



# **BARODA GUJARAT GRAMIN BANK**

(Sponsored & Wholly Owned by Govt. of India, Govt. of Gujarat & Bank Of Baroda)

**HEAD OFFICE : BHARUCH**

**PHONE NO: 02642 247991, 247992, 247993, 247994**

## **REQUEST FOR PROPOSAL (RFP)**

**FOR**

## **QUOTATION FOR COMMERCIAL COMPUTER**

# **BARODA GUJARAT GRAMIN BANK**

(SPONSORED BY GOVT. OF INDIA, GOVT. OF GUJ. & BANK OF  
BARODA)

**HEAD OFFICE**

**2<sup>ND</sup>FLOOR, SKYLINE BUILDING, NEAR SHITAL GUEST  
HOUSE, COLLEDGE ROAD, BHARUCH.**



## **QUOTATION FOR SUPPLY OF COMMERCIAL COMPUTERS**

**FOR**

## **BRANCHES / OFFICES OF BARODA GUJARAT GRAMIN BANK**





## **BARODA GUJARAT GRAMIN BANK**

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**HEAD OFFICE : BHARUCH**

**PHONE NO: 02642 247991, 247992, 247993, 247994**

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### **INVITATION OF QUOTATION FOR SUPPLY OF COMMERCIAL COMPUTERS FOR VERIOUS BRANCHES / OFFICES OF**

### **BARODA GUJARAT GRAMIN BANK**

The BARODA GUJARAT GRAMIN BANK is a leading Regional Rural bank with 141 branches geographically located in Gujarat State with its Head Office at BHARUCH and Regional offices at VALSAD and GODHARA. It caters to the banking needs of 12 (Twelve) District of Gujarat State. The BARODA GUJARAT GRAMIN BANK (here in after called the "BANK".) invites QUOTATION on prescribed format from the experienced, reputed and competent Vendor who fulfill the eligibility criteria mentioned under **SECTION - IV** and having experience of minimum 5 (Five) years in the field of COMMERCIAL COMPUTERS and turnover of Rs. 1000 / Rs. 100 Lacs or more per annum respectively, for supply and installation of approximately 200 (Two Hundred) numbers COMMERCIAL COMPUTERS under BUYBACK scheme to the existing Branches / Offices of BANK in BHARUCH, SURAT, VALSAD, NAVSARI, TAPI, DANGS, PANCHMAHAL, DAHOD, VADODARA, NARMADA, ANAND, and KHEDA District of Gujarat State.

The separate covers duly sealed should be super scribed with "QUOTATION for COMMERCIAL COMPUTERS" and it should bear the NAME, ADDRESS and PHONE NO of the Vendor. The cover duly sealed and should be address to

The General Manager,  
BARODA GUJARAT GRAMIN BANK,  
Head office,  
2<sup>ND</sup> Floor, SKYLINE BUILDING,  
NEAR SHITAL GUEST HOUSE,  
COLLEDGE ROAD, BHARUCH.

And be submitted as detailed hereunder.

The QUOTATION on prescribed format must submit to us on the above address between 10.30 AM to 5.00 PM on working days (Monday to Friday) and between 10.30.AM to 2.00PM on Saturday, but ON or BEFORE 16.01.2012 at 02.00 P.M. The format may also be downloaded from our website [www.bgggb.in](http://www.bgggb.in) / TENDER.





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## **[A] Important Dates:**

<b>1.</b>	<b>Issuance of RFP Document by Bank from</b>	<b>25/12/2011</b>
<b>2.</b>	<b>Last Date of Submission of Response by the Bidder</b>	<b>16/01/2012 by 02:00 P.M.</b>
<b>3</b>	<b>Opening of Technical Bid</b>	<b>16/01/2012 @ 03.00 PM at our Head Office, Bharuch.</b>

## **[B] Important Clarifications:**

Following terms are used in the document interchangeably to mean:

- 1. Bank, BGGB means "Baroda Gujarat Gramin Bank".**
- 2. RFP means this "Request For Proposal document"**
- 3. Recipient, Respondent and Bidder means "Respondent to the RFP document".**
- 4. OEMs means "Original Equipment Manufacturers"**
- 5. Quotation means RFP response documents prepared by the bidder and submitted to Baroda Gujarat Gramin Bank.**

*This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Baroda Gujarat Gramin Bank expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank. In the event of such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.*

### **Confidentiality**





# **BARODA GUJARAT GRAMIN BANK**

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## **SECTION – I**

### **1. BARODA GUJARAT GRAMIN BANK**

The BARODA GUJARAT GRAMIN BANK is a leading Regional Rural bank with 141 branches geographically located in Gujarat State with its Head Office at BHARUCH and Regional offices at VALSAD and GODHARA. It caters to the banking needs of 12 (Twelve) District of Gujarat State.

### **2. INTRODUCTION AND DISCLAIMER**

This Request for Proposal document (“RFP document” or “RFP”) has been prepared solely for the purpose of enabling BARODA GUJARAT GRAMIN BANK (“Bank”) to purchase commercial computer hardware and software at our branches / admin offices in India.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful vendor as identified by the Bank after completion of the selection process.

### **3. INFORMATION PROVIDED**

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.





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## **4. FOR RESPONDENT ONLY**

The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) i.e. Government Organization, PSU, limited Company or a partnership firm and no other person or organization.

## **5. CONFIDENTIALITY**

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient accepts that any such revised or amended document will be subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers or suppliers without the prior written consent of Bank.

## **6. DISCLAIMER**

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.





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## **7. RECIPIENT OBLIGATION TO INFORM ITSELF**

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

## **8. EVALUATION OF OFFERS**

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

## **9. ERRORS AND OMISSIONS**

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgment of Response to RFP.

## **10. ACCEPTANCE OF TERMS**

A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.





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## **SECTION - II**

### **1. EXISTING SETUP**

The BARODA GUJARAT GRAMIN BANK is a leading Regional Rural bank with 141 branches geographically located in Gujarat State with its Head Office at BHARUCH and Regional offices at VALSAD and GODHARA. It caters to the banking needs of 12 (Twelve) District of Gujarat State.

### **2. REQUIREMENTS**

The BARODA GUJARAT GRAMIN BANK desires to purchase of commercial computer hardware and software with BUY BACK SCHEME.

Vendor who is interested in participating in this RFP must fulfill the eligibility criteria mentioned under **SECTION -IV** and also in a position to comply the technical specification of Commercial Computer Hardware and Software with BUY BACK mentioned in **APPENDIX D1 & APPENDIX D2**.

