



Request For Proposal (RFP)

for

**Empanelment-cum-Rate contract with Vendors for
Procurement of "Computer Hardware & Peripherals" for
Bank and the RRB**

Department of Information Technology & Digital Banking

Allahabad Bank Head Office,

2 N.S. Road, Kolkata - 700001



SECTION-I

INVITATION FOR BIDS (IFB)REF NO: **HO/IT & DB/EMPANELMENT/HW/2018-19/94**DATE: **29.03.2018**

1. ALLAHABAD BANK intends to make empanelment of vendors, having country wide presence, for procurement on rate contract basis, of certain standard computer items like PCs, Printers, Other Peripherals etc. by its Head Office/Zonal Offices/Field Offices and Regional Rural Bank (RRB), from time to time. The "Empanelment-cum-Rate Contract" will be valid for a period of One (01) Year, which may be extended at the discretion of the purchaser for a further period of 3-6 months and accordingly empanelment contract & the empanelment security need to be suitably amended/extended.
2. In this connection, sealed Technical bids and Online Commercial Bids are invited, from eligible bidders for the above "Empanelment-cum-Rate Contract" of vendors for Supply, Installation & Maintenance of the items in the following categories-

Sl. No	Category	Items covered
1.	Computer Hardware and Peripherals	Server, PC without Monitor, Monitor, All in One PC, High Speed Dot Matrix Printer, Dot Matrix Printer, Cash Receipt Printer, Pass Book Printer, Monochrome Laser Printer (<i>Simplex & Duplex</i>), Scanner (Flatbed & Portable), Windows Server OS.

3. The names of selected vendors will be circulated to all Zonal/Field Offices & RRBs of the Bank. Procurement of the above empanelled items vis-à-vis requirements of the Bank, emanating from its branches/offices, spread all over the country, during the period of empanelment of one(1) year(*and during the extended period, if any*), will be done from these short-listed vendors, as enumerated elsewhere in the RFP. The procurement of items envisages Supply, Installation, Commissioning and Maintenance of the equipment and related software, if any, to be installed at various Branches/offices of the Bank/RRB.
4. A complete set of Request for Proposal (RFP) may be purchased by any interested bidder, on submission of a written application, in duplicate, from Allahabad Bank, Head Office, Department of Information Technology & Digital Banking, 2, Netaji Subhas Road, Kolkata-700001, India, upon payment of a non-refundable fee of **₹35,000.00 (Thirty Five Thousand only)** (₹500.00 extra if to be sent through Post) in the form of Demand Draft or Banker's Cheque drawn in favor of **Allahabad Bank payable at Kolkata. Only those bidders, who purchase the RFP in their name, will be eligible for submission of bid.**
5. The RFP can be obtained from the following address during office hours on all working days between 10.00 A.M. to 5.00 P.M. (*Monday-Saturday except 2nd & 4th Saturdays*) either in person or by post.

Allahabad Bank
Dept. of Information Technology & Digital Banking
Head Office
2, Netaji Subhas Road
Kolkata -700001 (West Bengal), INDIA
Phone No - 033-2262 3620, 2242 0995

6. The complete RFP has been published at the Bank's official website www.allahabadbank.in & Bank's e-Tendering website www.tenderwizard.com/abbank and is available on the website for the purpose of downloading and application made on such a form shall be considered valid for participating in the tender process.
7. The bidders, who have downloaded RFP from **Bank's official website www.allahabadbank.in or Bank's e-Tendering website www.tenderwizard.com/abbank** and want to participate in the bidding process, must pay a fee of **₹35,000.00(Thirty Five Thousand Only)**, towards cost of the



bid document, in the form of Demand Draft or Bankers Cheque, payable in favour of ALLAHABAD BANK at Kolkata, on or before the last date and time of submission of technical & online commercial bid.

The details are as under:

Sl. No	Item	Details
7.1	Bid Reference	HO/IT & DB/EMPANELMENT/HW/2018-19/94 dated 29.03.2018
7.2	Price of RFP	₹35,000/-
7.3	Postal Charges	₹500/-
7.4	Date of commencement of sale of RFP	29-03-2018, 11.00 Hrs IST
7.5	Date and time for Pre-Bid Meeting	04-04-2018, 12.00 Hrs IST
7.6	Last date and time for sale of RFP	24-04-2018, 12.00 Hrs IST
7.7	Last date and time for submission of Bid	24-04-2018, 13.00 Hrs IST
7.8	Date and time of opening of Technical-Bids	24-04-2018, 15.00 Hrs IST
7.9	Date of opening of commercial bids	To be notified later to the eligible bidders
7.10	Place of opening of Bids	Allahabad Bank , Head Office, Department of Information Technology & Digital Banking (IT & DB) 2 N.S. Road, Kolkata-700001, India
7.11	Address for communication	As above. Telephone: 091-033-2262 3620, 2242 0995 Fax: 091-33-2210 6323 Email: hodit.hardware@allahabadbank.in

8. The Technical Bid and online Commercial Bid must be submitted at the same time, giving full particulars, within the time period specified as above.
9. All bids must be accompanied by a bid security as specified in the RFP and must be delivered at the above office, on or before specified date and time indicated above.
10. Technical Bids will be opened in the presence of the bidder's representatives, who choose to attend on the specified date and time. Technically qualified bids will be taken up for further processing and Commercial Bids of the technically qualified bidders will be opened in the presence of their representatives on a specified date and time, which will be notified separately.
11. No further discussion/interface will be granted to bidders, whose bids have been disqualified on technical or any other ground declared/established as per terms/conditions of the RFP.
12. Non-attendance at the bid opening meeting will not be a cause for disqualification of a bidder.
13. Allahabad Bank reserves the right to accept or reject, in part or full, any or all the offers without assigning any reasons whatsoever.

Chief Manager (IT)
Allahabad Bank, Head Office,
Kolkata (WB)



SECTION II
INSTRUCTION TO BIDDERS (ITB)

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**SECTION- II****INSTRUCTION TO BIDDERS (ITB)****1. INTRODUCTION:**

- 1.1 Allahabad Bank, a body corporate established under the Banking Companies (*Acquisition and Transfer of Undertaking*) Act 1970, having its Head Office at 2, Netaji Subhas Road, Kolkata-700001, India, hereinafter called "**The Purchaser**", which term or expression unless excluded by or repugnant to the context or the meaning thereof, shall be deemed to include its successors and permitted assigns, intends to issue this bid document, hereinafter called **Request for Proposal** or **RFP**, to the vendors to participate in the competitive bidding towards the Project specified in the Bid Data Sheet, as per specifications, terms and conditions in this RFP.
- 1.2 This tender is meant for the exclusive purpose of bidding as per the terms, conditions and specifications indicated and shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.
- 1.3 The items, specified in "Schedule of Requirement (Section-VI)", will be procured through this tender on "**Rate Contract Basis**".
- 1.4 The Purchase Order for the items will be placed by the Head Office/respective Zonal Offices etc. of the Purchaser for the offices/branches under its/their control, where the items are to be supplied. The Head Office of the Bank and RRB (*for its branches and offices*) of the Purchaser will be responsible for making the payments for the goods supplied.

2. ELIGIBLE BIDDERS :

A bidder would be required to satisfy the following requirements for being eligible for participation in the bidding process.

<i>Eligibility Criteria</i>	<i>Documents to be submitted</i>
2.1 The bidder should have countrywide presence. They must have their own office in all the 4 Metros viz. Kolkata, Mumbai, New Delhi & Chennai and at least at four more cities out of the thirteen cities viz. Bangalore, Hyderabad, Lucknow, Varanasi, Patna, Ranchi, Chandigarh, Ahmedabad, Bhopal, Raipur, Bhubaneshwar, Guwahati and Jaipur.	Details of own Offices as per Annexure-6
2.2 The bidder must have support centers at minimum 100 locations across the country either own or franchisee covering at least 25 out of 46 locations specified in Annexure-7, with a distribution as under: <ul style="list-style-type: none"> i. At least 5 locations in Eastern Region spanning at least three states out of West Bengal, Odisha and N.E. States. ii. At Least 8 locations in Northern Region spanning at least three states out of Uttar Pradesh, Bihar, Punjab, Haryana, Delhi, Uttaranchal. iii. At least 5 locations in the Central Region spanning at least two states out of Madhya Pradesh, Chattishgarh & Jharkhand. iv. At least 4 locations in the Western region spanning at least two states out of Maharashtra, Gujarat & Rajasthan. v. At least 3 locations in the Southern Region covering at least two states out of Tamil Nadu, Karnataka & Andhra Pradesh. The support engineers should be qualified	Service Support Details as per Annexure-7. Declaration by the Bidder with respect to qualified support personnel (<i>Diploma/ Degree Engineers or Graduates/ undergraduates -Trained in Computer Hardware Maintenance</i>) Annexure-7(A).



diploma/degree engineers or Graduates/under-graduates trained in Computer hardware maintenance.	
2.3 The bidder should have been operating for a minimum period of 5 years in India as on 31.01.2018.	Certificate of Incorporation/ Partnership Deed.
2.4 The bidder should have supplied and/or maintained at least 2500 Desktop PCs, 400 DMPs (HS DMP & DMP), 1000 printers, which should include any or all of Passbook Printers, Laser & Cash Receipt Printers etc. to Govt. organizations/PSUs during last three years as on 31.01.2018.	Performance Statement as per Annexure-4 along with copies of Purchase Orders (PO) along with installation/ commissioning certificates or Certificate from the concerned Organization confirming supply and/or maintenance of the items during the last three years
2.5 The bidder should have been empanelled vendor for at least PCs and Printers in at least one PSU Bank during last three years (as of 31 st January 2018).	Letter/Certificate from relevant Bank as per Annexure 5.
2.6 The bidder should have annual turnover of at least ₹100.00 Crores (<i>Rupees One Hundred Crores</i>) in each of the last three financial years (i.e. 2014-15, 2015-16, 2016-17). Further, their net profit or net worth should be positive in at least one of the last three financial years.	Audited Balance sheets and Profit & Loss statements for the financial years 2014-15, 2015-16, 2016-17 along with certificate from the Chartered Accountant as per Annexure-8.
2.7 The bidder should not be a defaulter for any State Government or Central Government or PSU and should not have been blacklisted/banned from participating in tender processes by any banking or insurance company/organization operating in India, during last three financial years under reference.	Bidder should submit an Undertaking (<i>To be submitted as Annexure -18</i>).
2.8 Original Equipment manufacturer (OEM) vendor should have a valid ISO 9001 Quality Certificate and ISO 14000 Certificate for respective H/W items, as per the Schedule of Requirement. The bidder should also be ISO 9001 & 20000-1:2011 certified company.	Documentary evidence in support should be submitted. (<i>To be submitted as Annexure - 19</i>).
2.9 The Manufacturer of the desktop PC (OEM vendor) should be direct named of Microsoft Corporation for preloading Windows OS (<i>Documentary evidence in support should be submitted</i>).	Documentary evidence in support should be submitted (<i>To be submitted as Annexure - 20</i>).
2.10 The Bidder should be an OEM or authorized supplier of OEM of the proposed Hardware items along with AMC support. Note: (1) The bidder can be an authorized supplier of an OEM or OEM itself, but both OEM and its authorized supplier cannot bid simultaneously for the same item/product. (2) If a bidder submits a bid on behalf of the OEM, the same bidder cannot submit a bid on behalf of another OEM for the same item/product.	Manufacturer authorization form /certificate signed by the authorized signatory of OEM (<i>Annexure- 13</i>), which may be further verified by the Bank directly from the OEM.

