

Request for Proposal (RFP)
FOR
Supply of Computer Hardware items
at Branches/Offices



Information Technology Department
Corporate Office, Thirssur 680 001.

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Contents

- 1. Introduction**
- 2. Terms/Scope of Execution of Work**
- 3. Eligibility Criteria:**
- 4. Bid**
- 5. Technical Offer**
- 6. commercial Offer**
- 7. Evaluation and acceptance**
- 8. Order execution**
- 9. Payment Terms**
- 10. Order Cancellation.**
- 11. Liquidated Damages**
- 12. Media & Documentation**
- 13. Warranty**
- 14. Annual Maintenance Contract**

1. Introduction:

1.1.Dhanalakshmi Bank (www.dhanbank.com) is one of the leading scheduled commercial bank (hereinafter referred to as Bank) having more than 249 customer service outlets including branches and extension counters (excluding ATMs) spread across India as tabulated below. (The complete list of branches/offices can be obtained from our web site www.dhanbank.com.)

Table A

STATE	Category wise Number of Branches					Grand Total
	Branch	Extension Counter	Asset Branch	Service Branch	Treasury Branch	
Andhra Pardesh	16	1				17
Delhi	8					8
Ghaziabad	1					1
Gujarat	4					4
Haryana	2					2
Karnataka	10	1	1			12
Kerala	119	18	1	3		141
Madhya Pradesh	1					1
Maharashtra	14			1	1	16
Punjab	1					1
Rajasthan	1					1
Tamil Nadu	28	6	1	1		36
Uttar Pradesh	4					4
West Bengal	5					5
Grand Total	214	26	3	5	1	249

1.2.Bank has an ambitious plan for expansion and likely to open 23 more branches in this financial year itself and has a target of 500 branches by 2011 March.

1.3.The bank is revamping its existing IT hardware like PC/Desktop Computers, Thin clients, Printers, UPS systems etc.

1.4.Bank requires Computer Hardware and peripherals to be used at branches/offices, spread across the country, for accessing Flexcube Core Banking application from M/s. Oracle Financial Services Software Limited and other web based packages for the banking applications. This is also required to run office automation software and client based emails.

1.5.Offers are invited from reputed vendors for supply, installation, commissioning and maintaining of the hardware items as tabulated below.

Table B

Sl	Item	Required config.	Required Qty
1	Thin clients	Windows XP embedded. VIA C 7 1 GHz Processor 1GB Flash, 1GB DDR 2 RAM 4 USB 2.0 ports ,2 serial port; 1 parallel port 10/100/1000 Ethernet Resolution (VGA) 16/32 Bit Color: Up to 1920x1200 15" TFT monitor, PS2 Key Board and Mouse Warranty 3 Years onsite.	1200 Nos
2	Multi Function	Network-ready Laser All-in-One: print, fax (compatible with	175 Nos

	Printer	EPABX), copy and scan, Monochrome Laser, Duplex printing PPM 20 or above. Duty Cycle 10000 pages per month. Warranty 3 Years on site.	
3	DMPs	80 Column Dot Matrix printer (9 pin). Speed - 400 CPS or above Warranty 3 years onsite which includes printer Head.	300 Nos
4	Passbook printer	24 pin dot matrix passbook printer. Speed: 500 cps or above. Warranty 3 Years onsite which includes printer Head.	100 Nos
5	UPS	Capacity - 3.0 Kva Tower online double conversion (1Ph-1Ph) Input power factor correction 96 volts DC with 8 numbers of 12v 100ah Exide 6 El Tubular Batteries with battery Stand/shelf. Warranty 4 Years on site including battery.	200 Nos.
6	Entry level NAS BOX	1 GB ECC Memory 1TB usable space after configuring RAID I Two 10/100/1000 Ethernet ports CIFS/SMB for Windows NFS v2/v3 for Linux and UNIX HTTP/S for Web browsers FTP/S Shares ,Local users Active Directory/Windows Domain support, network logins DHCP or static IP address assignment NTP server synchronization System configuration backup and restore Email alerts and event logs SNMP	250 Nos.