Apart from the above the vender must also agree to all our terms & conditions mentioned under **SECTION – V**.





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## **SECTION - III**

### **1. PROJECT & OBJECTIVE:**

Baroda Gujarat Gramin Bank desires to purchase commercial computer hardware and software with BUY BACK SCHEME.

### **2. SCOPE OF WORK & DELIVERY OF SERVICE**

Bank will award the contract to the Vendor for a period of six months i.e. from 01.01.2012 to 30.06.2012 and the Vender should deliver the service with the following scope:

1. Vendor should be capable of providing all the equipments that are specified under the Technical Specifications **APPENDIX D1 & APPENDIX D2.**
2. The system must be capable of upgrading at a later stage as and when required by the Bank.
3. Vendor needs to have a co-ordination with the existing software vendor for integrating with present system for the branches to function smoothly.
4. Bank desires to procure Computer Hardware, Software & Peripherals for the branches at various district of Gujarat State, hence the selected vendor should work seamlessly throughout the various district of Gujarat State.
5. Apart from the above the vendor has to integrate the Desktop PC into Bank's WAN for which the process document is attached herewith as Appendix-F. The commercial for the same must be inclusive in rate of the commercial sheet.
6. The computer given back under Buy Back scheme will be given from the existing Branches / Offices of BANK as and where basis. No extra cost will be paid to lift the old computers.

### **Resources required at our Administrative Office.**

The successful bidder has to provide Min. of 2 Resources for co-ordination purpose (i.e. one for Delivery & installation and another for support) at our Administrative Office. The seating arrangement for the above resources will be provided by the Bank.





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## **SECTION - IV**

### **ELIGIBILITY CRITERIA:**

#### **Eligibility Criteria for Selection of vendor for supply of computer hardware, software & it's Peripherals**

<b><u>S.NO.</u></b>	<b><u>Eligibility Criteria</u></b>	<b><u>Supporting documents</u></b>
<b>1.A</b>	<p><b>Interested Original Equipment Manufacturers (OEMs)/ Principal HW / SW vendors</b></p> <ul style="list-style-type: none"><li>▪ <b>Should be in Core Computer Hardware Business, at least for a period of last five years.</b></li><li>▪ <b>Should have made Net Profits for each year of the past three financial years.</b></li><li>▪ <b>ISO 9001:2008 &amp; 14001:2004 certification for manufacturing facility from where the equipments will originate.</b></li><li>▪ <b>Should be certified with Green Peace rating of 5 and above</b></li><li>▪ <b>Minimum turnover out of Indian operations should be Rs. 1000 Lacs or more per annum from Computer hardware / Software alone as per each year of last three years audited financial statement.</b></li><li>▪ <b>Should have direct support offices in the Gujarat state.</b></li></ul> <p><b>No generic call centre or telephonic support is accepted. No Franchisee support is acceptable to the bank either.</b></p>	<p><b>A self-certified letter in compliance of the Terms &amp; conditions,</b></p> <p><b>Copy of the last three years audited financial statements</b></p> <p><b>Copy of ISO certification</b></p> <p><b>Proof of compliance document to be submitted</b></p> <p><b>Copy of the last three years audited financial statements</b></p> <p><b>Detailed address of support offices.</b></p>





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<p><b>1.B</b></p>	<p>The OEM / Principal HW /SW vendor satisfying the above conditions under Sr. No 1.A, may also submit through a Partner.</p> <p>In such cases the partner</p> <ul style="list-style-type: none"><li>▪ Should be in supply and support business Computer Hardware, Software &amp; it's Peripherals at least for a period of last five years.</li><li>▪ Should have made Net Profits during each year of last three financial years.</li><li>▪ Copy of ISO 9001:2008 &amp; 14001:2004 certifications of the products manufacturing facility from where the equipments will originate.</li><li>▪ Minimum turnover out of Indian operations should be Rs. 100 Lacs or more per annum from Computer hardware / software for each year of last three years as per the audited financial statement.</li><li>▪ Should have direct support offices in the Gujarat state.</li></ul> <p>Letter from OEM regarding the unconditional acceptance of terms and condition related to support for their products during warranty and subsequent AMC period if vendor fails to do so.</p>	<p>Same as above to be provided for OEM &amp; Partner.</p> <p>A self-certified letter in compliance of the Terms &amp; conditions</p> <p>Copy of the last three years audited financial statements</p> <p>Copy of ISO certification</p> <p>Copy of the last three years audited financial statements</p> <p>Detailed address of support offices</p> <p>Unconditional acceptance Letter from OEM is mandatory</p>
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	<p>The OEM / Partner should have technically qualified engineers who have expertise and certification to support the installations of Windows OS.</p> <p>The principal vendor will be required to provide a letter of Authorization to the partner for submitting the offer on behalf of the principal.</p> <p>The Engineers at the support offices should be provided with a cell and the support/branch offices should have telephone/fax with local email facility.</p>	<p>Self certified letter certifying - having technically qualified engineers</p> <p>Letter of Authorization from OEM</p> <p>Details to be provided along with the support / branch offices</p>
2	<p>OEM/ Principal HW Vendor should have certification of all OS i.e. Windows based.</p>	<p>A copy of all the certifications to be submitted</p>
3	<p>While a call centre is acceptable for logging support requirements, support must be provided on site by a qualified engineer as stated above.</p>	<p>A self certified letter to be submitted</p>
4	<p>OEM/ Partner should have supplied &amp; supported Computer HW, SW &amp; Peripherals of similar configuration mentioned in appendix D1 &amp; appendix D2, not less than</p> <p>A. 50 PCs of Type-A, 50 PCs of Type B each year for the past three years</p>	<p>A self certified letter along with details of PSU's (like name of bank/financial institutions, contact person, telephone number) and the locations where the PCs are supplied and supported</p> <p>Supporting documents to be enclosed</p>





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	<p style="text-align: center;"><b>AND</b></p> <p>List of particulars of minimum 05 successfully completed works during last three years amounting to Rs. 25 Lacs or more to various branches/offices of PSUs preferably banks/financial institutions having a large branch network geographically spread across the Gujarat State.</p>	
5	<p>Banking is 24 hours service oriented sector and hence any technical problem should be resolved within maximum of 24 hours of call reported which includes time for procuring spare parts also.</p> <p>OEM/Partner should stock adequate spares of all items supplied.</p>	<p>A self certified letter to be submitted.</p> <p>To provide the logistics of spares available in warehouses and policy of stocking the spares.</p>
6	<p>Should be able to deliver the Hardware, Software &amp; Peripherals within 4-6 weeks from the date of purchase order.</p> <p>For late delivery the LD clause would be applicable @1% of the contract value inclusive of all taxes, duties, levies etc., per week or part thereof subject to a maximum of 5%.</p>	<p>A self certified letter to be submitted for meeting the delivery schedule and accepting the LD clause along with a copy of the respective OEM's confirming to adhere the delivery schedules.</p>