3 TWO BID SYSTEM TENDER :

- 3.1 The Bank would adopt the E-Tendering process for the submission of Commercial Bid, whereas the technical Bid is to be submitted in physical form.
- 3.2 Technical Bid in duplicate duly sealed and super-scribed 'Bid for Empanelment towards Supply, Installation, Commissioning & Maintenance of Computer Hardware & Peripherals on Rate contract basis in Allahabad Bank - Technical Bids' shall be submitted as per bid details given in the RFP. **Softcopy of the Technical Bid in MS-Word**



format should be submitted in a CD(R)/DVD (R), properly super-scribing Bidder's Name and "Bid for Supply, Installation, Commissioning & Maintenance of Computer Hardware & Peripherals on Rate Contract basis in Allahabad Bank - Technical Bid", in the inner envelope containing the Original Technical Bid".

- 3.3 The bid not submitted in the prescribed format or incomplete in detail, will be liable for rejection. Allahabad Bank will not be responsible for non-receipt of bids within the specified date and time due to any reason including postal delays or Holidays.
- 3.4 The Technical Bid and Commercial Bid should be prepared in an organized, structured and neat manner.
- 3.5 The Technical Bid including Brochures/leaflets etc. should be submitted in Technical Bid as a bound document and not in a loose form.
- 3.6 **All the pages of the Technical bid should be serially numbered indicating beginning and ending page on each and every page (for e.g.: page 1 of 99).**

3.7 TECHNICAL BID :

It is mandatory to provide the technical details in the exact format of Technical Specifications of Equipments & Accessories offer given in the RFP. Correct technical information of the product being offered must be filled in. **Filling of the information using terms such as- "OK", "Accepted", "Complied", "Noted", "As given in Brochure/Manual"- is Not acceptable.** The Purchaser reserves the right to treat offers, not adhering to these guidelines, **as unacceptable.**

All the formats need to be filled in exactly as per the pro-forma given in the Annexure and any deviation is likely to cause rejection of the bid.

The Purchaser shall not allow/permit changes in the technical specifications once it is submitted.

The offer may not be evaluated by the Purchaser in case of non-adherence to the format or partial submission of technical details as per the format given in the offer.

The relevant product information, brand and model number offered, printed product brochure, technical specification sheets, documents in support of various certifications, wherever applicable, as asked for by the bank etc., should be submitted along with the offer. It is mandatory to submit detailed Technical BOM (Bill of Material) containing make, model of all equipments and their sub-components as per the technical specification submitted. Non-submission or partial submission of this information along with the offer could result in **disqualification**. Please note that substituting this information by just brand name is not enough.

The supply and successful operation of relevant software will be the sole responsibility of the bidder. The Purchaser will not enter into any separate contract for supply of software, support services etc. through any third party. Version number must be mentioned in case of software. It is required to indicate if the software requires any particular version of the operating system for compatibility. Software(s), which will be supplied free and those that will be charged for, should be clearly indicated. Restrictions on software usage, if any, should also be mentioned.

The Technical Bid must NOT contain any price information.

The Technical Bid is further divided into two sections and shall comprise of the following documents -

Section	Item	Format
Eligibility Criteria as outlined in Clause 2 of ITB of RFP	All the Annexures, Certificates and Enclosures	Annexure-(4,5,6,7,8,13,18) and enclosures
Technical Section		



	Technical Specifications of Hardware & Software offered	Annexure-2
	Detailed Technical BOM (Bill of Material) of all the line items (for <i>single unit</i>)	To be submitted as Annexure-21
	Bid Form	Annexure - 1
	Bank Guarantee Towards Bid Security	Annexure - 3
	Deviation statement	Annexure - 14
	Undertaking of Authenticity of Computer H/W, Peripherals and S/W	Annexure -15
	Technical documentation Details (Manuals, Brochures, leaflets etc.)	To be enclosed as Annexure-22
	Masked Commercial Bid (without Price details)	Annexure- 9

3.8 (COMMERCIAL OFFER) :

The bidder has to submit the commercial bid online.

The Commercial Bid should give all relevant price information and should not contradict the Technical Bid and Masked Commercial Bid in any manner.

For both goods manufactured in India or goods of foreign origin already located in India and goods offered from outside India, the prices should be quoted in Indian Rupees only.

The bidder shall indicate on the appropriate Price Schedule, specifying the unit prices of the goods proposed to be supplied.

The bidders are advised in their own interest, to quote the best possible offer for each of the item offered.

The Online Commercial Bid shall comprise of the following documents -

Item	Format
Price Schedule for Goods and Services	Annexure -9

4 NON-TRANSFERABLE TENDER :

This tender document is not transferable. Only the vendor, who purchases this tender document, is entitled to bid.

5 ELIGIBLE GOODS AND SERVICES :

5.1 **The Purchaser is looking for well-proven branded products meeting various quality standards specified in the RFP**, which are manufactured/produced in volume and are used by a large number of users in India /abroad. All products quoted should be associated with specific model numbers and names and with printed literature describing configuration/technical specifications and functionality.

5.2 The bidder should ensure that any internal components or subsystems of products offered for empanelment, are not substituted by similar items from different manufacturers, without adequate justification that is acceptable to the Purchaser.

6 MANUFACTURER'S AUTHORIZATION FORM (MAF) :

Bidders, other than sole agents in India of the manufacturers, must submit a letter of authority from their manufacturers (**Annexure - 13**) that they have been authorized to quote on behalf of the manufacturer. Please note that Bank, at its discretion, may seek confirmation from the OEM with regard to authenticity of the MAF.



7 ALTERNATIVE OFFERS :

Each offer should specify **only a single offer/solution for each item**, which is cost-effective and meets the tender specification and **should not include any alternatives**.

8 ERASURES OR ALTERATIONS :

The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated hand written material, corrections or alterations in the offer. If such unauthenticated erasures or alterations are present, these should be initialed by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.

9 COST OF BIDDING :

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Purchaser will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

10. CONTENTS OF RFP:

- 10.1 The goods required, bidding procedures and contract terms are prescribed in the RFP. In addition to the invitation for Bids, the RFP includes -
- Instruction to Bidders (ITB):
 - Conditions of Empanelment Contract (CEC):
 - Conditions of Discrete Procurement (CDP):
 - Technical Specifications of standard items (Annexure - 2)
 - Forms(Annexure - 1 and Annexure- 3 to Annexure - 17)

- 10.2 The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the Bidder's risk and may result in the rejection of its bid.

11 CLARIFICATION OF RFP :

A prospective bidder requiring any clarification of the RFP may notify the Purchaser in writing or by fax/e-mail at the Purchaser's mailing address indicated in the invitation For Bids (IFB). The Purchaser will respond in writing /by email /publish in its official website, to any request for clarification of the RFP, which it receives 2(two) working days prior to the date of Pre-Bid Meeting.

12 PRE-BID MEET :

- 12.1 Only the prospective bidders i.e. **who have purchased a copy of the RFP**, will be eligible to attend a pre-bid meeting to be held, as indicated in the Bid Data Sheet, after publication of RFP and well before the last date for receipt of bids. Upto a maximum of two representatives of each prospective bidder will be permitted to attend the pre-bid meeting. However the Purchaser, at its discretion, may permit any additional representative of any prospective bidder or any representative of manufacturer (OEM) of the related equipments to attend the pre-bid meeting.
- 12.2 The purpose of the meeting is to clarify issues and to answer questions on any matter (*during the meeting or subsequently*) that may be raised upto that stage. The issues/questions to be raised must be in writing. The Purchaser will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting or subsequently.
- 12.3 Clarifications including the text of the questions raised (*without indicating the source of inquiry*) will be sent to all prospective bidders who have purchased the RFP, allowing at



least seven days time, prior to the last date for receipt of bids.

12.4 Non-attendance at the Pre-bid Meeting will **not** be a cause for disqualification of a bidder.

13. AMENDMENT OF RFP:

13.1 Any modification of the RFP, which may become necessary as a result of the Pre-bid Meeting or otherwise, shall be made by the Purchaser exclusively through the issue of an Addendum/Corrigendum.

13.2 At any time prior to the deadline for submission of bids, the Purchaser, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment.

13.3 All prospective Bidders who have purchased the RFP will be notified of the amendment in writing or by fax or e-mail and will be binding on them.

13.4 In case of amendment(s) taking place in the RFP, the Purchaser at its sole discretion, may extend the deadline for the submission of bids to ensure availability of reasonable time to the prospective bidders for preparing their bids.

14 LANGUAGE OF BID :

The bid prepared by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder & the Purchaser, shall be written in English.

15 BID SECURITY :

15.1 **The bidder shall furnish a bid security (as per the Annexure- 3) for ₹35,00,000/- (Rupees Thirty Five Lakh only), as a part of their bid.**

15.2 The bid security is required to protect the Purchaser against risk of bidder's conduct during the period of bid validity.

15.3 The bid security shall be denominated in INDIAN RUPEES only and shall be in the form of Bank Guarantee, issued by a Scheduled Commercial Bank located in India, as per the format given in **Annexure-3 and should be valid for sixty (60) days, beyond the validity of the bid.**

15.4 Any bid not secured in accordance with ITB Clause-15.1 and 15.3 above will be rejected by the Purchaser as non-responsive.