2. Terms/Scope of Execution of Work:

2.1. Supply of the required hardware and peripherals as per the specifications / configuration given in the 'Table B'. The specifications tabulated are the minimum requirement and vendors can quote higher configurations if needed.

2.2. Deviations if any, in any of the items quoted vis-à-vis the prescribed minimum configurations; same shall be noted in a separate annexure attached to the proposal. The bank would analyze the deviations enumerated by the vendor in the proposal for the criticality to decide on the qualification.

2.3. The vendor shall quote for all the items tabulated in the 'Table B' as bank expects to implement total solution by one vendor. The proposal which do not include the quotes for all the items will be treated as incomplete and thus invalid.

2.4. The vendor shall supply, install and maintain the gadgets at our branches, located all across India.

2.5. Vendor shall Install/configure the hardware items and peripherals at respective sites making them operational to the satisfaction of the bank.

2.6. Vendor shall maintain both the hardware and software supplied at each location for three years from the date of installation.

2.7. The delivery schedule would be prepared by the bank and may spread over up to 31/03/2010.

2.8.It is the responsibility of the vendor to configure all the gadgets procured, in the specified locations. The configuration/installation manuals prepared by the bank would be shared with the vendor. Vendor shall follow these instructions and complete the task within the prescribed time to the satisfaction of the bank.

2.9.Vendor shall preload the software required by the bank, which would be made available to the vendor.

2.10.The quantities which are tabulated in ‘table B’ is the approximate requirement and bank may order higher and lower than this, but the lower limit would not exceed 20%.

2.11.Vendor shall sign a SLA with the bank giving the details like TAT, MTTR and other service clauses/parameters. For this, the Vendor may submit a draft SLA on successful bidding and this will be vetted by the bank. LOI will be released only after the agreement on the final draft.

2.12.Vendor shall provide the escalation matrix for the resolution of the Hardware/Software issues in the branches. As the branches are not equipped to do any trouble shooting or to note the serial number of the equipments, the initial contact shall not be persisted to get this information.

2.13.Vendor shall have an online facility to monitor all the calls logged by the respective branches. Vendor shall provide a dashboard of this to the bank for monitoring the status of all the calls along with the detailed call history. Also, vendor shall provide periodical reports on the type of calls, frequency of calls, status of calls etc to the bank through email. The type of report and the periodicity can be decided on mutual agreement.

2.14. A Letter of Intent would be issued to the successful vendor for all the gadgets but individual Purchase Order for each branch listing the details of the requirement.

2.15.The Bank reserves the right to change/shift the gadgets from one location to other before and after the delivery/installation.

2.16.The vendor shall deliver and install all hardware ordered and make it operational at respective site within 3 weeks from the date of delivery instructions/purchase order, failing which liquidated damages at the rate tabulated below will be recovered from the vendor.

Table C

SI	Period of delay	Penalty %	Cumulative %
1	1 day to 7 days	1%	1%
2	8 days to 14 days	2%	3%
3	15 days to 21 days	4%	7%
4	22 days to 30 days	8%	15%
5	30 days and above	5%	20%

2.17. The vendor shall provide on-site after sales service support during 3 years after installation. The vendor shall provide on-site after sales service support for at least 2 years after the above period; if Bank so desires. Also the vendor shall ensure availability of spares for minimum 5 years.

3. Eligibility Criteria:

3.1.Either the OEM or their Authorized Representative can participate in the tender. However, both should not participate in which case both will be disqualified.

3.2.If the bidder is not an OEM for any of the items in ‘table B’, authorization letters from the respective OEMs, authorizing them to participate in the tender shall be submitted along with the proposal.

3.3.The bidder also should have the presence through their service outlets of through their authorized service channel partners across India.

3.4.Only one model should be quoted for each type of hardware.

3.5.Bidder should have been established in the business of supply/installation and maintenance of Hardware Items (tabulated in Table B) in India.