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**Please note that all the documents requested should be arrange in the same order as mentioned in the Checklist.**

**Please note that any response which does not provide any / all of the above information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.  
For any further clarifications you may contact the following officers:**

**Name:**

**Phone No:**

**Email:**





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## **SECTION – V**

### **TERMS & CONDITIONS FOR THE PURCHASE OF COMMERCIAL COMPUTER HARDWARE, SOFTWARE & PERIPHERALS**

#### **GENERAL TERMS**

The terms and conditions presented are indicative in nature and not exhaustive. Venders should note that these conditions and the responses are expected to form the basis of the contract between Baroda Gujarat Gramin Bank and the Vender.

#### **1. INFORMATION PROVIDED**

The RFP document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Baroda Gujarat Gramin Bank in relation to the provision of services. Neither Baroda Gujarat Gramin Bank nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this RFP document. Neither Baroda Gujarat Gramin Bank nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification or due diligence exercise in relation to the contents of any part of the RFP document.

#### **2. FOR RESPONDENT ONLY**

The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

#### **3. COSTS BORNE BY RESPONDENTS**

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Baroda Gujarat Gramin Bank, will be borne entirely and exclusively by the Recipient / Respondent.





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## **4. ERRORS AND OMISSIONS:**

Each Recipient should notify Baroda Gujarat Gramin Bank of any error, omission, or discrepancy found in this RFP document or seek any clarification on the RFP document or part thereof not later than five business days prior to the last date for submission of bids.

## **5. STANDARDS:**

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

## **6. LANGUAGE OF TENDER :**

The quotation prepared by the Vendor, as well as all correspondence and documents relating to the RFP exchanged by the Vendor and the Bank and supporting documents and printed literature shall be in English language only.

## **7. FORMATS OF BIDS :**

The vendors should use the formats prescribed by the Bank in the RFP for submitting both technical and commercial bids.

The Bank reserves the right to ascertain information from the banks and other institutions to which the vendors have rendered their services for execution of similar projects.

## **8. TIMEFRAME :**

The following is an indicative timeframe for the overall selection process. Baroda Gujarat Gramin Bank reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

**RFP Issuance Date** 25/12/2011  
**Last Date for submission of bids** 16/01/2012 at 02.00 P.M.  
**Technical Bid Opening** 16/01/2012 at 03.00 P.M.





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## **9. SUBMISSION OF QUOTATION:**

**The Quotation documents should be submitted in One Set.**

The said set should contain one copy of Technical Bid and one copy of Commercial Bid (to be kept in SEPARATE sealed envelopes) superscribing as under:

**“TECHNICAL PROPOSAL for the purchase of Commercial Computer Hardware, Software & Peripherals”**

**“COMMERCIAL PROPOSAL for the purchase of Commercial Computer Hardware, Software & Peripherals”**

Only one model, which meets the specification, needs to be quoted in the RFP. If it is found that the Vendor quotes more than one model and they have not specified which particular model quoted by them needs to be considered, then the whole RFP submitted by the vendor is liable to be rejected.

Only one submission of response to RFP by each vendor will be permitted.

Format for Technical specification of Hardware and Software are enclosed as APPENDIX D1 - APPENDIX D2.

The vendors shall submit the proposals properly filed so that the papers are not loose. All the pages of the proposals including documentary proofs should be numbered as “Page \_\_\_\_ (current page) of \_\_\_\_ (Total pages)” and be signed by authorized signatory (except literatures, datasheets and brochures). The current page number should be a unique running serial number across the entire proposal.

In case of delay or non-delivery of quotations, Bank will not assume any responsibility.

Mere response to the vendor will not entitle nor confer any right on the Vendors for supply/sale to the bank.





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## **10. COMPLIANCE TO BANK'S ALL TERMS AND CONDITIONS:**

**Vendor has to submit a letter of undertaking along with the Quotation that they will abide by all the terms and conditions stated in our RFP.**

The OEM / Principal, Hardware / Software Vendor will have the responsibility of the equipment's supplied through the partner and should take the responsibility in case of any sales / service support issue arises at any point of time for which **Separate under taking is to be obtained from the OEM and enclosed with technical proposal document**

The Vender should be in a position to supply the Hardware and software as per the requirement of Baroda Gujarat Gramin Bank branches / administrative offices across the Gujarat State.

The computer systems and software to be provided should be field-upgradeable in terms of memory, hard disk capacity, etc.

## **11. LATE TENDER SUBMISSION POLICY:**

Venders are to provide detailed evidence to substantiate the reasons for a late Tender submission.

Quotations lodged after the deadline for lodgment of RFP may be registered by Baroda Gujarat Gramin Bank and may be considered and evaluated by the evaluation team at the absolute discretion of Baroda Gujarat Gramin Bank. It should be clearly noted that Baroda Gujarat Gramin Bank has no obligation to accept or act on any reason for a late submitted response to tender.

Baroda Gujarat Gramin Bank has no liability to any person who lodges a late RFP for any reason whatsoever, including vendors taken to be late only because of another condition of responding.

## **12. VALIDITY OF TENDER :**

The RFP will remain valid and open for evaluation according to the terms for a period of at least six (6) months from the date the quotation submission date closes.





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## **13. REQUEST FOR INFORMATION:**

Recipients are required to direct all communications related to this RFP, including notification of late tender submission, through the Nominated Point of Contact person i.e. The General Manager.

All questions relating to the quotation, technical or otherwise must be in writing only to the Nominated Point of Contact.

Baroda Gujarat Gramin Bank will not answer any communication initiated by Vendor later than five business days prior to the due date for lodgment of RFP. However, Baroda Gujarat Gramin Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Vender after the RFP closes and all such information and material provided must be taken to form part of that RFP.

Vendor should invariably provide details of their email address(es) as responses to queries will only be provided to the Vendor via e-mail.

If bank in its absolute discretion deems that the originator of the question will gain an advantage by a response to a question, then bank reserves the right to communicate such response to all Vendors participating the RFP.

