



**Baroda Rajasthan Kshetriya Gramin Bank**  
(Head Office : Ajmer)

**NOTICE INVITING TENDERS**  
**FOR SUPPLY OF**  
**MULTI FUNCTION LASER PRINTERS**  
**LAST DATE- 09.05.2018 (3.00PM)**

**18<sup>th</sup>April 2018**  
**RFP Reference: BRKGB:HO:IT:2018-19:001**

## NOTICE INVITING TENDERS

Sealed Tenders are invited for supply of Multi Function Printers for use at branches and offices of our Bank situated in 21 districts of the state of Rajasthan. Interested and financially sound suppliers are requested to quote their unconditional rates in the prescribed proforma in Annexure-A.

2. Firms intending to participate in the Tender have to furnish an EMD of Rs.1,00,000/- (Rupees One Lac only), in the form of Bank Draft/Banker's Cheque/Bank Guarantee, drawn in favour of "Baroda Rajasthan Kshetriya Gramin Bank" along with the bids, failing which the quotations will not be considered. Validity of this should be by 30.09.2018. For non-qualifying Firms, the same is returnable simultaneously on vendor selection finalization.
3. The firms qualifying in the tender process will be extending standard Warranty clause, as extended by the Manufacturer- HP/Canon/Samsung, warranty should be minimum of 36 months.
4. The quantity of items to be procured is estimated as 540 printers. But there is no obligation on the part of the Bank to procure any number of equipments. Purchase Orders may be placed in piece meal as and when required, during the contract validity.
5. The rates approved, will be valid for a period till 30.09.2018 from the date of approval / acceptance by this Bank. The firm will be bound to supply the items, at the approved rates during the rates contract period, failing which the EMD will be confiscated by the Bank.
6. Interested firms should comply eligibility criteria as per Annexure-D and submit supporting documents as prescribed there.
7. Interested firms may quote for one or more make and model of printer/s mentioned here under-

S.N.	Printer- Make and Model
1	HP M132a
2	HP M132NW
3	Canon image CLASS MF3010
4	Canon image CLASS MF232W
5	Samsung SCX4521 FS/ XIP

- Quotation/ Tender for any other make and model of printer will not be accepted.

8. The interested firms may send/ drop the sealed Quotations superscribed as "**Tender for Supply of Muti Function Printers**" and addressed to the General Manager, Baroda Rajasthan Kshetriya Gramin Bank, Head Office, Plot No-2343, Second Floor, Vaishali Nagar, Ajmer (Rajasthan) Pin-305004 in the **Tender Box** placed so as to reach by **3.00 PM on or before 09.05.2018. The tenders will be opened on the same day at 4.00 PM.** The authorized representatives who intend to attend the tender opening are to bring with them letters of authorization from the corresponding

tenderers.**Any clarification may be sought by 27.04.2018 sending the query by mail to ho@barodarajasthanrrb.co.in.**

#### 9.Others-

- (a) Printers are to be delivered at 12 regional offices and 1 head office of the Bank. Complete details will be provided at the time of issuance of each Purchase Order.
- (b) All the costs should include cost, insurance and freight (c.i.f). However, the Bidder has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the Bidder till the acceptance of the H/W by Bank. The Bidders should also assure that the goods would be replaced with no cost to Bank in case insurance cover is not provided.
- (c) Printers should be delivered within 4 weeks from the date of purchase order. Bidder will have to pay liquidated damages (LD) to Baroda Rajasthan Kshetriya Gramin Bank @ 1% of the Purchase Order 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 Rajasthan Kshetriya Gramin Bank reserves the right to cancel the entire order. Bidder will be responsible for ensuring proper packing, delivery and receipt of the hardware and software at the site(s).Bank will not be held responsible for any damage in transit.
- (d) Bank shall endeavor to install the printer at own with telephonic support of Bidder's team. Where ever need arises, in maximum 10% cases, on reference of Bank, Bidder shall be responsible for on-site installation support.
- (e) The entire hardware equipment including system software, if any will remain under onsite, comprehensive maintenance warranty for a period of 36 months. The service support during warranty period shall be for all hardware. Comprehensive Warranty for 36 Months from the date of installation or 37 months from the date of delivery which ever is earlier, will be made available.
- (f) All the bidders have to submit the following documents with Bid submission:
  - OEM Letter (As per Annexure- B)
    - A letter addressed to our office i.e. mentioning model / product proposed in this rate contract is covered under 3 Yrs (3 Yrs Warranty) onsite comprehensive support from the date of installation of product.
    - In case the successful bidder is not ready to provide the support during the warranty/AMC period, support will be provided by OEM directly for the remaining period of warranty/AMC of the product without any additional cost to the Bank.
    - List of parts (if any) excluded from the comprehensive warranty list for each of the models proposed. Bank will have the discretion to accept the exclusion list or add / remove any part from the exclusion list
  - Undertaking of Authenticity for HW supplied (As per Annexure-C)
- (g) The payment will be released as follows:
  - 70% of the total cost on delivery of printers plus 100% of Taxes(GST) as per actuals on production of original receipt.