15.5 The bid shall remain valid for 180 days after the scheduled date of opening of Technical Bid prescribed by the Purchaser, pursuant to ITB clause-19. Therefore, the bid security will have to be submitted with validity for a period of (180+60) days. **A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive.**

15.6 The Bid security shall be forfeited:

(a) If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form;

Or

(b) In case of successful bidder, if the bidder:

(i) fails or refuses to sign the Contract Form;

Or

(ii) fails or refuses to furnish the Empanelment Security , in accordance with the Terms & Conditions of the RFP or Contract



- 15.7 In exceptional circumstances, the Purchaser may solicit the Bidders' consent to an extension of the period of validity of the bid and bid security. The request and the responses thereto shall be made in writing or by fax or email. The bid security provided under ITB Clause-15 shall also be suitably extended. A bidder may refuse the request without forfeiting its bid security. A bidder granting the request will not be required nor permitted to modify its bid.
- 15.8 The Bid Security of the unsuccessful bidders will be discharged upon completion of bid-evaluation process. The Successful bidder(s), however will be required to submit "Empanelment Security" for the period of empanelment as per clause 16 below.

16 EMPANELMENT SECURITY:

- 16.1 Successful bidders, shortlisted for empanelment will have to submit "Empanelment Security" of the same amount specified in ITB clause 15.1 in the form of a Bank Guarantee, valid for a period of One(1) year +60 days from start of the empanelment, as per format given in **Annexure - 10** i.e. 60 days beyond the end of Empanelment period of One(1) year. In case the purchaser decides to extend the period of empanelment-cum-rate contract, the empanelment security will have to be accordingly extended i.e. it should be valid upto the period of extension+ 60 days. An Empanelment Security valid for a shorter period shall be rejected by the Purchaser, as non-responsive.
- 16.2 The "Empanelment Security" is required to protect the Purchaser against risk of empanelled vendor's conduct during the period of empanelment.
- 16.3 The "Empanelment Security" shall be denominated, strictly as per ITB clause 15.3.
- 16.4 Any bid, in the due course, not secured in accordance with ITB Clause-16.1 and 16.3 above will be rejected by the Purchaser as non-responsive.
- 16.5 The empanelled vendor's empanelment security will be discharged upon completion of empanelment validity, subject to successful performance of the obligations as an empanelled vendor.
- 16.6 The empanelment security may be forfeited, if the empanelled vendor fails
- 16.6.1 To sign the contract in accordance with ITB Clause-32
Or
16.6.2 To perform obligations as empanelled vendor.

17 FORMAT AND SIGNING OF BID:

- 17.1 The Bidder shall prepare two copies of the Technical bid, clearly marking each "Original Technical Bid" and "Copy Technical Bid" as appropriate. In the event of any discrepancy between them, the original shall govern. Original copy of Bid Security should be submitted with the Original Technical Bid.
- 17.2 The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. All pages of the Bid, except for un-amended printed literature shall be initialled by the person or persons signing the bid.
- 17.3 The bid shall contain no interlineations, erasures or overwriting, except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

18 SUBMISSION OF BIDS :

Bidders are required to submit the Technical Bid in physical form, whereas the Commercial Bid is required to be submitted online on or before the last date and time mentioned in RFP.

18.1 SUBMISSION OF TECHNICAL BID:



18.1.1 The Bidders shall seal the original Technical Bid and copy Technical Bid separately. Thus there will be two inner envelopes named as Original Technical Bid and Copy Technical Bid. Both the inner envelopes should be kept inside a single outer envelope.

If above bids are found not properly sealed in respective inner envelopes, the bid is liable for rejection.

18.1.2 The **two inner envelopes** for each Pack marked as "ORIGINAL TECHNICAL BID" and "COPY TECHNICAL BID" and the **outer envelope** shall be **duly marked as "DO NOT OPEN BEFORE 24-04-2018"**.

18.1.3 In addition to the above marking, each envelope (**Both Inner & Outer**) must be super-scribed with the following information -

- a) RFP Reference Number
- b) Bid for Supply, Installation, Commissioning & Maintenance of Computer Hardware and Peripherals
- c) Name and Address of Bidder

This will enable the Purchaser to return the bid unopened, in case it is declared unacceptable for any reason whatsoever.

18.1.4 All the inner and outer envelopes shall be addressed to the Purchaser at the address given below:

The Chief Manager (IT)
Allahabad Bank
Dept. of Information Technology & Digital Banking,
Head Office, 2nd Floor
2, Netaji Subhas Road
Kolkata- 700 001, INDIA

18.1.5 If the inner & outer envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the bid's misplacement or premature opening.

18.1.6 If envelope earmarked as "Original Technical Bid" is found to contain "copy technical bid", then that bid will be summarily rejected.

18.1.7 **Telex, Cable, Facsimile or E-mail Bids will be rejected.**

18.2 SUBMISSION OF ONLINE COMMERCIAL BID (E-TENDERING)

18.2.1 The Bank will adopt E-Tendering process for online submission of Commercial Bids. The service provider for Bank's e-Tendering process is M/s Antares Systems Limited and the portal address for the same is www.tenderwizard.com/abbank, wherein the necessary details for e-Tendering are available.

18.2.2 The prospective bidders are advised to submit only the commercial bids online. The following steps are to be taken for online submission of Commercial Bids:

18.2.2.1 Registration with Service Provider Portal www.tenderwizard.com/abbank

18.2.2.2 **The bidder should possess Class III Digital Signature Certificate (Mandatory) (Commercial Bids will not be uploaded without Digital Signature Certificate).**

18.2.2.3 M/s Antares Systems Ltd. may be contacted (*as per details under*), in case of any clarification/assistance required with respect to uploading of the Commercial Bid **before the schedule date & time of Online Bid Submission.**

Contact Persons:-

Mr. Kumar Chandan : 09674758720



Mr. Debraj Saha : 09674758721
Mr. Toushik - 09674758724
Helpdesk : 09674758722
E-mail : kumarchandan@antaressystems.com
debrajsaha@antaressystems.com

18.2.3 **Bidders are required to submit their Tender Request latest by 12.00 Hrs on 24.04.2018 (Last Date and time of sale of RFP) at the portal www.tenderwizard.com/abbank.**

Without the tender request process within the said schedule, the bidder will not be able to submit the Commercial bid online.

18.2.4 The prospective bidders are advised to ensure on-line submission of Commercial Bid (*Annexure-9*) only in a single *pdf* file with name "*Comm.pdf*" of size less than 5MB, duly signed and stamped by the authorized signatory latest by the last date and time of submission of Bids.

19 DEADLINE FOR SUBMISSION OF BIDS :

19.1 Bidders must ensure that their Technical Bids are received by the Purchaser at the address specified under ITB Clause 18.1.4, no later than the time and date specified in the IFB. Further they have to ensure that their Commercial Bid must be submitted online latest by the last date and time of submission of bids. In the event of the specified date for the submission of Bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day.

19.2 The Purchaser may, at its discretion, extend the deadline for submission of Bids by amending the RFP in accordance with ITB Clause-13, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

20 LATE BIDS :

Any bid (Technical or Online Commercial or both) submitted by the bidder after the deadline for submission of bids prescribed by the Purchaser, pursuant of ITB Clause- 19, will be rejected.

21 MODIFICATION AND WITHDRAWAL OF BIDS :

21.1 The Bidder may modify or withdraw its bid after submission of the bid, provided that written notice of the modification including substitution or withdrawal of the bids is received by the Purchaser prior to the deadline prescribed for submission of bids.

21.2 The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and despatched in accordance with the provisions of ITB Clause -18. A withdrawal notice may also be sent by fax/e-mail but followed by a signed confirmation copy, postmarked not later than the deadline for submission of bids.

21.3 No bid can be modified subsequent to the deadline for submission of Bids.

21.4 No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified on the Bid Form. Withdrawal of the bid during this interval may result in the Bidder's forfeiture of its Bid security, pursuant to ITB Clause - 15.6.

22. BID OPENING :

22.1 As the Technical bids will be evaluated first for technical suitability, the Purchaser will open only the Technical Bids as per the schedule mentioned in IFB. The Commercial bids of only technically qualified bidders will be opened on a later date, subsequent to the technical evaluation. The Purchaser will notify the date and time of opening of the Commercial bids to the technically qualified bidders.



- 22.1 Attendance of all the authorised representatives of the bidders, who are present at Bid Opening will be taken in a register against name, name of the company, with full signature and other relevant details (if any required).
- 22.2 Each Bid will be numbered serially, signed and dated by three Officers of the purchaser, on the first page. Each page of the bid will also be initialled with date, by two Officers of the purchaser.
- 22.3 The following details will be announced at the bid opening -
- Bidder's names,
 - Bid Modifications or withdrawals
 - Technical Details viz. Make & Model etc. (in case of Technical bid opening),
 - Bid Prices (in case of Commercial bid opening),
 - Presence or absence of Bid Security (in case of Technical bid opening) and such other details as the Purchaser, at its discretion, may consider appropriate.
- 22.4 Alterations in the bids, if any, made by the bidder would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorised by the executive who has signed the bid.
- 22.5 Wherever any erasing or cutting is observed, the substituted words would be encircled and initialled by the bank officer singly and the fact that such erasing/cutting of the original entry were present on the bid at the time of opening should be recorded.
- 22.6 An "on the spot statement" giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.
- 22.7 Bids (and modifications sent pursuant to ITB Clause-21.2) that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.
- 22.8 Commercial bids of those bidders who have not been technically qualified will not be opened for further evaluation.

23 CLARIFICATIONS OF BIDS :

To assist in the scrutiny, evaluation and comparison of offers, the Purchaser may, at its discretion, ask some or all vendors for clarification of their offer. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. If deemed necessary the vendor is required to give presentation on the systems offered.

24 PRELIMINARY EXAMINATION :

- 24.1 The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
- 24.1.1 Bids from Agents without proper authorisation from the manufacturer shall be treated as non-responsive.
- 24.2 Arithmetical errors will be rectified on the following basis -
- 24.2.1 If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity the unit price shall prevail and the total price shall be corrected. If the bidder does not accept the correction of errors, its bid will be rejected.
- 24.2.2 If there is a discrepancy between words and figures, the amount in words will



prevail.

24.3 The Purchaser, at its discretion, may waive any minor nonconformity or irregularity in a Bid, which does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and the Purchaser reserves the rights for such waivers.