Baroda Gujarat Gramin Bank may in its absolute discretion engage in discussion with any Vender (or simultaneously with more than one Vendor) after the RFP closes to improve or clarify any response.

## **14. EVALUATION OF TENDER :**

The Technical Proposal will be evaluated only for those respondents who are fulfilling the eligibility criteria as given under **SECTION IV**. The Technical Proposal will be evaluated for technical suitability.

The Bank reserves the right to modify the configuration of Hardware thereof to be ordered.

During evaluation of the Venders, the Bank, at its discretion, may ask the Vender for clarification in respect of its quotation. The request for clarification and the response shall be in writing, and no change in the substance of the quotation shall be sought, offered, or permitted.





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The Bank reserves the right to accept or reject any quotation in whole or in parts without assigning any reason thereof.

The bank's decision will be final & bank will not entertain any correspondence in this regard.

## **15. RIGHT TO ACCEPT OR REJECT TENDER:**

The acceptance of a quotation will rest with the Bank who does not bind themselves to accept lowest quotation and reserve to themselves the authority to reject any or all the quotations received without assigning any reasons. They also reserve the right of accepting the whole or any part of the quotation and the suppliers shall be bound to perform the same at the rates quoted. All quotations in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the suppliers are liable to be rejected. For this purpose supplier shall quote rates for various items which will be self sufficient to meet their whole costs for executing any / every item. No demand for variations in rates for items executed shall be entertained on the plea of the Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

## **16. VALIDITY OF RATE CONTRACT:**

**The Rate Contract with selected vendor will be valid *up to a period of Six Months from the date of letter to purchase commercial Computer Hardware, & Software to the Bank.***

## **17. NOTIFICATION :**

Baroda Gujarat Gramin Bank will notify the Respondents as soon as practicable about the outcome of the RFP evaluation process, including whether the Respondent's quotation response has been accepted or rejected. Baroda Gujarat Gramin Bank is not obliged to provide any reasons for any such acceptance or rejection.

## **18. AUTHORISED SIGNATORY:**





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The selected Vender shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract.

The selected Vender shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Vender shall furnish proof of signature identification for above purposes as required by the Bank. The selected Vender shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract.

## **19. BARODA GUJARAT GRAMIN BANK RESERVES THE RIGHT TO:**

- **Reject any and all responses received in response to the RFP.**
- **Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.**
- **Extend the time for submission of the quotation.**
- **Select the most responsive Vender (in case no Vender satisfies the eligibility criteria in totality).**
- **Share the information / clarifications provided in response to quotation by any Vender, with any other Vender(s) / others, in any form.**
- **Cancel the RFP at any stage, without assigning any reason whatsoever.**
- **The acceptance of a quotation will rest with the Bank who does not bind themselves to accept lowest quotation and reserve to themselves the authority to reject any or all the quotations received without assigning any reasons. They also reserve the right of accepting the whole or any part of the quotation and the suppliers shall be bound to perform the same at the rates quoted. All quotations in which any of the prescribed conditions are not fulfilled or are incomplete in any respect or there is any correction not duly signed and dated by the suppliers are liable to be rejected. For this purpose supplier shall quote rates for various items which will be self sufficient to meet their whole costs**





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for executing any / every item. No demand for variations in rates for items executed shall be entertained on the plea of the Bank deciding to delete, alter or reduce the quantities specified in respect of the any item.

## **20. CANCELLATION OF CONTRACT AND COMPENSATION:**

The Bank reserves the right to cancel the contract of the selected Vender and recover expenditure incurred by the Bank on the following circumstances. The Bank would provide 30 days notice to rectify any breach / unsatisfactory progress:

- I. The selected Vender commits a breach of any of the terms and conditions of the RFP / contract.
- II. The selected Vender becomes insolvent or goes into liquidation voluntarily or otherwise.
- III. The progress regarding execution of the contract, made by the selected Vender is found to be unsatisfactory.
- IV. If the delivery of hardware and software delayed by more than two weeks from the due date of delivery / If deductions on account of liquidated Damages exceeds more than 5% of the total contract value.
- V. If the selected Vender fails to complete the due performance of the contract in accordance with the agreed terms and conditions.
- VI. An attachment is levied or continues to be levied for a period of 7 days upon effects of the quotation.

## **21. NO LEGAL RELATIONSHIP :**

No binding legal relationship will exist between any of the Recipients / Respondents and Baroda Gujarat Gramin Bank until execution of a contractual agreement.





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## **22. DISQUALIFICATION:**

Any form of canvassing / lobbying / influence / query regarding short listing, status etc will be a disqualification.

## **23. FORCE MAJEURE:**

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

## **24. ARBITRATION:**

In the event of a dispute or difference of any nature whatsoever between Bank and the Vender during the course of the assignment arising as a result of this proposal, the same will be settled through the process of arbitration conducted by a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. Bank and Vender will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at Bank's office that placed the order. The provisions of Indian Arbitration Act 1996 shall apply to the Arbitration proceeding.

## **25. INDEMNITY:**

The Vender shall indemnify, protect and save the Bank against all claims, losses, damages, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trade marks, copyrights etc. by the Vender. The Vender shall always remain liable to the bank for any losses suffered by the Bank due to any technical error and negligence or fault on the part of the Vender and the Vender also indemnifies the Bank for the same in respect of the hardware and software supplied by him by





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executing an instrument to the effect on a Non-Judicial stamp paper that Bank may sustain on account of violation of patent, trademarks etc. by the Venders.

## **26. CONFIDENTIALITY:**

The Vender shall keep confidential any information obtained under the contract and shall not divulge the same to any other person without consent in writing by Baroda Gujarat Gramin Bank. In case of non-Compliance of the confidentiality agreement, the contract is liable to be cancelled by Baroda Gujarat Gramin Bank. Further, Baroda Gujarat Gramin Bank shall have right to regulate Vender staff.

## **27. PUBLICITY:**

The Vender shall not advertise or publicly announce that he is undertaking work for Baroda Gujarat Gramin Bank without written consent of Baroda Gujarat Gramin Bank. In case of non-compliance of this clause the Vender will be debarred for participating any future tender / contract for a period of three years.

## **28. VARIATION:**

Baroda Gujarat Gramin Bank may at any time during the contract require the Baroda Gujarat Gramin Bank Vender to revise the Equipment, Services or Supplies including Completion Date. In an event of such nature, Baroda Gujarat Gramin Bank will request the Vender to state in writing the effect such variation will have on the work schedule. The Vender shall furnish these details, in writing, in two weeks from the receipt of such request.