- 20% of total cost after one month of successful installation and satisfactory functioning.
- Balance amount of 10% will be released after one month on completion of warranty period or against a Performance Bank Guarantee of scheduled commercial Bank preferably public sector bank, for three years and one month (i.e. one month beyond the warranty period).

(h) The invoices for claiming the payment should be submitted along with:

- Payment will be released by Head Office as per above payment terms on submission of delivery challan and installation confirmation.
- Original delivery challans duly signed by the branch officials/ IR where ever applicable (as the case may be).
- Confirmation letter from OEM mentioning the serial number of the product and that the HW / SW supplied are under three years back to back warranty.

(i) Successful bidder will have to sign and accept a Rate Contract conforming detailed terms and conditions.

10. Since different makes and models are to be compared, Bank may exercise "Normalisation process" to shortlist the equipment to be purchased. Decision of the Bank in this regard will be final and binding to all bidders.

Annexure-A

(on Bidder's Letter Head )

To

The General Manager  
Baroda Rajasthan Kshetriya Gramin Bank  
Head Office  
Plot No-2343, 2<sup>nd</sup> Floor  
Vaishali Nagar  
Ajmer (Rajasthan)  
Pin-305004

**Reg- Submission of Price bid for Multi function Printers**  
**Ref- Tender No- BRKGB:HO:IT:2018-19:001 Dated-18.04.2018**

Sir,

We are quoting our prices as under-

S.N.	Printer- Make and Model	Unit Price Amount (Rs)
1	HP M132a	
2	HP M132NW	
3	Canon image CLASS MF3010	
4	Canon image CLASS MF232W	
5	Samsung SCX4521 FS/ XIP	

Further to submit that-

1. The prices are excluding following taxes- (please specify tax and rate)  
-  
-
2. No other levy/ charges other than mentioned in point no-1 is to be added in unit prices.
3. Bank will deduct applicable TDS, if any, as per the law of the land.
4. Further, we confirm that we will abide by all the terms and conditions mentioned in the Tender document.

Place:

Date:

(Seal & Signature of Bidder)

Annexure-B

**(This letter should be on the letterhead of the OEM / Manufacturer duly signed by an authorized signatory)**

The General Manager  
Baroda Rajasthan Kshetriya Gramin Bank  
Head Office  
Plot No-2343, 2<sup>nd</sup> Floor,  
Vaishali Nagar,  
Ajmer (Rajasthan)  
PIN-305004

Dear Sir,

We ..... (Name of the Manufacturer)  
who are established and reputable manufacturers of .....  
having factories at ....., ....., ....., ..... and ..... do hereby  
authorize M/s ..... (who is the vendor submitting its bid pursuant to the  
Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude  
a contract with you for supply of equipments manufactured by us against the Request  
for Proposal received from your Bank by the Vendor and we have duly authorised the  
Vendor for this purpose.