24.4 Prior to the detailed evaluation, pursuant to ITB Clause-25, the Purchaser will determine the substantial responsiveness of each bid to the RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Warranty, Force Majeure, Applicable Law and Taxes & Duties will be deemed to be material deviation. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence.

24.5 If a Bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the bidder by correction of the non-conformity.

25 EVALUATION AND COMPARISON OF BIDS :

25.1 The Purchaser will evaluate and compare the bids, which have been determined to be substantially responsive, pursuant to ITB Clause-24.

25.2 EVALUATION OF TECHNICAL BIDS:

25.2.1 The Technical Bids opened pursuant to ITB Clause-22 will be evaluated by the Purchaser on the basis of following criteria -

- a. Completeness of the Technical bid in all respects and availability of all information/details asked vide ITB Clause-3.7
- b. Point to point conformity of the goods offered, to the Technical specifications provided in the RFP.

25.3 EVALUATION OF COMMERCIAL BIDS :

25.3.1 The Bids technically qualified pursuant to ITB Clause-25.2 will be commercially evaluated by the Purchaser.

25.3.2 Evaluation of all eligible bidders will be done in Indian Rupees only.

25.3.3 For commercial evaluation, Five years' total TCO (*three years Warranty and Two years AMC*) in respect of quantity mentioned in Schedule of Requirement, will be the basis of comparison amongst the eligible Bidders to rank them, in order to determine the lowest evaluated Bid. For the purpose of evaluation of item-wise TCO of Hardware Items, AMC will be recalculated at the rate of 6% p.a. of the unit cost (*cost inclusive of three years warranty*) for those bidders who quote Nil AMC or AMC less than 6% p.a. of the unit cost (*cost inclusive of three years warranty*) and the difference will be reduced from the unit cost (*cost inclusive of three years warranty*) without changing the item wise TCO (5 years) price of that item. AMC will be calculated at the rate of actual quoted percentage/ value, for those who quote AMC equal to or more than 6% p.a. on unit cost (*cost inclusive of three years warranty*). This method will be uniformly used, for all the bids to rule out any loading of future AMC cost in the initial price itself, to rationalize and to make comparison process transparent, to arrive at item-wise rationalized TCO for five years through a uniform process and also to ensure that support services are not likely to be impaired during the AMC period, due to unreasonable and very low quotes of AMC, which may give scope for higher initial cost of the equipments.

Example: Bidder1 quoted the price bid (Annexure-9) of All-in-One PC, PC without monitor and Dot Matrix Printer as under:



Item	No. of Units (A)	Unit Cost (Inclusive of 3 year warranty) (B)	AMC of each Unit (C)	Total Cost of 5 years (three years warranty and two years AMC) $A*(B+C*2)$
All-in-One PC	50	120	3	6300
PC without Monitor	200	60	5	14000
Dot Matrix Printer	40	@112	Nil	4480

@Bidder has quoted the unit cost (inclusive of 5 years warranty)

In above price bid of Bidder1:

- The AMC of All-in-One PC i.e. Rs.3/- is less than 6% of Unit Cost (i.e. Rs 120) and AMC of Dot Matrix Printer i.e. Nil is less than 6% of Unit Cost of Rs.112. Hence the AMC will be recalculated and difference will be reduced from the unit Cost.
- The AMC of PC without Monitor i.e. Rs.5.00 is more than 6% of Unit Cost of Rs.60. Hence AMC will not be recalculated.

The recalculated price/s to be used for evaluation will be as under:

Item	No. of Units (A)	Unit Cost (Inclusive of 3 year warranty) (B)	AMC of each Unit (C)	Total Cost of 5 years (Three years warranty and 2 years AMC) $A*(B+C*2)$
All-in-One PC	50	112.5	6.75	6300
PC without Monitor	200	60	5	14000
Dot Matrix Printer	40	100	6	4480

26. PRICE COMPOSITION:

The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (*hardware, software etc.*) and services on a fixed price basis as part of the commercial Bid inclusive of all costs and taxes like customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc.. at the respective delivery locations of the bank but exclusive of only applicable (in India) GST and Octroi/Entry Tax /equivalent local authority cess, which shall be paid/reimbursed on actual basis on production of bills. Further, receipts of such payments, made to relevant authorities, must be produced for Octroi/Entry Tax/equivalent local authority cess. The Bank will not pay any other taxes, cost or charges.

27. CONTACTING THE PURCHASER:

27.1 No Bidder shall contact the Purchaser on any matter relating to its Bid, from the time of the bid opening to the time the Empanelment of vendors is made.

27.2 Any effort by any bidder to Influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid.

28 EMPANELMENT OF VENDORS AND RATE CONTRACT :

28.1 After completing the commercial evaluation process as per ITB clause 25.3, the Purchaser will select three or more bidders who have quoted lowest five years' TCO prices (for all line-items taken together) in respect of quantity mentioned in schedule of Requirement and the Purchaser will ask them, to match item-wise five years' TCO L1 prices i.e. Cost with 3 years warranty and 2 years AMC, amongst these bidders, ensuring that item-wise initial price is arrived at, following the commercial evaluation process as per ITB clause 25.3. If any bidder does not agree to this, an opportunity will be given to next higher bidder. By this method, **names of three vendors** will be selected whose prices for individual items will be uniform i.e. the item-wise L1 prices. However the Purchaser reserves the right to select lesser number of vendors. The names of the selected vendors will be circulated to all the Field/Zonal Offices etc. of the purchaser, who would procure the required items as per the rate contract.

The orders (*in terms of value*) will be distributed among the empanelled vendors (*as per the ranks declared in terms of clause 25.3*) approximately in the ratio as given under:



- i. If three vendors are selected, ratio of L1, L2 & L3 (among them) will be 50:30:20.
- ii. If two vendors are selected, ratio of L1& L2 (among them) will be 60:40.

The empanelment will be valid for a period of One (01) Year from the last date of signing the empanelment contract i.e. 10 days from the date of notification (inclusive) of empanelment, which may be extended at the discretion of the purchaser for a further period of 3-6 months.

- 28.2 Further Head Office/Field/Zonal Offices etc. of the purchaser will procure the computer hardware and peripherals from the empanelled vendors, based on experience of meeting delivery schedules and availability of proper service support in the respective localities.

29 PURCHASER'S RIGHT TO VARY QUANTITIES AT THE TIME OF AWARD :

The Purchaser reserves the right at the time of award of contract to increase or decrease, the quantity of goods & services originally specified in the Schedule of Requirements without any change in price or other terms and conditions.

30 PURCHASERS RIGHT TO ACCEPT OR REJECT ANY BID OR ALL BIDS:

The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.

31 NOTIFICATION OF EMPANELMENT :

- 31.1 Prior to expiration of the period of bid validity, the Purchaser will notify the Empanelled Bidder(s) in writing or cable/fax/email, further confirmed in writing by registered letter, that the bidder has been empanelled as vendor by the Purchaser for discrete procurement of standard items.
- 31.2 The notification of empanelment will constitute the basis for formation of the Contract.
- 31.3 Upon notification of empanelment to empanelled bidders pursuant to ITB clause 35, the Purchaser will promptly notify each unsuccessful Bidder and will discharge its bid security, pursuant to ITB Clause-15.

32. SIGNING OF CONTRACT:

- 32.1 At the same time as the Purchaser notifies the Empanelled Bidder(s) that its bid has been accepted for empanelment, the Purchaser will send the Bidder(s) the Empanelment Contract Form (*Annexure-11, already provided in the RFP*), incorporating all agreements between the parties.
- 32.2 Within 10(Ten) days from notification of empanelment, the Empanelled bidders shall sign and date the contract and return it to the Purchaser.
- 32.3 Failure of the Empanelled Bidder(s) to comply with the requirement of ITB clause 32.1 and 32.2 shall constitute sufficient grounds for the forfeiture of the bid security, in which event the Purchaser at its discretion may empanel the next ranked bidder.

33. CIRCULATION OF EMPANELMENT OF VENDORS:

Names, addresses and other details regarding branch/field offices of empanelled vendors along with terms and conditions will be circulated to all the Zonal Offices/field offices etc. of the purchaser, in the due course.

34. PROCUREMENT OF ITEMS :

- 34.1 The items as specified in schedule of Requirement, as may be required from time to time throughout the empanelment period, will be procured by Head Office/Field/ Zonal Offices etc. of the Purchaser for its respective offices/ departments/ branches. For this purpose,



Head Office or concerned Zonal Office etc. of the Purchaser will place orders directly on the short listed vendors at the prices of Rate Contract as mentioned in ITB Clause- 28.1, based on experience of meeting delivery schedules, availability of proper service support in the respective localities.

34.2 Head Office or Zonal Offices etc. of the purchaser will place purchase order for procurement of standard items, as required by them, upon the empanelled vendors, as per Rate Contract prices. The Procurement of items will be governed by “Conditions of Discrete Procurement” as given in Section V of the RFP.

35. NO COMMITMENT TO ACCEPT LOWEST OR ANY TENDER:

35.1 The Purchaser shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers, including those received late or incomplete offers, without assigning any reason whatsoever.

35.2 Purchaser reserves the right to make any changes in the terms and condition of the purchase.

35.3 Purchaser will not be obliged to meet and have discussions with any vendor and/or to listen to any representations.

36. FALL CLAUSE:

The prices once offered must remain constant and must not be subject to escalation during the tenure of the empanelment. However, the entire benefits/advantages arising out of fall in prices due to fall in cost of various components, taxes, duties etc. must be passed on to the Purchaser without the purchaser specifically asking for it.

**SECTION III****BID DATA SHEET**

The following specific data for the goods to be procured shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Wherever there is conflict, the provisions herein shall prevail over those in ITB.