## **29. APPLICABLE LAW AND JURISDICTION OF COURT:**

The Contract with the selected Vender shall be governed in accordance with the Laws of India for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Bharuch (with the exclusion of all other Courts).

## **30. DISCLAIMER:**

Subject to any law to the contrary, and to the maximum extent permitted by law, Baroda Gujarat Gramin Bank and its directors, officers, employees, contractors, agents, and advisers disclaim all liability from any loss claim, expense including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or





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incidental thereto or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any presumptions/information whether oral or written and whether express or implied information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the losses or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Baroda Gujarat Gramin Bank or any of its directors, officers, employees, contractors, agents, or advisers.

## **COMMERCIAL TERMS & CONDITIONS**

### **EARNEST MONEY DEPOSIT (EMD):**

Earnest Money Deposit of Rs.70,000/- (Rupees Seventy Thousands only) has to be submitted by way of Demand Draft / Banker's Cheque / Pay Order drawn in favor of " Baroda Gujarat Gramin Bank " payable at Bharuch. Earnest Money Deposit will not carry any interest.

The Earnest Money Deposit of unsuccessful Venders will be refunded while intimating the rejection of the bid.

The Earnest Money Deposit of the successful Vender will be refunded one month after successful installation of equipments of the last such purchase order during the contract period.

Earnest Money Deposit should be kept in a separate sealed envelope and to be delivered along with the RFP responses.

### **THE EARNEST MONEY DEPOSIT WILL BE FORFEITED IF:**

- The vender withdraws his quotation before processing of the same.
- The vender withdraws his quotation after processing but before acceptance of "Letter of appointment" to be issued by the Bank.
- The selected vender withdraws his quotation before furnishing Bank Guarantee / Security Deposit as required under this RFP.
- The vender violates any of the provisions of the terms and conditions of this RFP specification.





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Earnest Money Deposit will be refunded for the unsuccessful bidders with in two weeks from the date of issue of letter of indent to the successful vender.

## **1. SUBMISSION OF COMMERCIAL QUOTES :**

Commercial quote should be submitted as per format of **ANNEXURE- C** in sealed envelope.

Octroi / entry tax which will be payable on actual on production of original receipt. Taxes will be paid extra as per actual.

## **2. EVALUATION OF COMMERCIAL QUOTES :**

L1 (Lowest Vender) will be arrived on the basis of - 3 – (Three) Years TCO (i.e. Price of 3 Years on line Warranty). – As mentioned in Annexure C.

Bank may follow the reverse action process which will be clarified during the opening of Technical proposal.

L1 will be arrived on the basis of total cost of all the equipment required including service charges & taxes as specified in the commercial sheet along with 3 Years On Site Warranty.

## **3. PLACE OF ORDER :**

Our Head offices will place the orders and delivery will be at our Branches / Administrative offices across the Gujarat State as per orders. Vender shall make necessary arrangements for processing the purchase orders, including Road Permit if any & etc.

## **4. TRANSPORTATION AND INSURANCE:**

All the costs should include cost, insurance and freight (c.i.f). However, the Vender has the option to use transportation and insurance cover from





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any eligible source. Insurance cover should be provided by the Vender till the acceptance of the equipments by Bank. The Venders should also assure that the goods would be replaced with no cost to Bank in case insurance cover is not provided.

## **5. PRE-SHIPMENT INSPECTIONS:**

Baroda Gujarat Gramin Bank reserves the right, but not any obligation, to undertake a pre-shipment inspection of the complete central system in a factory test environment. For this purpose, Baroda Gujarat Gramin Bank's personnel may have to visit the factory site which shall be provided at the Bank's cost.

## **6. DELIVERY:**

Hardware, Software & Peripherals should be delivered within 4 - 6 weeks from the date of purchase order.

Vender will have to pay liquidated damages (LD) to Baroda Gujarat Gramin Bank @ 1% of the contract value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery *beyond due date of delivery*, to a maximum of 5%. If delay exceeds two weeks from due date of delivery, Baroda Gujarat Gramin Bank reserves the right to cancel the entire order.

If LD exceeds the maximum of 5%, Bank may de-list the Vender from participating any of our banks RFP in future for a period of two years.

Vender will be responsible for ensuring proper packing, delivery and receipt of the hardware and software at the site(s). Sealed packs will be opened in the presence of Baroda Gujarat Gramin Bank officials.

The software (systems software, language compilers, utilities, packaged software, etc., including complete sets of manuals, Driver CD, OS software) should be delivered together with the hardware.

Any component has not been delivered or if delivered is not operational, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable and payment would be released as per terms only after full delivery and installation.

## **7. INSTALLATION:**





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Installation at our office, including unpacking of cartons/ boxes, will be the responsibility of the Vender. Vender will have to install the system and hand it over to Bank for acceptance testing within two working days of the Bank from the date of receipt of the system at our office.

Vender will have to pay liquidated damages to Bank @ 1% of the contract value per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to the Vender.

Bank reserves the right to shift part or the entire Hardware order setup to new location/s and warranty will continue to be in force at the new location.

## **8. PORTING OF APPLICATION:**

In case of porting problems, if PCs are required as replacement for an existing system or as a replacement under clause 14

- Vender will be responsible for porting applications to / from the supplied system at no extra cost to Bank within a time frame to be decided with the successful Vender.
- Vender will have to supply required utilities, if any, for porting of existing applications, at no extra cost to Bank.
- Vender will have to specify the steps, to be followed by Bank in future, to maintain the application portability across the existing system and the supplied systems.

## **9. DOCUMENTATION:**

Vender will have to supply all necessary documentation for the training, use and operation of the system. This will include at least one set of original copies per installation of the user manuals, reference manuals, operations manuals, and system management manuals in English only.

## **10. TRAINING:**

The Vender shall provide training to officials of Bank of Baroda. The training should cover hands-on training up to a comfort level of user.





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Training will have to be provided at Bank's premises or external sites acceptable to Bank, at Bank's cost.

## **11. UPTIME GUARANTEE:**

Vender will have to guarantee a minimum uptime of 99%, calculated on a annually basis.

Uptime percentage will be calculated as (100% less Downtime Percentage). Downtime percentage will be calculated as Unavailable Time divided by Total Available Time, calculated on a monthly basis. Total Available Time is two shifts a day for six days a week. Unavailable Time is the time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically.

If Vender fails to meet the uptime guarantee in any month then the Vender will have to pay 1% of cost of the hardware as damages OR the warranty period will have to be extended by one month. The Vender should immediately provide Bank with an equivalent standby system in case of failures.

