR BANK PERSONNEL

Vendors shall provide free training to the Bank's personnel at the site for at least 2 (two) days in the operation of the Systems (Hardware and Operating System).

15.RESIDENT ENGINEER or SERVICE SUPPORT ON SATURDAYS/SUNDAYS AND HOLIDAYS

During the entire warranty period it is incumbent on the vendors to provide complete and satisfactory technical support in the areas of hardware installation, setting up of LAN, installing Operating system and helping the users in installation and stabilization of the application software. As most of these activities are carried out during holidays/Saturdays./Sundays, it is necessary for the engineers/technical support personnel from the vendor's side to work (along with then technical staff/operating staff from the Bank's side) on these days as well, even though these may be holidays as per their service conditions. In addition to the 12/36/48 months (as the case may be) unconditional comprehensive warranty (or 18/42/54 months, as the case may be), the Bank may insist upon the selected vendors to position one exclusive Resident Engineer/Help Desk at a branch/cluster/zone during the entire warranty period (or for that length of period as it may consider necessary) to ensure smooth implementation. All expenses incurred by the vendors in extending such support will be borne by the vendors only. All Resident Engineers should be accessible through telephone/cellular phone and non-availability of the Engineer on any particular day should be conveyed in advance to the branch and alternative arrangements worked out.

16.INSPECTION AT FACTORY LOCATION (FAT/PDI)

Vendors will intimate to the Bank the date of factory inspection, by which date the entire equipment should be kept ready for the Bank's inspection. The vendors have to ensure that all the equipment/components /peripherals (and all the sub-components thereof) are kept ready by the indicated date, failing which the EMD would be forfeited. The vendors should ensure that the server and all then Client Desktops/Nodes/Workstations ordered are connected in LAN on one or two segments, by using UTP Cabling and UTP Hubs. Further, the system software on the main server and other systems should be loaded in the appropriate hardware platform. The APGVB Team will carry out hardware inspection and would conduct a detailed inspection of the hardware and software functioning, as laid down by the Bank. The various hardware related tests, amongst others, would consist of the following: General Information, Video Information I/O Port Information, Keyboard Information, CMOS Information, Network Information, Operating System information, CPU Speed Test, Disk Speed Test, Disk Performance Statistics., List of, Logical Drives, List of physical Drives, partition Information, Extended Memory (XMS) Information, Expanded Memory (EMS) Information. During the FAT and SAT, the file server must surpass the minimum speed levels that were earlier benchmarked by the Bank. If any equipment failed to run or perform as mentioned in such Inspection/ bench marking routines, the vendors should rectify the position immediately. The equipment will be rejected if the problem recurs. Each MNC file server will be stripped down to remove all removable components sop as to verify each components brand insignia and relative part numbered. Documentary evidence should be provided to the team to prove the validity of all such part numbers.

17.SITE ACCEPTANCE TEST (SAT) SCHEDULE

In addition to the above tests/procedures which would be repeated at the site (after all the cabling work is completed and all equipment is properly installed), surface scanning test for all the hard disks on the File server will be carried out before finally installing and commissioning the file server.

18.PAYMENT TERMS

No advance amount will be paid along with the Purchase Order/Letter of Intent. 90 % Payment will be made only after installation, successful acceptance tests (As detailed elsewhere), upon production of Bank Guarantee (From any of the Nationalized Banks, other than APGVB, for 10% of the total project cost (hardware, software and networking items put together), valid for a period of 12/36/48 months (as the case may be) form the date of Installation or for a period of 18/42/54 (as the case may be) months form the date of delivery, whichever is earlier. Payment for hardware purchased at the Branch/site shall be made as per the under noted schedule (No representation will be entertained for releasing Ad-hoc payments, of any nature):

- a. Advances Payment with LOI/PO : NIL**
- b. Against delivery and installation reports : 90% of the total Cost**
- c. After completion of the warranty period : 10% of the total cost.**
or against production of Bank Guarantee before
the end of the warranty period
or a Special Term Deposit of APGV Bank from any Branch .
The fixed deposit receipt has to be duly discharged by the
Vendor on the back side of the STDR and will be marked
LIEN by the Branch concerned. A suitable undertaking letter
will also be obtained apart from the usual lien undertaking letter

19. ADDITIONAL INFORMATION

The following aspects will also be taken into consideration and given weightage while finalizing the tenders:

- a. Reliability of after sales service, including provision of Resident Engineer, support commitment with requisite storage of spares on the site etc.,
- b. Past experience, for the supplies already made to the Bank in AP as well as elsewhere.
- c. Commitment for storing critical spares/components at the branches/sites specified during warranty.