Clause	List Information
IFB 1	Empanelment of vendors, having country wide presence, for procurement on rate contract basis, of certain standard computer items like PCs, along with relevant system Software, Printers, Other Peripherals etc. by Head Office/Zonal Offices/Field Offices and Regional Rural Bank (RRB), from time to time. The "Empanelment-cum-Rate Contract" will be valid for a period of One (01) Year, which may be extended at the discretion of the purchaser for a further period of 3-6 months and accordingly empanelment contract & the empanelment security need to be suitably amended/extended.
ITB 2.6	The bidder should have annual turnover of at least ₹100.00 Crores (<i>Rupees One Hundred Crores</i>) in each of the last three financial years (i.e. 2014-15, 2015-16, 2016-17). Further, their net profit or net worth should be positive in at least one of the last three financial years or their net worth should be positive in at least one of the last three financial years.
IFB 7.5	Date of Pre-Bid Meeting : 04.04.2018 Time : 12:00 Hrs. IST Venue : Allahabad Bank, Head Office, Dept. of Information Technology & Digital Banking, 2, N. S. Road, Kolkata - 700 001, India.
IFB 7.7	Last Date & Time of Submission of Bids: 24.04.2018, 13:00 Hrs IST
IFB 7.8	Date & Time of Opening of Technical Bids: 24.04.2018 , 15:00 Hrs IST
ITB 18.2.3	Bidders are required to submit their Tender Request latest by 12:00 Hrs on 24.04.2018 (<i>Last Date and time of sale of RFP</i>) at Bank's e-Tendering portal www.tenderwizard.com/abbank . Note: Without the tender request process within the said schedule, the bidder will not be able to submit the Commercial bid online.
ITB 26	The Bidder is expected to quote unit price in Indian Rupees (<i>without decimal places</i>) for all components (hardware, software etc.) and services on a fixed price basis as part of the commercial Bid inclusive of all costs and taxes/duties (if any) like customs duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the respective delivery location of the bank but exclusive of only applicable (in India) GST and Octroi / Entry Tax / equivalent local authority cess, which shall be paid / reimbursed on actual basis on production of bills. Further, receipts of such payments made to relevant authorities must be produced for Octroi / Entry Tax / equivalent local authority cess. The Bank will not pay any other taxes, cost or charges.



SECTION IV
CONDITIONS OF EMPANELMENT CONTRACT (CEC)

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SECTION IV

CONDITIONS OF EMPANELMENT CONTRACT (CEC)

1. DEFINITION:

In this Section, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the Empanelment-Cum-Rate Contract entered into between the Purchaser and the Empanelled vendors, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Purchase Order" means the purchase order placed upon the Empanelled vendor by Head Office or Zonal Offices etc. of the Purchaser.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials including peripherals and software, which the Empanelled vendor is required to supply to the Purchaser in terms of the purchase order placed upon the Empanelled vendor by the Purchaser under the Contract.
- (d) "Services" means services ancillary to the supply of the Goods, such as transportation, insurance and any other incidental services, such as site -preparation, installation, commissioning, provision of technical assistance, training and other obligations of the Empanelled vendor covered under the Contract.
- (e) "The Purchaser" means Allahabad Bank.
- (f) "The Empanelled Vendor" means the individual or firm empanelled by the Purchaser for purchase of goods.
- (g) "Day" means calendar day.

2. GOVERNING LANGUAGE :

The governing language of the contract shall be English. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in that same language.

3. APPLICABLE LAW :

The contract shall be interpreted in accordance with the laws prevalent in India.

4. NOTICES :

4.1 Any notice given by one party to the other, pursuant to this Contract, shall be sent to the other party in writing or by cable /fax/email and confirmed in writing to the other party's address specified below.

Purchaser: ALLAHABAD BANK, HEAD OFFICE
DEPARTMENT OF INFORMATION TECHNOLOGY & DIGITAL BANKING
2, N S ROAD, KOLKATA-700001

Empanelled Vendor: To be filled in at the time of contract signing

4.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.



5. EMPANELLED VENDORS INTEGRITY:

The empanelled vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

6. EMPANELLED VENDORS OBLIGATIONS:

6.1 The Empanelled vendor is obliged to work closely with the Purchaser's staff, act within its own authority and abide by directives issued by the Purchaser and implementation activities.

6.2 The Empanelled vendor will abide by the job safety measures prevalent in India and will free the Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Empanelled vendor's negligence. The Empanelled vendor will pay all indemnities arising from such incidents and will not hold the Purchaser responsible or obligated.

6.3 The Empanelled vendor is responsible for managing the activities of its personnel or subcontracted personnel and will hold itself responsible for any misdemeanors.

6.4 The Empanelled vendor is under obligation to supply goods and services as per the supply orders received from various zones/offices from time to time within the empanelment period.

6.5 The Empanelled vendors will treat as confidential, all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

7 USE OF CONTRACT DOCUMENTS AND INFORMATION :

7.1 The Empanelled Vendor shall not, without the Purchaser's prior written consent, disclose the Contract or any provision thereof or any specification, plan, drawing pattern, sample or information furnished by or on behalf of the Purchaser in connection therewith, to any person other than a person employed by the Empanelled Vendor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence & shall extend only as far as may be necessary for purposes of such performance.

7.2 The Empanelled Vendor shall not, without the Purchaser's prior written consent, make use of any document or information enumerated in Clause 7.1 except for purposes of performing the Contract.

7.3 Any document, other than the Contract itself, enumerated in Clause 7.1, shall remain the property of the Purchaser and shall be returned (in all copies) to the Purchaser on completion of the Empanelled Vendors' performance under the Contract, if so required by the Purchaser.

7.4 The Empanelled Vendor shall permit the Purchaser to inspect the Supplier's accounts and records relating to the performance of the Supplier and to have them audited by auditors appointed by the Purchaser, if so required by the Purchaser.

8 PATENT RIGHT :

8.1 The Empanelled Vendors shall indemnify the Purchaser against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.

8.2 In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Empanelled Vendor shall act expeditiously to extinguish such claims. If the



Empanelled Vendor fails to comply and the Purchaser is required to pay compensation to a third party resulting from such infringement, the Empanelled Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Purchaser will give notice to the Empanelled Vendor of such claims, if it is made, without delay.

9 INSPECTIONS AND TESTS :

- 9.1 The Purchaser or its representative shall have the right to make Factory inspection and testing of equipment at no extra cost to the Purchaser to confirm the conformity of the equipments offered to the requirement of the Purchaser.
- 9.2 The inspection and testing will be conducted by the Purchaser, their consultant or any other such person nominated by the Purchaser at its option.
- 9.3 The Factory inspection of goods will be conducted on the premises of the Empanelled vendor/OEM or its sub contractor(s). All reasonable facilities and assistance, including access to drawings and production data for such inspections shall be furnished by the Empanelled vendor to the inspectors at no charge to the Purchaser.

10 TERMINATION FOR DEFFAULT :

- 10.1 The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default of 30 days sent to the Supplier, terminate the Contract in whole or in part:
 - a) If the Empanelled Vendor fails to deliver any or all of the Goods and Services within the time period(s) specified in the Contract, or within any extension thereof granted by the Purchaser or
 - b) If the Empanelled Vendor fails to perform any other obligation(s) under the Contract.
 - c) If the Empanelled Vendor, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 10.2 In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 10.1 above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods and services similar to those undelivered and the supplier shall be liable to the Purchaser for any excess costs for such similar Goods and/or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

11 FORCE MAJEURE :

- 11.1 Notwithstanding the provisions of CDP clauses 16 & 17 and CEC clause 10, the empanelled vendor shall not be liable for forfeiture of its Bid security or Empanelment security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 11.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Empanelled vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 11.3 If a Force Majeure situation arises, the Empanelled Vendor shall promptly notify the Purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Empanelled Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**12 TERMINATION FOR INSOLVENCY :**

The Purchaser may at any time terminate the contract by giving written notice to the supplier if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Purchaser.

13 TERMINATION FOR CONVENIENCE :

13.1 The Purchaser, by written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

13.2 The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Purchaser at the Contract terms and prices. For the remaining Goods and Services, the Purchaser may elect -

- a) To have any portion completed and delivered at the Contract terms and prices; and/or
- b) To cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods & Services and for materials & parts previously procured by the Supplier.

14 RESOLUTION OF DISPUTES :

14.1 The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or, in connection with the Contract.

14.2 If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in CDP. These mechanisms may include, but are not restricted to, conciliation mediated by a third party, adjudication in an agreed national forum and/or national arbitration.

14.3 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination as indicated in the Contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

14.4 The packing, marking and documentation within and out-side the packages shall comply strictly with such special requirements as shall be expressly provided for, in the Contract, including additional requirements, if any, specified in the CDP and in any subsequent instructions ordered by the Purchaser.

15 CONTRACT AMENDMENT :

No variation in or modification of the terms of the Contract shall be made, except by written amendment signed by the parties.

16 ASSIGNMENT :

The Empanelled vendor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the Purchaser's prior written consent.



17. CORRUPT OR FRAUDULENT PRACTICES :

- 17.1 As per CVC directives it is required that Bidders/Suppliers/Contractors observes the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy;
- (i) "Corrupt practice" means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution;
And
 - (ii) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Purchaser and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
- 17.2 The Purchaser will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 17.3 The Purchaser will declare a firm ineligible (**blacklist**), either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing a contract.

**SECTION V****CONDITIONS OF DISCRETE PROCUREMENT (CDP)****I N D E X**

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**SECTION V****CONDITIONS OF DISCRETE PROCUREMENT (CDP)****1 DEFINITION :**

In this Section, the following terms shall be interpreted as indicated:

- (a) "The Contract" means the Empanelment-Cum-Rate Contract entered into between the Purchaser and the Empanelled vendors, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein.
- (b) "The Purchase Order" means the purchase order placed upon the Empanelled vendor by Head Office or Zonal etc. of the Purchaser.
- (c) "The Goods" means all of the equipment, machinery, and/or other materials including peripherals and software, which the Empanelled vendor is required to supply to the Purchaser in terms of the purchase order placed upon the Empanelled vendor by the Purchaser under the Contract.
- (d) "Services" means services ancillary to the supply of the Goods, such as transportation, insurance and any other incidental services, such as site preparation, installation, commissioning, provision of technical assistance, training and other obligations of the Empanelled vendor covered under the Contract.
- (e) "The Purchaser" means Allahabad Bank.
- (f) "The Empanelled Vendor" means the individual or firm empanelled by the Purchaser for purchase of goods.
- (g) "Day" means calendar day.

2 GOVERNING LANGUAGE :

The governing language of the contract shall be English. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in that same language.

3 APPLICATION :

These Terms & Conditions shall apply to the extent that they are not superseded by provisions in specific purchase order placed by Head office or Zonal/Field offices of the Purchaser.

4 STANDARDS :

The Goods supplied in terms of the purchase order placed upon the Empanelled vendor by the Purchaser under this Contract shall conform to the standards mentioned in the Technical Specifications and elsewhere in the RFP.