3.6.The production unit / factory of the brand of Hardware items being quoted should be minimum ISO 9001:2000 and ISO 14001 certified. If the production unit is outside of India, it should meet equivalent international norms.

3.7.The Bank reserves the right to verify / evaluate /reject the claims made by the vendor independently.

3.8. If bank found that the prices quoted for any of the items by all the bidders are not competitive, bank has the right eliminate those items from this bid. The vendor shall ensure that the items quoted shall be in conformance with the specifications in table B in all respects.

4. Bid

4.1.The offer will be in two parts consisting of Technical bid and Commercial Bid.

4.2.The bids must be submitted in two separate sealed cover, giving full particulars, addressed to Assistant General Manager, Information Technology Department, Corporate Office, Naickenal, Swaraj Round, Thrissur 680 001 and duly super-scribed "Technical Offer for Computer hardware at branches/offices" and "Commercial Offer for Computer hardware at branches/offices" These covers should also indicate name and address of the vendor submitting the offers. The soft copy of the bid may be sent in the email id rajuantonyek@dhanbank.co.in with a copy to johnjosek.k@dhanbank.co.in.

4.3.The offer should reach the above address on or before 11-12-2009 at 5.00 p.m.

4.4.The offer submitted by the vendor shall remain valid up to 31st March 2010.

4.5.Any software(s) or operating system supplied along with the system shall be indicated separately and specifically.

5. Technical Offer

5.1.The Technical offer (TO) should be complete in all respects and contain all information asked for in this document. It should not contain any price information.

5.2.The TO must be submitted in an organized and structured manner. All the product brochures/leaflets/manuals etc., to be submitted along with the technical offer. The technical offer should comprise compliance of configuration / specifications as per the Table B.

5.3.TO should also be included complete Bill of Materials without indicating the prices, Details of support /service centers/locations, Details of contact persons for major Towns in India etc.

5.4.Photocopies of relevant documents / certificates shall be submitted along with the proposal.

6. Commercial Offer

6.1.The Commercial Offer (CO) should be complete in all respects and contain all information asked for in this document. It should contain only the price information.

6.2.The commercial offer should comprise compliance of configuration / specifications as per 'Table –B'.

6.3.The prices to be quoted in individual items seen in the table B and it should be unit price in Indian rupees.

6.4.Price is inclusive of all standard accessories and charges like handling, freight & forwarding, loading & unloading, transit insurance up to the point of delivery but excluding all the taxes and levies.

6.5.The percentage of the applicable taxes (sales tax/VAT, service tax, etc) for each items at different states/locations may be given along with the commercial offer.

6.6.Bank would not provide any documents like road permits and also would not entertain any request for liaison work with any of the authorities for the movement/transportation/shipment of the goods. But any documents like Form 16/other declarations which is required by the vendor for the shipment of BOM can be issued from the corporate office, Thrissur on request.

6.7. The vendor should pay octroi / entry tax on hardware, software etc.; wherever applicable and should produce original octroi receipts in the name of Bank for the reimbursement. If any penalty is imposed for non-payment of octroi, the same shall be borne by the vendor.

6.8.The prices should include the comprehensive on site warranty maintenance of the equipments covering all components, services, and visits to the concerned offices. The warranty period is 3 years for all the equipments.

6.9. Vendor shall quote for the minimum Annual Maintenance Charges for 2 years (after the expiry of 3 years comprehensive on site warranty) for every items listed in 'table B'

6.10.The commercial offer shall be on a fixed price basis. No upward revision in the price would be considered on account of subsequent increases in customs duty, excise tax, etc. However, if there is any reduction on account of government levies, during the offer validity period, the same shall be passed on to the Bank.

6.11.The price finalized shall remain valid upto 31st March 2010 from the date of the letter of Intent.

7. Evaluation and acceptance:

7.1. Technical Offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in the RFP. Only those vendors who qualify in the technical evaluation would be considered while evaluating the commercial bid.