20. PRE- CONDITIONS BY VENDORS

Please note that any other terms and conditions whether implicitly or explicitly stated in any of the responses by the vendors will be ignored.

Vendors may approach Information Technology Department of Andhra Pradesh Grameena Vikas Bank, Hyderabad, for clarifications, if any, in this regard.

OTHER TERMS & CONDITIONS:

1. Indemnity

The Vendor shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the Security System supplied by Vendor.

2. Limitation of Liability

The liability of the successful Vendor arising out of any penalty and/or damages (on account of non-performance or inadequate performance or deficiency of services or breach of contract), which are resulting from any actions and/or deficient services of the Vendor or its employees or agents or the Service Provider shall be up to an amount equivalent to 10% of the order value. However this limitation shall not be applicable for the damages / claims / costs / losses arising out of any infringement by the successful Vendor. The Vendor shall indemnify in full without any limitation, protect and save the Bank against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any law pertaining to patent, trademarks, copyrights, etc., or such other statutory infringements in respect of all the hardware and software supplied and /or used by them for the purpose of fulfilling the contractual obligations or while rendering the necessary services specified in this tender/contract/scope of services.

3. Publicity

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

4. Guarantee

Vendor should guarantee that the **Computer Systems** delivered to the Bank are brand new, including all accessories. In the case of software, the Vendor should guarantee that the software supplied to the Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documents.

5. Assurance

The Vendor should provide an assurance, by accepting the Order and by complying with same during execution, that the application /software/ other item that is being supplied is free of malware, free of any obvious bugs and free of any covert channels in the code of the version of the application, at the time of delivery of programs/codes/items as well during as any subsequent versions/modifications done to the supplied programs/codes.

6. Confidentiality

The Parties shall observe the strictest confidentiality in respect of all matters relating to the implementation of this tender. All the information under this tender will be treated as confidential and shall not be disclosed to any third party unless otherwise agreed by the non-disclosing party. Nothing in this tender shall however be deemed to prohibit disclosure of any confidential information required under law, under a court order or by any regulatory or governmental authority. The obligation to maintain secrecy shall survive the termination of the agreement.

7. Information Security

The Vendor shall represent and warrant that it has developed, implemented and will maintain effective information security policies and procedures that include administrative, technical and physical safeguards designed to (1) ensure the security and confidentiality of confidential information provided to the Vendor hereunder, (2) protect against anticipated threats or hazards to the security or integrity of such confidential information; and (3) protect against unauthorized access or use of such confidential information. The Vendor represents and warrants that its collection, access, use, storage, disposal and disclosure of information does and will comply with all applicable privacy and data protection laws, as well as all other applicable regulations and directives.

The Vendor shall agree to notify the Bank within two (2) business days in writing of any discovery by the Vendor of any breach or suspected breach of the provisions of this Tender or any loss or unauthorized use, disclosure, acquisition of or access to any Bank's Confidential Information and/or bank's business systems of which the Vendor becomes aware. The Vendor shall promptly take all appropriate or legally required corrective actions, and shall cooperate fully with Bank in all reasonable and lawful efforts to prevent, mitigate or rectify such Data Breach.

8. Force Majeure

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, i.e. Force Majeure.

For the purpose of this clause, Force Majeure shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means

for performance affected by the Event of Force Majeure.

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

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

9. Resolution of Disputes

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

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

The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Warangal or Hyderabad.

During the period of dispute each party shall continue its obligations under this tender.

10. Black listed / Financial disputes with APGV BANK

Vendors who are black listed by any organization or Bank or those vendors having financial disputes with APGV Bank are not eligible for participation in the tender process.