5 PERFORMANCE SECURITY :

The Empanelled vendor, on whom any purchase order will be placed by Head Office or Zonal Offices etc. of the Purchaser, will be required to furnish Performance Security to the Purchaser for an amount of 10% of the order value of the equipment valid up to 60(Sixty) days beyond the date of completion of 3(Three) years warranty from the start of warranty period. Further Performance Security for AMC, of an equal amount, valid for 2(two) years + 30 days should be submitted by the empanelled vendor before 30 days of expiry of the PBG, as above. Failure to comply the above may lead to forfeiture of the PBG.



- a. The Performance Security should be furnished to the Head Office or concerned Zonal Office etc. of the Purchaser, who places the Purchase Order before release of payment for goods supplied.
- b. The proceeds of the performance security shall be payable to the Purchaser as compensation for any direct or indirect loss resulting from the Supplier's failure to complete its obligations under the Contract.
- c. The Performance Security shall be denominated in Indian rupees only, and shall be in the form of a Bank Guarantee issued by a Scheduled Commercial bank operating in India.
- d. The performance securities will be discharged by the Purchaser and returned to the Empanelled vendor not later than 30 (Thirty) days following the date of completion of the Supplier's performance obligations with respect to date of successful installation & commissioning, including warranty and maintenance obligations.

6. INSPECTIONS AND TESTS:

PRE-DELIVERY INSPECTION & ACCEPTANCE:

- 6.1 The Purchaser or its representative shall have the right to make Pre-Delivery Inspection and/or Acceptance/Performance Test of the Goods to confirm their conformity to the requirements of the Purchaser, at no extra cost to the Purchaser. The inspection and testing will be conducted by the Purchaser, their consultant or other such person nominated by the Purchaser at its option. The Purchaser shall notify the Empanelled Vendor in writing of the identity of any representatives retained for these purposes.
- 6.2 The Pre-Delivery Inspection of Goods **may** be conducted on the premises of the Empanelled Vendor/OEM or its subcontractor(s). All reasonable facilities and assistance, including access to drawings and production data for such inspections shall be furnished by the Empanelled Vendor to the inspectors at no charge to the Purchaser. Should any inspected or tested Goods fail to conform to the specifications, the Purchaser may reject them and the Empanelled Vendor shall either replace the rejected Goods or make all alterations necessary to meet specification requirements free of cost to the Purchaser.
- 6.3 The acceptance/performance test will be performed after completion of installation and commissioning of all the machines at the site or installation. Complete hardware and/or Software, as specified in the Purchase Order must have been supplied, installed and commissioned properly by the Empanelled Vendor prior to commencement of the tests. The acceptance test will be conducted by the Purchaser, their consultant or other such person nominated by the Purchaser at its option. The acceptance will involve trouble-free operation for seven consecutive days at site. The Empanelled Vendor will be responsible for setting up and running the acceptance test without any extra cost to the Purchaser. No malfunction, partial or complete failure of any part of hardware or excessive heating of motors/any other component attached to equipment, beyond permissible limit or any malfunction in the software etc. is expected to occur. The Empanelled Vendor shall maintain necessary log in respect of the result of the test, to establish to the entire satisfaction of the Purchaser, the successful completion of the tests specified. An average uptime of 99% in case of equipment for the duration of test period shall be considered as acceptable.
- 6.4 The computers shall also undergo the software diagnostic tests to verify the working of various devices.
- 6.5 In the event of hardware and software failing to pass the acceptance tests, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance tests, failing which the Purchaser reserves the right to get the equipment replaced by the Empanelled Vendor at no extra cost to the Purchaser or to cancel the order and recall all the payments with interest at 15% per annum from the date of the respective payments till the time of actual receipt of refund.



6.6 Successful conduct and conclusion of the acceptance tests for the installed goods & equipment shall also be the sole responsibility and at the cost of the Empanelled Vendor.

6.7 The Purchaser's right to inspect, test and, wherever necessary, reject the Goods after the Goods' arrival at destination, shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the shipment of the goods.

MANUALS:

6.8 Before the goods and equipment are taken over by the Purchaser, the Empanelled Vendor shall supply operation and maintenance manuals. These shall be in such details as will enable the Purchaser to operate, maintain, adjust and repair all parts of the works as stated in the specifications.

6.9 The manuals shall be in the ruling language (English).

6.10 Unless and otherwise agreed, the goods and equipment shall not be considered to be completed for the purposes of taking over until such manuals have been supplied to the Purchaser.

FOR SYSTEM & OTHER SOFTWARE THE FOLLOWINGS WILL APPLY:

6.11 The Purchaser reserves the right to review the user/technical documentation of the proposed software to verify compliance with the technical specifications included in the RFP.

6.12 The Empanelled Vendor shall provide complete and legal documentation of hardware, all subsystems, operating systems, compiler, system software and the other software. The Empanelled Vendor shall also provide licensed software for all software products, whether developed by it or acquired from others. The Empanelled Vendor shall also indemnify the Purchaser against any levies/penalties on account of any default in this regard.

7. PACKING:

7.1 The Empanelled Vendor will be required to make separate packages for each consignee. Each package will be marked on three sides with proper paint/indelible ink with the following -

- (i) Contract No.:
- (ii) Purchase Order No.,
- (iii) Empanelled Vendor's Name;
- (iv) Packing List Reference Number.

7.2 The Empanelled Vendor shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the Goods' final destination and the absence of heavy handling facilities at all points in transit.

8. DELIVERY AND DOCUMENTS:

8.1 Delivery of the goods shall be made by the Empanelled Vendor within 5 (five) weeks from Receipt of Purchase Order from the concerned office of the Purchaser. The goods must be supplied with their original and complete printed documentation.

8.2 The Empanelled vendor, on whom any purchase order will be placed by Head Office or Zonal Offices etc. of the Purchaser, will be required to acknowledge and update the status of Purchase order to the purchaser within 2 weeks of receipt of order. Non adhering to above may lead to the cancellation of order without further notice.



8.2 For goods manufactured in India or goods of foreign origin already located in India, all activities to transport the equipments to ultimate destination for delivery as per delivery schedule will be the responsibility of the Bidder. For goods offered from outside India, all activities to clear the goods and transport the equipments to ultimate destination for delivery as per delivery schedule will be the responsibility of the Bidder. The Bidder will be solely responsible for complying with any applicable export/import regulations. The Purchaser will in no way be responsible for any Deemed Export benefit that may be available to the Bidder.

8.3 Within 24 hours of despatch, the Empanelled Vendor shall notify the Purchaser and the Insurance Company by Cable/fax etc. the full details of the despatch including Contract No., Purchase Order No., Description of Goods, Serial No. of goods, quantity, despatch particulars and the date and name of the consignee etc. The Empanelled Vendor shall mail the following documents to the Purchaser with a copy to the Insurance Company.

Original and three copies of -

- a) The Empanelled Vendor's invoice showing purchase order number, goods description, serial number/s of goods, quantity, unit price, total amount;
- b) Delivery note, packing list;
- c) Insurance certificate;
- d) Empanelled Vendor's certificate (Annexure-15) that the delivered goods are brand new in all its components and conform to the technical specifications required by the Purchaser. In case of software, the Empanelled Vendor should certify that the software supplied to the Purchaser is licensed and legally obtained;
- e) Manufacturer's/Empanelled Vendor's warranty certificate;
- f) Excise gate pass/ octroi receipts, wherever applicable duly sealed indicating payments made; and
- g) Any other document evidencing payment of statutory levies.

The above documents shall be received by the Purchaser before arrival of the Goods (*except when the goods are delivered directly to the consignee*) and if not received; the Empanelled Vendor will be responsible for any consequent expenses.

9. INSURANCE:

9.1 The goods supplied shall be fully insured by the Empanelled vendor in Indian Rupees only for an amount equal to 110% of the CIP Destination value of the goods from "warehouse to warehouse (Final Destination)" on "All Risks" basis including War Risks and Strike clauses *valid for a period not less than 3 months after installation and commissioning and issue of acceptance certificate by the Purchaser* **and no separate charges will be paid by the purchaser.**

9.2 Should any loss or damage occur, the Empanelled Vendor shall -

- a) Initiate and pursue claim till settlement, and
- b) Promptly make arrangements for repair and/or replacement of any damaged item/s irrespective of settlement of claim by the underwriters.

10. INCIDENTAL SERVICES:

The Empanelled Vendor will be required to provide the following services -

- a) Performance of on-site assembly and start-up of the supplied equipment, operating system & related software.
- b) Installation of the equipments and labelling of the equipment with details (*preferably along with QR code*) required for lodging complaints in case of any malfunctioning. The details should include:
 - i. Name of the Empanelled vendor,
 - ii. Equipment Sl. No.,
 - iii. Make & Model ,
 - iii. Date of Installation,
 - iii. Warranty/ AMC up-to: ,
 - iv. Call logging no. -
 - v. Email id for call logging: etc.
- c) Timely and proper maintenance of the supplied Goods.
- d) Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods and equipment.



- e) Performance or maintenance of the supplied Goods; for a period of 5(five) years (3 years Warranty + 2 years AMC), provided that this service shall not relieve the Empanelled Vendor of any Warranty obligations.

11. SPARE PARTS:

- 11.1 The Empanelled Vendor shall carry sufficient inventories to assure ex-stock supply of consumables and spares at the concerned support site(s). Empanelled Vendor shall ensure the availability of after sales service for period of five years.
- 11.2 If any of the peripherals, components are not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent or higher capacity at no additional charges to the Purchaser.