## **12. WARRANTY:**

The entire hardware equipment including system software will remain under, onsite, comprehensive maintenance onsite warranty for a period of three years. The service support during warranty period shall be for all hardware, Software & Peripherals including OS.

Vender will have to provide a post-installation warranty as per the terms mentioned below:

Hardware, Software & Peripherals -

*Comprehensive onsite Warranty for 36 Months from the date of installation or 37 months from the date of the delivery which ever is earlier.*

Vender will have to upgrade the system software during warranty period at no cost to Bank. The service support during warranty period includes for all hardware equipment, Operating System Software, (wherever applicable).





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In event of any equipment is replaced or any defect in respect of any equipment is corrected during the warranty period, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the equipment which is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

Patch updation, security updates etc of operating system to be done regularly in coordination with the banks team.

In case of significant failures of specific component Viz. Motherboard, HDD, CD Drives, any other controller, entire system has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. The principal Vendor is required to ensure that this kind of situation never arises.

### **13. SINGLE POINT OF CONTACT FOR SUPPORT:**

Vender has to provide details of single point of contact viz. designation, address, email address, telephone / mobile No. for Hardware, Software & Peripherals supplied to the bank. Escalation matrix for support should also be provided with full details as per ANNEXURE - E.

The Vender should have local service support office across the Gujarat State. The Venders who are not having the local service support centre across the Gujarat State will not be considered, since the requirement of the Hardware, Software & Peripherals are for the branches / admin offices across the Gujarat State.

### **14. PAYMENT TERMS: - PAYMENT TERMS WILL BE AS FOLLOWS:**

- 50% of the total cost on delivery of hardware and software plus 100% of Octroi / entry tax as per actuals on production of original receipt.
- 40% of total cost after successful installation and satisfactory functioning.
- Balance amount of 10% will be released after one month on completion of successful installation and satisfactory functioning.





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The payment will be release by the Head offices of the Bank as per above payment terms. The Bank will pay invoices within a period of one month from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Vender within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 15 days from the date the dispute stands resolved.

## **15. ANNUAL MAINTENANCE CONTRACT (AMC) AFTER EXPIRY OF WARRANTY PERIOD:**

The Vender will enter into an AMC agreement with the bank at the discretion of the Bank, after the expiry of warranty period to support the Hardware & Software supplied for a minimum period of – 2- (two) years.

## **16. MAINTENANCE:**

Vender shall carry out preventive maintenance at least once in quarter in consultation with the banks team during the warranty period as well as the subsequent AMC period. Preventive Maintenance will include replacement of worn-out parts, checking through diagnostic software etc.

Vender will have to maintain hardware and software after the warranty period, for a minimum period of 2 years.

**In case equipment is taken away for repairs, the Vender shall provide a standby equipment (of equivalent configuration), so that the work of the Bank is not affected.**

The Vender shall give an undertaking that sufficient quantity of spares will be kept as stock during the warranty / AMC period at their support office across the Gujarat State.

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## **ANNEXURE- A**

<b>Sr. No.</b>	<b>Particulars (Ensure whether the following have been enclosed)</b>	<b>Yes</b>	<b>No</b>	<b>Page No. of your Response</b>
1	Self Certified letter of unconditional acceptance of all Terms & Conditions			
2	If submitting technical bid as a partner - letter of authorization from the OEM.			
3	If submitting technical bid as a partner - letter from OEM regarding the unconditional acceptance of terms and condition as regards to <u>support for their products during warranty and subsequent AMC period if Partner fails to do so.</u>			
4	Copies of valid ISO 9001:2008 & 14001:2004 certifications for the products for which the technical bid submitted.			
5	Documentary proof relates to being in Computer Hardware business at least for a period of last 3 years.			
6	Self certified letter that branches/offices to log calls for support only with direct support offices.			
7	Documentary evidence of satisfactory completion of Project as mentioned in eligibility criteria. (With detail like name of institutions, contact person, Telephone No) and the locations where the similar configurations of Computer Hardware are installed, supplied and supported.			





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8	Green Peace rating certification			
9	Self certified letter certifying - having technically qualified engineers at all locations, who has expertise to install and support.			
10	Self certified letter that any technical problem would be resolved within 24 hrs. Of call reported (including time for procuring spare parts).			
11	Self certified letter to be submitted for meeting the delivery schedule and accepting the LD clause along with the copy of the respective OEM's confirming to adhere the delivery schedules.			
12	Audited copies of the financial statements of last 3 years. i.e for 2007-08, 2008-09 & 2009-2010.			
13	Audited copies of the financial statements of last 3 years i.e for 2007-08, 2008-09 & 2009-2010*, of the principal (OEM) whose Systems / Products are quoted. (not applicable for OEM supplying Peripherals).			
14	Self certified financial statements of the principal (OEM) whose Systems/ Products are quoted, for the financial year ended 31-03-2010, if yet to be audited. (not applicable for OEM supplying Peripherals).			
15	Details of Technical Specifications (Appendix – D1-D6).			
16	Escalation Matrix (Annexure E)			
17	Soft copy of Technical Bid on CD along with Original Set Only.			





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**HEAD OFFICE : BHARUCH**

**PHONE NO: 02642 247991, 247992, 247993, 247994**

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**Following documents are to be enclosed, in the same order, while submitting Technical Bid in response to the RFP.**





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## **ANNEXURE- B**

**PARTICULARS TO BE PROVIDED BY THE BIDDER WITH TECHNICAL PROPOSAL.**

<b>No</b>	<b>Particulars</b>	<b>Details to be furnished by the bidder</b>	<b>Page No. of your Response to indicated</b>
1	Name of the Vender		
2	Year of establishment and constitution. Certified copy of "Partnership Deed" or "Certificate of Incorporation/commencement of business", Memorandum of Association, Articles of Association should be submitted as the case may be.		
3	Location of Registered office /Corporate office and address		
4	Mailing address of the Vender		
5	Names and designations of the persons authorized to make commitments to the Bank.		
6	Telephone and fax numbers of contact persons.		
7	E-mail addresses of contact persons.		
8	Details of: Description of business and business background Service Profile & client profile Domestic & Int'l presence		





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<b>No</b>	<b>Particulars</b>	<b>Details to be furnished by the bidder</b>	<b>Page No. of your Response to indicated</b>
9	Whether the vender is in to Computer Hardware manufacturing / Supplier business, if yes then mention the period (evidence to be enclosed). Whether the consulting process conforms to ISO standards and if so, furnish details of compliance.		
10	Gross annual revenue of the Vender (not of the group) Year 2008-2009 Year 2009-2010 Year 2010-2011 (Copy of audited financial statements for above years to be submitted)	Figures to be indicated From the Financial Statements	
11	Net Profit of the bidder (not of the group) Year 2008-2009 Year 2009-2010 Year 2010-2011 (Copy of audited financial statements for above years to be submitted)	Figures to be indicated From the Financial Statements	

## **DECLARATION:**

1. We confirm that we will abide by all the terms and conditions contained in the RFP.
2. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of venders.