REGION WISE HARDWARE DELIVERY & INSTALLATION SITES

Sl No.	Name of the R.O.	Personal Computers	Servers
1	SRIKAKULAM	22	2
2	VIZIANGARAM	22	2
3	VISAKHAPATNAM	23	2
4	PARVATHIPURAM	19	2
5	KHAMMAM	23	2
6	BHADRACHALAM	20	2
7	NALGONDA	24	2
8	WARANGAL	23	2
9	MAHABUBNAGR	23	2
10	SANGAREDDY	22	2
11	ASHOKNAGAR	21	2
12	IT Cell	13	3
	TOTAL	255	25

The quantities noted above are subject to revision upward or downward + or – 25% at the discretion of the Bank.

VENDORS' RESPONSE

(Tender Offer Acceptance Letter (To be printed on Vendor's letter head))

Date: ___/___/2017

Your Offer Reference No. : _____

To,

General Manger (I)
Andhra Pradesh Grameena Vikas Bank,
Head Office :: Warangal

Dear Sir,

Tender Ref. No: 9 /2017-18 dated ___/___/2017

Having examined the tender documents including all annexures, the receipt of which is hereby duly acknowledged. We, the undersigned, offer to supply and install Servers & Personal Computer Systems/Desk Tops at various branches of the Bank in conformity with the said tender documents. We accept all the terms & conditions of this tender.

S. No	Parameter	Vendors' Response Yes/No
1	We are agreeable to all the terms and conditions expressed by the Bank	
2	We are agreeable to the payment norms of the Bank.	
3	We are registered under GST Number & Digital Signature	
4	We are having a minimum 3 years of experience in this field having supplied Computer hardware to public sector/private sector Banks/ Government Departments	
5	We have the minimum turnover of Rupees 1.25 crores per year during last three financial years.	
6	We have service outlets in the Bank's area of operation.	
7	We are agreeable to supply and install the hardware items within 4 weeks after receiving the purchase order	
8	We are agreeable to the penalty clause expressed by bank due to any short shipment of equipment's or delay in rectifying the problem during warranty period	
9	We are agreeable to provide Warranty as per the terms specified in the tender	

We agree to abide by this tender offer till One year from the date of opening of Technical Bid/Offer or from the date of agreement and our offer shall remain binding upon us.

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

We confirm that, we have **not** made any changes in the tender documents downloaded, except for filling in appropriate columns.

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

Dated this _____ day of _____ 2017

Signature: _____ (In the Capacity of)

Name: _____

Email ID: _____

Duly authorized to sign the offer for and on behalf of _____

Contact No: _____

VENDORS' PARTICULARS**TENDER FOR PROCUREMENT OF PERSONAL COMPUTERS & SERVERS**

(Ref: Tender Notice No.APGVB/P&D/9/2017-18 dated __/__/2017)

(PLEASE FILL UP ALL THE COLUMNS LEGIBLY)

S. No	Specifications	Particulars
1	Name of the Unit/Firm with full address with Telephone / Mobile/ FAX.Nos/Email Address etc.,	
	Administrative Office :	Email: Mobile:
	Factory Address:	
	Whether ISO certified / IBA/RBI/SBI/approved Unit (if so, enclose copy of relative certificate issued)	
2	CONSTITUTION (Enclose evidence like Certificate of Commencement of Business / memorandum of Articles of Association/ Partnership Deed Etc)	a) Proprietary /Partnership /Private/ Limited/ Public ltd. Company/Co-op Society (Delete inapplicable)
		b) SSI Registration No./Trade License No.(Enclose Copy of Certificate) Date valid up to : ____/____/____
3	Year of Establishment/ Experience in line of activity: (Please see Form-I Eligibility criteria for category wise minimum length if experience required)	Year of establishment : _____ Experience in years of the Proprietor / partner / Director of the unit : _____ years