12 WARRANTY AND POST-WARRANTY MAINTENANCE:

WARRANTY:

- 12.1 The Empanelled vendor warrants that the Goods (including all its components) supplied under the Contract will be new, unused, of the most recent or current models and incorporate all recent improvements in design and materials. The Empanelled Vendor further warrants that all the Goods supplied under this Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Empanelled Vendor that may develop under normal use of the supplied Goods in the conditions prevailing at the final destination.
- 12.2 This warranty shall remain valid for a period of 36 months after the Goods have been delivered to and accepted at the final destination after proper installation and commissioning. Any deviation to the warranty period mentioned above may be liable for rejection of bid.
- 12.3 Free on-site maintenance services shall be provided by the Empanelled Vendor during the period of warranty.
- 12.4 The Purchaser shall promptly notify the Empanelled Vendor in writing of any claims arising under this warranty.
- 12.5 Upon receipt of such notice, the empanelled vendor shall, within 24 hours repair or replace the defective goods or parts thereof, without any cost to the Purchaser.
- 12.6 If the Empanelled Vendor, having been notified, fails to remedy the defect(s) within a reasonable period as specified above, the Purchaser may proceed to take such remedial action as may be necessary, at the Empanelled Vendor's risk and expense and without prejudice to any other rights which the Purchaser may have against the Empanelled Vendor under the Contract.
- 12.7 The Empanelled Vendor must provide the following warranties -
 - a) The equipment proposed is complete in every way.
 - b) The hardware/software specification, capabilities and performance characteristics are as stated in the Empanelled vendor's proposal and accompanying documentation.
 - c) The empanelled Vendor will offer the Purchaser all technological updates, cost reductions and facilities which are offered to other clients during the contract tenure.
 - d) If during the warranty period, any equipment has a hardware failure on four or more occasions in a quarter, the Empanelled Vendor shall replace the entire unit or component with another of at least the same quality and performance specifications at no cost to the Purchaser.
 - e) It may be noted that in case of impact printers (DMP, HSDPM) , Laser Printer and Passbook Printers the printer heads are also be covered under warranty and AMC period of the printers.

POST-WARRANTY MAINTENANCE SERVICE:

- 12.8 The terms for providing post-warranty maintenance including supply of spare parts are detailed in the Standard AMC Agreement format (**Annexure-17**).The post-warranty AMC



charges should remain unchanged during the TCO period of 5 years.

- 12.9 After expiry of the warranty period, annual maintenance and repairs of the entire systems will be done by the Empanelled Vendor and all services available during warranty period will also be made available during post-warranty AMC period.
- 12.10 The maximum response time for maintenance complaint from any of the destination (i.e. Time required for Empanelled Vendors maintenance engineer to report at the installation site after a call is logged in writing or through telephone/e- mail) shall not exceed 4 hours.

13. PENALTY :

- 13.1 The Empanelled vendor shall execute all the Purchase Orders placed by the Bank. If any purchase order placed by the Bank is not executed by the empanelled vendor then the penalty of 5% of order value will be deducted from any of the previous payments due to the empanelled vendor.
- 13.2 The maximum permissible downtime for any equipment is 24 hours. In case an item is not usable beyond the maximum permissible downtime, the Empanelled Vendor will be required to arrange for an immediate replacement of the same by temporary substitute (of equivalent or higher configuration) till it is repaired. Failure to meet the above standards of maintenance will be liable for a penalty of Rs.500/- for any equipment (Other than server) per day per item. The amount of penalty in a year for particular item will be maximum upto 10% of the order value of that item. The amount of penalty will be recovered from maintenance charges payable for subsequent year or bank guarantee held with the purchaser
- 13.3 The Empanelled Vendor shall conduct preventive maintenance (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment and necessary repairing of the equipment) once at least in every 90 days in addition to the normal maintenance required.

14 TERMS OF PAYMENT:

- 14.1 Consequent upon its selection, the Empanelled vendor along with the acceptance letter shall submit the details of the Bank Account (*Account Number, Name of the Bank where account is maintained, IFSC Code etc., as required for electronic mode of payment*) authenticated by the Authorised signatory, which will be subsequently circulated to the Zonal Offices/Field Offices etc. of the purchaser. Any change in the above, should immediately be intimated to Bank's Head Office, duly authenticated by the Authorised Signatory of the Empanelled vendor. The Empanelled Vendor's request(s) for payment shall be made to the Purchaser in writing, accompanied by the invoice describing, as appropriate, the Goods delivered and services performed, the documents submitted and upon fulfilment of other obligations stipulated in the Contract.
- 14.2 Payments shall be made promptly by the Purchaser's Head office (Centrally) but in no case later than sixty (60) days of submission of the invoice/claim, supported by all required documents, by the Empanelled Vendor.
- 14.3 Payment will be made to the Empanelled Vendor in Indian Rupees only.
- 14.4 **Payment of Hardware items:**
- **Payment on Delivery and installation of Goods:** Site-wise payment of 90% of the cost of equipment shall be made by Head Office/RRB of the Purchaser, who have placed the purchase order, on receipt of the specified goods, successful installation and commissioning at the site, submission of the documents specified (Clause 8) and on submission of Performance Security pursuant to Clause 5.
- In case installation of equipments is delayed due to any reason attributable to the



Bank and delay is more than 30 days from the date of delivery then 90% of the cost of equipments will be released after submission of undertaking by the vendor that installation will be carried out as and when required by the Bank.

- **Final Payment:** Site-wise payment of balance 10% of the cost of the equipment shall be made by Head Office/RRB etc. of the Purchaser, who have placed the purchase order, after one month of successful installation and commissioning at the site. *If the installation and commissioning is delayed more than 45 days due to the reasons, which are attributable to the bank, the concerned office shall release the remaining payment (10%) after 45 days and before 60 days.*

14.5 Payment of Software Licenses:

Site-wise payment of 100% of the cost of software Licenses, if any, shall be made by Head Office/ RRB etc. of the Purchaser, who have placed the purchase order, on receipt of the specified Licenses. The Licenses must be in the name of Purchaser who has placed the Purchase Order.

PAYMENT OF ANNUAL MAINTENANCE CHARGES:

14.6 Site-wise annual maintenance and repair cost (after warranty period) for the equipment shall be paid by **Head Office/RRB, as the case may be, of the Purchaser,** who has placed the purchase order, in advance, at the agreed rates, within thirty days from the date of completion of warranty/maintenance period, subject to satisfactory services rendered during the previous year of warranty/maintenance and on submission necessary documents for AMC agreement to the concerned office.

14.7 The AMC amount shall be released (after warranty period) on entering into an Agreement as per Standard Format and submitting the performance security, as per terms of the RFP, to the Purchaser for Annual Maintenance of the supplied goods.

15 PRICES:

The prices once offered must remain firm and must not be subject to escalation during execution of the purchase order. However, the entire benefits/advantages arising out of fall in prices, taxes, duties or any other reason, must be passed on to the Purchaser without the Purchaser specifically asking for it.

16 CHANGE ORDERS:

16.1 The Purchaser may at any time, by written order given to the Empanelled Vendor, make changes within the general scope of the purchase order in any one or more of the following:

- (a) Drawings, designs or specifications, where goods to be furnished under the contract are to be specifically manufactured for the Purchaser;
- (b) The method of shipment or packing;
- (c) The place of delivery and / or
- (d) The Services to be provided by the Empanelled Vendor

16.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Empanelled Vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Empanelled Vendor for adjustment under this clause must be asserted within thirty (30) days from the date of the Empanelled Vendor's receipt of the Purchaser's change order.

17 DELAYS IN THE EMPANELLED VENDOR'S PERFORMANCE:

17.1 Delivery of the Goods and performance of the Services shall be made by the Empanelled Vendor in accordance with the time schedule specified by the Purchaser in its Schedule of Requirements.



- 17.2 If at any time during performance of the purchase order, the Empanelled Vendor should encounter conditions impeding timely delivery of the Goods and performance of the Services, the Empanelled Vendor shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Empanelled Vendor's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Empanelled Vendor's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.
- 17.3 Except as provided under CEC Clause 11, a delay by the Empanelled Vendor in the performance of its delivery obligations shall render the Empanelled Vendor liable to the imposition of liquidated damages pursuant to Clause 18, unless an extension of time is agreed upon pursuant to Clause 17.2 without the application of liquidated damages.

18. LIQUIDATED DAMAGES:

Subject to CEC Clause 11, if the Empanelled Vendor fails to deliver any or all of the Goods or perform the Services within the time period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 1% of the delivered price of the delayed Goods or unperformed Services for each week or part thereof of delay until actual delivery or performance, upto a *maximum deduction of 10% of the contract price*.

19. NOTICES:

- 19.1 Any notice given by one party to the other pursuant to the purchase order shall be sent to the other party in writing or by cable/fax/email and confirmed in writing to the other party's address specified below:
- Purchaser : Head Office or concerned Zonal Office who have placed the purchase order.
- Empanelled Vendor : Local Office/Service Centre concerned accepting the purchase order.
- 19.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

20. TAXES AND DUTIES:

- 20.1 The Empanelled Vendor will be entirely responsible to pay all taxes including corporate tax and income tax, duties, license fees, octroi, road permits etc. in connection with delivery of goods at site including incidental services and commissioning.
- 20.2 Wherever the laws and regulations require deduction of such taxes at the source of payment, the Purchaser shall effect such deductions from the payment due to the Empanelled Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Purchaser as per the laws and regulations in force. Nothing in the Contract shall relieve the Empanelled Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Empanelled Vendor in respect of this Contract.
- 20.3 GST and Octroi / Entry Tax / equivalent local authority cess, applicable should be clearly mentioned separately which shall be paid / reimbursed on actual basis on production of bills. Further, receipts of such payments made to relevant authorities must be produced for Octroi / Entry Tax / equivalent local authority cess. The Bank will not pay any other taxes, cost or charges.

21. SITE PREPARATION:

The Empanelled Vendor will be required to perform a site inspection at its own cost to verify the appropriateness of the sites before the commencement of delivery. The Empanelled Vendor will guide and provide the necessary layout plan and such other information to the Purchaser for preparation of site. Thereafter the Empanelled Vendor shall inspect the site to verify its



appropriateness before installation of the equipments.

22. HARDWARE INSTALLATION:

22.1 The Empanelled Vendor will promptly install the delivered goods at the designated installation sites. The Empanelled Vendor is responsible for installation and configuration of systems at sites including unpacking of cartons / boxes, assembling, wiring, cabling between hardware units and connecting to power supplies. The Empanelled Vendor will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites. **Subsequent to successful installation at the site the visiting engineer of the empanelled vendor should ensure labelling of the equipments** with under-mentioned details (*preferably along with QR code*) required for lodging complaints in case of any malfunctioning and entering the details in Bank's internal software application-Web Portal (*by logging-in using login credentials provided for this purpose*) and must get it authorised from the Branch. In case the same is not possible from the branch, due to loss of connectivity etc., the hardware installation details must be entered by the vendor's authorised personnel and get it authenticated from Bank's concerned Field/Zonal Offices.

The details should include:

i. Name of the Empanelled vendor: ii. Equipment Sl. No: iii. Item particular (CPU, Monitor etc.) iv. Date of Installation v. Warranty/AMC up-to: vi. Call logging no.: vii. Email id for call logging: etc.