7.2.Bank reserves the right to reject an offer under any of the following circumstances:

7.2.1. If the Offer is incomplete and/or not accompanied by all stipulated documents.

7.2.2. If the Offer is not in conformity with the terms and conditions stipulated in the RFP.

7.2.3. If the deviations in respect to the specifications stated in the proposal are critical.

7.2.4. If the specifications of Bill of Material are not submitted along with Technical Offer.

7.3.The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.

8. Order execution:-

8.1. As stated elsewhere, individual Purchase Order for each branch/offices would be issued giving the details of the requirements and other clauses like Date of Delivery, Payment terms etc.

8.2. The Bank reserves the right to relocate/shift the gadgets, en masse or part, from one location to other before and after the delivery/installation.

8.3. Vendor shall not claim any additional charges for the changes in the delivery locations, if the movement of the consignment is not commenced.

8.4. The vendor shall continue to support/attend service calls even after the shifting of the gadgets to the new locations. Please note that all the existing service level agreements are still binding on the vendor after such relocations.

9. Payment Terms:

9.1. Vendor shall not claim any payment on the receipt of the letter of intent issued by the bank.

9.2. Payment milestones can be discussed and decided after the receipt of Letter of Intent. The final terms on payments would be incorporated in the individual purchase orders issued by the bank.

9.3. Milestones for the payment can be delivery of the consignment, installation of the gadgets, signoff from the respective branch managers etc.

9.4. All the invoices shall be submitted to Dhanalakshmi Bank, I T Department, Corporate Office, 4th Floor, Thrissur 680 001. Vendor shall note that all the payments will be released from the corporate office only.

10. Order Cancellation

10.1. If the vendor fails to deliver and/or install the equipment within the stipulated time schedule or the extended date communicated by the Bank, it would be considered as a breach of contract. Bank reserves the right to cancel the entire contract in all such cases of breach of contract by giving 15 days notice.

10.2. The Bank reserves its right to cancel the order in the event of delay in delivery / installation / commissioning of equipment.

11. Liquidated Damages

11.1. The bank has the right to impose the penalty clause as per the individual purchase order issued to the vendor. Bank vested the right to cancel the orders if..

10.1.1. Vendor could not meet the date of delivery,

10.1.2. There are deviations of specifications

10.1.3. BOM supplied found inferior or not suitable to the Bank's usage.

11.2. Bank also has the right to liquidate damages at the rate given in the 'table C', if the delay in supply of the delivery.

11.3. The Bank reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.

11.4. However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the vendor.

12. Media & Documentation:

12.1. The vendor must provide all the required media including the required driver's to the respective offices at the time of installation.

12.2.The vendor should provide all the required documentation to the corresponding branch/office.

13. Warranty:

13.1.The offer must include comprehensive 3 years on-site warranty from the date of successful installation and commissioning of the equipments.

13.2.Vendor shall be fully responsible for the manufacturer’s warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

13.3.Warranty should not become void if Bank buys any other supplemental hardware from a third party and installs it with these equipments. However, the warranty will not apply to such hardware items installed.

13.4.The SLA signed with the bank shall contain all these clauses.

14. Annual Maintenance Contract :

14.1. Should the Bank decides to do so, the vendor is expected to maintain the equipment supplied for at least two years after the expiry of warranty period. Comprehensive on-site maintenance charges, for the post warranty period (either in value or in percentage).

14.2.At the same time, the vendor is also expected to make available the spare parts for the systems for at least two years after the expiry of warranty period. Thereafter, vendor will give at least twelve months notice prior to discontinuation of support services. If any of the peripherals, components etc. are not available or difficult to procure or if the procurement is likely to be delayed, the replacement shall be carried out with equipment of equivalent capacity or higher capacity at no additional charges to the Bank, during the currency of warranty period and AMC.

14.3.The vendor should ensure that the hardware reported down on any working day is set right on the same day and in no case later than the next working day. In case, hardware cannot be repaired within the stipulated period, the vendor should provide replacement of the same till the hardware is returned duly repaired.

14.4.If vendor fails to provide equivalent of better standby within 2 days from the date of logging the issue, bank can do other alternative arrangements and the charges incurred in this regard will be recovered from the vendor.