We hereby extend our guarantee and warranty as per terms and conditions of the RFP  
and the contract for the equipment and services offered for supply against this RFP by  
the above-mentioned Vendor, and hereby undertake to perform the obligations as set  
out in the RFP in respect of such equipments and services.

We assure you that in the event of M/s ..... not being able to fulfill its  
obligation as M/s ..... Service provider in respect of the standard  
..... (OEM Name) warranty terms,  
..... (OEM Name) would continue to meet these  
“..... (OEM Name) warranty Terms” through alternate  
arrangements.

Yours Faithfully

Authorised Signatory

(Name:

Phone No.            Fax            E\_mail            )

Annexure-C

**(This letter should be on the letterhead of the OEM / Manufacturer duly signed by an authorized signatory)**

The General Manager  
Baroda Rajasthan Kshetriya Gramin Bank  
Head Office  
Plot No-2343, 2<sup>nd</sup> Floor,  
Vaishali Nagar,  
Ajmer (Rajasthan)  
PIN-305004

**Sub: Undertaking of Authenticity for Computer HW / Peripherals Supplied**

**Ref : Tender No.** \_\_\_\_\_ **dated** \_\_\_\_\_ **and our**  
**quotationNo.** \_\_\_\_\_ **dated** \_\_\_\_\_

With reference to the Computer HW / Peripherals being supplied /quoted to you vide our invoice no/quotation no/order no. \_\_\_\_\_ Cited above.

We hereby undertake that all the components/parts/assembly/software used in the Computer HW / Peripherals under the above shall be original new components/parts/ assembly /software only, from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used.

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the Computer HW / Peripherals already billed, we agree to take back the Computer HW / Peripherals without demur, if already supplied and return the money if any paid to us by you in this regard.

We \_\_\_\_\_ (*system OEM name*) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre/ Reseller/SI etc.

Authorized Signatory and seal

Name:

Designation:

Place:

Date:

## Annexure-D

### Eligibility Criteria Compliance

S. N.	Criteria	Supporting Documents required	Supporting Document attached (Yes/No)
1	<p>In case of partners in addition to the above OEM eligibility criteria they should:</p> <ul style="list-style-type: none"> <li>• Be in supply and support business Computer Hardware, Software &amp; it's Peripherals at least for a period of last three years.</li> <li>• Should have made Net Profits during last three financial years</li> <li>• Have a copy of ISO 9001:2008 certification</li> <li>• Minimum turnover out of Indian operations should be not be less than <b>twenty crores</b> per year from Computer hardware / software as per last three years as per the audited financial statement.</li> <li>• Should have direct support offices across the state/country.</li> <li>• Have a 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</li> </ul>	<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>	
2	<p>The bidder should have technically qualified engineers who have expertise and certification to support the installations/ operations.</p>	<p>Self-certified letter certifying – having technically qualified engineers</p>	
3	<p>The principal vendor will be</p>	<p>Letter of authorization from</p>	



	required to provide a letter of Authorization to the partner for submitting the offer on behalf of the principal.	OEM	
4	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.	Details to be provided along with the support / branch offices	
5	While a call centre is acceptable for logging support requirements, support must be provided on site by a qualified engineer as stated above.	A self-certified letter to be submitted	
6	The bidder should have supplied & supported Computer HW, SW & Peripherals of value of <b>Mininum Rs. twenty Crore value</b> in each year for the past 3 Years to various branches/offices of Commercial Banks / Financial Institutions / Govt. Organizations in India having a large branch network geographically spread across the country	Supporting document to be enclosed	
7	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. OEM/Partner should stock adequate spares of all items supplied	A self-certified letter to be submitted  To provide the logistics of spares available in warehouse and policy of stocking the spares	
8	Should be able to deliver the Hardware, Software & Peripherals within 4 weeks from the date of purchase order.	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.	
9	Should not be blacklisted / debarred by any Statutory or Regulatory Authorities in the past 2 year (As on 1 <sup>st</sup> April 2018 )	A self-certified letter to be submitted	

Place:

Date:

(Seal & Signature of Bidder)