4	Name of the Proprietor/ Mg.Partner/Mg. Director etc	
5	Name and addresses of the Bankers / Phone Numbers	BANK: BRANCH: A/c No: IFS Code:
6	Whether registered for GST purposes (Mention No. & Date and furnish copies)	GST No: _____
7	Whether an Assesse of Income Tax (Enclose copies of IT Return for the last 3 years with all enclosures)	PAN No: _____ GSTIN No: _____
8	Annual Turnover for the last 3 years (Balance Sheets to be enclosed)	Rs. in lakhs
		Year 2014-15 Rs. _____
		Year 2015-16 Rs. _____
		Year 2016-17 Rs. _____
9	Names of Institutions/ Govt, Agencies / Banks, reputed companies etc., to whom your unit is executing works and maintained their against the turnover in the last year	You may submit EMPANELMENT LETTER / AGREEMENT COPY
10	Were you removed / blacklisted at any time in any Bank / Govt. organization? If yes mention details	YES / NO _____

COMPLIANCE STATEMENT

Declaration :

We hereby undertake and agree by all the terms and conditions stipulated by the Bank in the **RFP/Tender Document (and Annexures)**, and those specified in the Bank's website, www.apgvbank.in.

PLACE : _____

DATE : ____/____/2017

Stamp/Seal

Signature of the Authorized person
& Designation

FINANCIAL BID**ANNEXURE – F****Tender for supply of Servers & Personal Computer Systems**

To,
The General Manager-I
Andhra Pradesh Grameena Vikas Bank
Head Office : Warangal

Sir,
I/We have read the RFP and fully understood the Specifications, Terms & Conditions and quote the rates for Servers & Personal Computer system as required in the Tender No.:APGVB/P&D/10/2017-18.

S. No	SERVER –Dell / HP / Lenovo	Quantity - 25	Unit Price Rs.
1	<p>A) Server Type: Tower B) Processor: <i>Intel Xenon E3-1225 v5 Quad Core 3.3 GHz, 8MB 2133 MHz</i> or better C) Chipset: Intel C236 or Better D) HDD: 1TB SATA, 7.2k RPM, 3.5" Simple Swap, E) RAM: 4 GB & 4 DIMM Slots, up to 64GB DDR4 2133MT/s, E) DVD ROM: SATA 22x or better. F) LAN CARD: 10/100/1000 Gigabit Ethernet Card Dual port, G) Ports: 6 USB ports (Front – 2 No's and back – 4 no's), 1 no – LPT (<i>On board / add on card</i>), 1 no – com port (<i>On board / add on card</i>) , H) Monitor: 18.5" LED MONITOR, I) Keyboard: USB Heavy Duty OEM Make 104 Keys Standard Key Board J) Mouse: USB Optical scroll mouse of OEM with pad K) Onsite warranty: 3Years Onsite Warranty.</p>		
2	<p>PERSONAL COMPUTER/DESK TOP– Dell/HP/Lenovo Quantity -255 Personal Computer (Microsoft Certified) without DVD RW (Copy of the Microsoft certificate should be enclosed to the technical bid)</p> <ol style="list-style-type: none"> Processor: <i>Intel Pentium Dual Core 6th Gen or better (2.3 GHz, 3MB Cache)</i> Mother Board: Intel Chipset <i>H-110</i> or better Memory: 4 GB DDR4 RAM Scalable up to 32 GB RAM or Higher Storage: 1TB 7200 RPM SATA HDD or better Monitor: 18.5" wide LED Monitor (OEM) Keyboard: USB Heavy Duty OEM Make 104 Keys Standard Key Board Mouse: USB Optical scroll mouse of OEM with pad LAN Card: Integrated 10/100/1000 mbps Ethernet Ports: 6 USB ports, (Front – 2 No's and back – 4 no's), 1 no – LPT (<i>On board / add on card</i>), 1 no – com port (<i>On board / add on card</i>) , Onsite Warranty: One Year onsite warranty Operating System: Windows <i>10 pro</i> Power Supply: 85% Higher Energy Efficient Surge Protected SMPS Form Factor: Tower/Mini Tower/SFF Model 		

*The rates quoted for both the above items are **inclusive of all taxes**, duties and other charges like packing/forwarding/freight/transit insurance, installation/commissioning etc.

We agree that:

- Orders can be placed for individual items as per requirement at the contracted rate.
- The items are to be supplied to the branches/offices spread **over Telangana and Andhra Pradesh.**
- All other terms and conditions as well as technical details as set out in this tender document.

Date: ____/____/20____

Place: _____

COMPANY SEAL

Signature of the authorised
signatory of the company