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3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of six months, from the date of expiry of the last date for submission of response to RFP.
5. We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

**Place:**

**Date :**

**Seal & Signature of the Vender**





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## ANNEXURE -C

### COMMERCIAL BID FORMAT :

Sr. No.	Hard Ware Particulars	Unit Cost of Equipment in Rs. Exclusive of taxes with 3 Years On Site Comprehensive Warranty	Total Amount in Rs.	TAX (%)	TAX Amount	Total Cost of Equipment (Price including Tax & 3 Year On Site Comprehensive Warranty)	AMC price for two years after 3 (Three) years On Site Comprehensive Warranty
1	Desktop type A (With Core i5 Processor )						
2	Desktop Type B (With Core i3 Processor)						

### Terms & Conditions:

- All the commercial value should be quoted in Indian Rupees.
- The amount quoted is exclusive of all taxes, duties, levies, etc.,
- Bank will deduct applicable TDS, if any, as per the law of the land.
- Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.

Place:

Date:

Seal & Signature of the bidder





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## **ANNEXURE – D COMPLIANCE SHEET & TECHNICAL SPECIFICATIONS**

**Compliance Certificate  
(On companies letter Head)**

To  
General Manager,  
Baroda Gujarat Gramin Bnak,  
Head Office, Bharuch.

Date:

Dear Sir,

Ref: -

1. Having examined the Request for Proposal (RFP) including all annexures, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the end to end services in conformity with the said RFP and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this bid.
2. If our Bid is accepted, we undertake to deliver the equipment within the scheduled time lines.
3. We confirm that this offer is valid for six months from the last date for submission of RFP to the BANK (RFP closing date).
4. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
5. We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
6. We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
7. We have not been barred/black-listed by any regulatory / statutory authority and we have the required approval to be appointed as a service provider to provide the services to Bank.
8. We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

Seal & Signature of the bidder

Phone No.:

Fax:

E-mail:

Place:

Date:





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## APPENDIX – D1

<u>Desktop Type - A - Technical Specifications</u>	<u>Complied</u>	
<b>HARDWARE</b>	Y/N	If No. Remarks
<b>FORM FACTOR – Sleem Tower, Preferably Dimensions (H x W x D) Inches / Cm Inches 14.2 x 4.0 x 16.1 Cm 36.0 x 10.2 x 41.0</b>		
<b>CPU – Core i5 level Processor or equivalents, 64 Bit Multi Core x 86 Processor Supporting Hardware Assisted Virtualization Future &amp; Delivering Minimum 230 Sasmark2007 point Overall With applicable Intel 6 series / AMD 8 Series / equivalent or higher chipset vendor to provide sysmark2007 for windows 7 full disclosure report (FDR) to verify qualifying parameter with Technical bid of Tender vendor to run Sasmark2007 For windows 7 Benchmark software randomly Selected laptop (By IOCL) For Qualification parameter in Acceptance Test Or PDI. The sample Chosen Should Deliver Consistently a minimum of 230.</b>		
<b>CACHE - 4MB L3 Intel Smart Cache or 6 MB Cache</b>		
<b>CPU UPGRADABILITY – IF possible</b>		
<b>CHIPSET – As compatible with PROCESSOR</b>		
<b>BIOS - PnP Flash BIOS</b>		
<b>MEMORY - 4GB DDR3 PC3 10600 1333MHz</b>		
<b>MEMORY EXPANDABILITY - Expandable to 8GB</b>		
<b>MEMORY SLOT - 2 Nos.(Min.)</b>		
<b>CD/DVD Drive - SATA 16X DVD+/-RW with Dual Layer Write Capability</b>		
<b>HDD - 320 GB SATA HDD with 7200 RPM or equivalent</b>		
<b>NIC - Integrated 10/100/1000 Mb/s PCI Bus Fast Ethernet Intel adapter with Wake on LAN</b>		
<b>ADD ON NIC CARD - 10/100/1000 Mb/s PCI Bus Fast Ethernet Server Adapter with WOL Support</b>		
<b>GRAPHICS - Integrated Intel HD graphics with shared RAM or ATI Radeon HD 4200 or higher</b>		
<b>AUDIO - Intel @ High Definition Audio with Internal Speaker</b>		
<b>POWER SUPPLY – 200W -110VAC-240VAC 50-60Hz</b>		
<b>EXPANSION SLOTS - Min. One PCI Express x16, One PCI x1 &amp; Two PCI</b>		





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Front Ports - 2 USB 2.0, Microphone (stereo 3.5mm), Headphone (stereo 3.5mm)		
Rear Ports - 6 USB 2.0, ethernet (RJ 45), Monitor (VGA DB15, Display Port) / One Parallel port		
Rear Audio Ports - Line in (stereo 3.5mm), Line out (stereo 3.5mm) Microphone -in (stereo 3.5mm)		
TOTAL DRIVE BAYS - Min. 2 Bays except Internal HD bay		
CONSOLE - 1366 x 768 wxga pixels Resolution provides Excellent Clarity and Rich Images.		
KEYBOARD - 104 Keys Multimedia Keyboard (Make - OEM)		
POINTING DEVICE - Two Buttons with scroll button USB Mouse with PAD (Make - OEM)		
<b><u>SOFTWARE</u></b>		
OS CERTIFICATION – Vendor must provide installation certificate from supplier.		
SECURITY – CHASSIS LOCK SLOT SUPPORT, OPTIONAL CHASSIS INTRUSION SWITCH, I/O INTERFACE SECURITY		
MANAGEABILITY - Bios SUPPORT FOR OPTIONAL COMPUTRACE, HARDWARE DIAGNOSIS TOOL.		
COMPLIANCE - Environmental Standards (eco-labels) : Energy Star 5.0 compliant Green guard & RoHS, EPEAT Gold Rating Registered (see <a href="http://epeat.net">epeat.net</a> for registration status by country)10, CECP, TCO, WEEE, Japan Energy Law, Japan Green PC, South Korea Eco-label, EU RoHS, China RoHS, Blue Angel Other Environmental Options: Energy Smart settings Carbon Off-set Program; System Recycle (Asset Recovery Service) and MANDATORY – GREEN PEACE RATING OF 4 OR ABOVE.		
Operating System : PAPER LICENCE FOR GENUINE WINDOWS(R) 7 PROFESSIONAL 32BIT (ENGLISH) BUT MACHINE MUST BE DOWN GRADE SUPPORT WINDOW XP.		





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## APPENDIX – D2

Desktop Type B - Technical Specifications	Complied	
<u>HARDWARE</u>	Y / N	If No. Remarks
<b>FORM FACTOR – Sleem Tower, Preferably Dimensions (H x W x D) Inches / Cm Inches 14.2 x 4.0 x 16.1 Cm 36.0 x 10.2 x 41.0</b>		
<b>CPU - Core i3 level Processor or equivalents, 64 Bit Multi Core x86 Processor Supporting Hardware Assisted Virtualization Future &amp; Delivering Minimum 180 Sasmark2007 point Overall With applicable Intel 6 series / AMD 8 Series / equivalent or higher chipset vendor to provide sysmark2007 for windows 7 full disclosure report (FDR) to verify qualifying parameter with Technical bid of Tender vendor to run Sasmark2007 For windows 7 Benchmark software randomly Selected laptop (By IOCL) For Qualification parameter in Acceptance Test Or PDI. The sample Chosen Should Deliver Consistently a minimum of 180</b>		
<b>CACHE - 4MB L3 Smart Cache or 6MB L3 cache</b>		
<b>CPU UPGRADABILITY - IF possible</b>		
<b>CHIPSET – As compatible with PROCESSOR</b>		
<b>BIOS - PnP Flash BIOS</b>		
<b>MEMORY – 2GB DDR3 PC3 10600 1333MHz</b>		
<b>MEMORY EXPANDABILITY - Expandable to 8GB</b>		
<b>MEMORY SLOT - 2 Nos.(Min.)</b>		
<b>CD/DVD Drive - SATA 16X DVD+/-RW with Dual Layer Write Capability</b>		
<b>HDD - 320 GB SATA HDD with 7200 RPM or equivalent</b>		
<b>NIC - Integrated 10/100/1000 Mb/s PCI Bus Fast Ethernet Intel 82578DM, Wake on LAN</b>		
<b>ADD ON NIC CARD - 10/100/1000 Mb/s PCI Bus Fast Ethernet Server Adapter with WOL Support</b>		
<b>GRAPHICS – Integrated Intel HD graphics with shared RAM or ATI Radeon HD 4200 or higher</b>		
<b>AUDIO - Intel @ High Definition Audio with Internal Speaker</b>		
<b>POWER SUPPLY – 200W 110-240VAC 50-60Hz</b>		
<b>EXPANSION SLOTS - Min. One PCI Express x16, One PCI x1 &amp; Two PCI</b>		





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Rear Ports - 6 USB 2.0, ethernet (RJ 45), Monitor (VGA DB15, Display Port) / <i>One Parallel port</i>		
Rear Audio Ports- Line in (stereo 3.5mm), Line out (stereo 3.5mm) Microphone -in (stereo 3.5mm)		
TOTAL DRIVE BAYS - <i>Min. 2 Bays excluding Internal HD Bay</i>		
CONSOLE - <i>1366 x 768 wxga pixels Resolution provides Excellent Clarity and Rich Images</i>		
KEYBOARD - <i>104 Keys Multimedia Keyboard (Make - OEM)</i>		
POINTING DEVICE - <i>Two Buttons with scroll button USB Mouse with PAD (Make - OEM).</i>		
<b><u>SOFTWARE</u></b>		
OS CERTIFICATION – <i>Vendor must provide installation certificate from supplier.</i>		
SECURITY – <i>CHASSIS LOCK SLOT SUPPORT, OPTIONAL CHASSIS INTRUSION SWITCH, I/O INTERFACE SECURITY</i>		
MANAGEABILITY - <i>Bios SUPPORT FOR OPTIONAL COMPUTRACE, HARDWARE DIAGNOUS TOOL.</i>		
COMPLIANCE - <i>Environmental Standards (eco-labels) : Energy Star 5.0 compliant Green guard &amp; RoHS, EPEAT Gold Rating Registered (see epeat.net for registration status by country)10, CECP, TCO, WEEE, Japan Energy Law, Japan Green PC, South Korea Eco-label, EU RoHS, China RoHS, Blue Angel Other Environmental Options: Energy Smart settings Carbon Off-set Program; System Recycle (Asset Recovery Service) and MANDATORY – GREEN PEACE RATING OF 4 OR ABOVE.</i>		
Operating System : <i>PAPER LICENCE FOR GENUINE WINDOWS(R) 7 PROFESSIONAL 32BIT (ENGLISH) BUT MACHINE MUST BE DOWN GRADE SUPPORT WINDOW XP.</i>		





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## **ANNEXURE –E**

### **ESCALATION MATRIX**

**NAME OF COMPANY :**

**Delivery Related Issues :**

<b>Sr. No</b>	<b>Name</b>	<b>Designation</b>	<b>Full Office Address</b>	<b>Phone No</b>	<b>Mobile No</b>	<b>Fax</b>	<b>email address</b>
		<b>First level Contact</b>					
		<b>Second level Contact (If response not recd in 24 Hours)</b>					
		<b>Regional / Zonal Head(If response not recd in 48 Hours)</b>					
		<b>Country Head(If response not recd in One week)</b>					





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## **Service related Issues :**

<b>Sr. No</b>	<b>Name</b>	<b>Designation</b>	<b>Full Office Address</b>	<b>Phone No</b>	<b>Mobile No</b>	<b>Fax</b>	<b>email address</b>
		<b>First level of Support</b>					
		<b>Second level Contact (If response not recd in 4 Hours)</b>					
		<b>Regional / Zonal Head(If response not recd in 24 Hours)</b>					
		<b>Country Head(If response not recd in 48 Hours)</b>					

**Any change in designation, substitution will be informed by us immediately.**

**Signature**

**Name of representative**

**Designation**

**Company Seal**





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## **APPENDIX – F**

### **The process to be followed by the vendor for integrating Type A & B PCs**

#### **For Each Computer**

1. Install Antivirus software from the CD provided by Bank of its license Antivirus version.

-----End of RFP Document-----