It must be noted that respective payment will only be released only when the details have been entered and duly authenticated.

22.2 The Empanelled Vendor must integrate hardware and software components supplied by them to ensure inter-working of hardware and software. The Empanelled Vendor will also be responsible to co-operate with the Purchaser and/or its application software vendor, who will install the application software and drivers on the systems, to ensure that the integrated systems are fully functional.

22.3 The Purchaser reserves the right to install third party software/hardware or any other products at the same site.

22.4 The Purchaser reserves the right to shift any equipment delivered by the Empanelled Vendor from one destination to another at its cost for which the Empanelled Vendor shall extend all assistance and install the equipment at the new site.

23 HARDWARE MAINTENANCE:

23.1 The Empanelled Vendor will carry out preventive and corrective maintenance activities to ensure that all hardware perform without defect or interruption for at least 99% uptime for 24 hours a day for all 7 days a week of operation of the machine. The uptime will be calculated on quarterly basis.

23.2 If any critical component of the entire configuration is out of service for three days or more, the Empanelled Vendor shall immediately replace the defective unit with a new unit of equivalent or higher performance at no cost to the Purchaser.

23.3 The Empanelled Vendor will respond to a service call and commence repair work on the equipment within 4 hours of being notified of equipment malfunction/failure.

23.4 The Empanelled Vendor will not subcontract or delegate or permit anyone other than its own personnel to provide maintenance services during warranty and maintenance period without the prior written consent of the Purchaser. In such a case, the Purchaser will have the discretion to forfeit the Performance Security.

24 TRAINING:

For items being procured, the Empanelled Vendor may be asked to train upon it's installation, the designated end-user (personnel of the Purchaser) to effectively operate the system. The training shall also cover use of various features of the related H/W or S/W, as the case may be.



25 TECHNICAL DOCUMENTATION:

The technical documentation involving detailed instruction for operation and maintenance, users' manual etc. is to be delivered with every unit of the equipment supplied. The language of the documentation should be English.

26. RIGHT TO USE DEFECTIVE GOODS:

If after delivery, acceptance & installation and within the guarantee (Clause 28) and warranty & Post Warranty period (Clause 12), the operation or use of the Goods proves to be unsatisfactory, the Purchaser shall have the right to continue to operate or use such Goods until rectification of defects, errors or omissions by repair or by partial or complete replacement is made without interfering with the Purchaser's operation.

27. ORDER CANCELLATIONS:

The Purchaser reserves the right to cancel the order in the event of one or more of the following circumstances -

- 27.1 Delay in delivery and installation of beyond a period of 45 days from the date of purchase order.
- 27.2 Serious discrepancy in hardware noticed during the pre-despatch inspection, if any.
- 27.3 Breach by the Empanelled Vendor of any terms and conditions of tender.
- 27.4 If the vendor goes into liquidation voluntarily or otherwise.
- 27.5 In addition to the cancellation of purchase order, the purchaser reserves the right to forfeit the Security Deposit/Performance guarantee submitted to the purchaser by the vendor.

28 GUARANTEES:

The equipment must conform to the highest quality and standard. In case of software, the vendor should guarantee that the software supplied under the empanelment is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation. Consistency must be maintained for the entire lot of the equipment ordered. All the required quantity of an item, mentioned in the schedule of requirement (of any purchase order issued), must be of the same brand and same model number. Part numbers also must be same for all pieces of an item. The vendor should not substitute any internal components or subsystems or equipments by similar items from a different manufacturer. All the equipments and peripherals should be supplied with the relevant interface cables.

29 PUBLICITY:

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

**SECTION VI****SCHEDULE OF REQUIREMENTS****1. BRIEF DESCRIPTION :**

Supply, Installation and Commissioning of Servers, PCs, Peripherals etc., as listed under:

Item wise expected quantities of computer hardware and system software to be procured under the proposed empanelment -

SI No	Item	Quantity Required
1	Desktop PC without Monitor (Intel)	2500
2	Desktop PC without Monitor (AMD)	1000
3	Monitor	3000
4	All-in-One PC	150
5	HS-DMP	440
6	DMP	500
7	Passbook Printer	1280
8	Cash Receipt Printer	40
9	Laser Printer (Cat-1 Duplex)	270
10	Laser Printer (Cat-2 Simplex)	1050
11	Flatbed Scanner	700
12	Compact Portable Scanner	70
13	i. Server (High End)	5
	ii. Server (Low End)	5
	iii. Windows Server OS	10
	iv. Windows OS User CAL (5 User)	10

Commercial Evaluation, as per ITB clause 25.3 will be done based on the above finalized requirements.

2. DESTINATIONS FOR DELIVERY :

2.1 The destinations at which the deliveries are expected shall be informed to the bidder along with PO. The Purchaser reserves the right at its discretion to add new destination, delete any destination or replace any destination with new destination.

3. DELIVERY SCHEDULE:

3.1 The delivery of the equipments ordered, should be affected within 5(five) weeks of placement of purchase order.

3.2 The Purchaser reserves the right to provide purchase award in phases in synchronization with the project implementation strategy.

4. BID SECURITY:

The Bid Security should be in Indian Rupees of ₹35,00,000/- (Thirty Five Lakh only).

**SECTION VII****SPECIFICATIONS AND FORMATS**

ANNEXURE	SUBJECT	PAGE NO.
1	Bid Form	39
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Annexure 1 - BID FORM

Ref. No.:

Date

To

**The General Manager (IT & DB)
Allahabad Bank,
Head Office,
Department of IT & DB,
2, N. S. Road
Kolkata - 700 001**

Having examined the RFP (Ref. No. **HO/IT & DB/EMPANELMENT/HW/2018-19/94 dated 29.03.2018**) including all Annexures, the receipt of which is hereby duly acknowledged, I/We, the undersigned, offer to supply and deliver the Hardware, Peripherals and services including installation and commissioning in conformity with the said RFP in accordance with the Schedule of prices indicated in the commercial offer and made part of this bid.

I/We undertake, if our bid is accepted, to deliver the Goods & Services in accordance with the delivery schedule specified in the Schedule of Requirements.

I/We agree to abide by this bid for the period of **180 days after** the date fixed for opening of Technical bid, by the Bank, through the referred RFP or any of the addenda and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank's written acceptance thereof and bank's notification of award, shall constitute a binding Contract between us.

I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contact, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I/We agree that the Bank will have Single Point of Contact with us, at the address stated below, for the entire goods and services to be delivered by us in case our bid is accepted.

Address of Bidder for Single Point of Contact:

(With Name & relevant details)

I/We understand that the bank is not bound to accept the lowest or any bid the bank may receive.

Place:

Date:

Seal & Signature

Authorized Signatory

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Bid.

**ANNEXURE - 2****TECHNICAL SPECIFICATIONS FOR COMPUTERS AND PERIPHERALS****1. Tower PC without Monitor (Intel)**

Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1.	Make	(Must be specified).		
2.	Model	Tower Model Required (Must be specified). All the relevant product brochures and manuals must be submitted.		
3.	Processor	Intel core i3-7100 (3.9 Ghz., 3 MB Smart-cache) 7 th generation or higher		
4.	Motherboard	OEM Motherboard with OEM logo Embossed on the motherboard (No Sticker).		
5.	Chipset	Compatible Chipset.		
6.	Memory	4GB 2400 MHz DDR4 Memory or higher (upgradeable up to minimum 32 GB DDR4 2400 MHz) with minimum 2 DIMM slots		
7.	PCI/ PCI-E /M.2 Slots	Three Slots or more, providing minimum two PCI-e slots.		
8.	Network Controller & Ethernet Port	Integrated 10/100/1000BaseT Network Controller with Ethernet RJ-45 Port		
9.	Hard Disk Drive	1 TB SATA Hard Disk Drive , 7200 rpm or higher Hard Disk Drive -SMART-IV or equivalent		
10.	Display Controller	Integrated/Dedicated HD Graphics.		
11.	I/O Ports	8(eight) USB Ports (at least two in front) out of which at east four USB 3.0 (or higher) ports , Ethernet Port, Internal Speaker, One audio-in, one audio-out & MIC-in, 1 VGA out / 1 display port, 1 Headphone (front) .		
12.	Mouse	2-Button Scroll Optical Mouse with PS2 (incase of availability of PS2 port in the motherboard)/ USB interface with mouse pad		
13.	Key-board	Minimum 104 Keys Bilingual heavy-duty mechanical keyboard with PS2 / USB interface.		
14.	Power Supply	Maximum 180 Watt with 85% or higher energy efficient power supply. Energy Star Compliant.		
15.	Operating System	Windows 10 Professional (64bit) along with Media, License and recovery CD/DVD.		
16.	Other Software	Backup and Recovery Manager.		
17.	PC Management Software	Management features should include: PC Management Software, Pre failure alert for HDD. OEM tool to disable all USB except for declared input/white list devices as per customer requirement.		
18.	Certification & Security	The PC should have been certified for Windows 10. For OEM: ISO 9001 and 14001. For quoted model: UL/FCC, ROHS, EPEAT. TPM 2.0.		
19.	Chassis	Chassis volume maximum 9.0 litres.		
20.	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

2. PC without Monitor (AMD Based)

Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1.	Make	(Must be specified).		
2.	Model	Tower Model Required (Must be specified). All the relevant product brochures and manuals must be submitted.		



3.	Processor	Ryzen 3 Pro 1300 (3.5 Ghz.) or higher		
4.	Motherboard	OEM Motherboard with OEM logo Embossed on the motherboard (No Sticker).		
5.	Chipset	AMD B350 or higher		
6.	Memory	4GB 2400 MHz DDR4 Memory or higher (upgradeable up to minimum 32 GB DDR4 2400 MHz) with minimum 4 DIMM slots		
7.	PCI/ PCI-E/M.2 Slots	Three Slots or more, providing minimum two PCI-e slots.		
8.	Network Controller & Ethernet Port	Integrated 10/100/1000 BaseT Network Controller with Ethernet RJ-45 Port		
9.	Hard Disk Drive	1 TB SATA Hard Disk Drive , 7200 rpm or higher Hard Disk Drive -SMART-IV or equivalent		
10.	Display Controller	Integrated/Dedicated HD Graphics.		
11.	I/O Ports	8(eight) USB Ports (<i>at least two in front</i>) and at least four USB 3.0 (or higher) ports , Ethernet Port, Internal Speaker, One audio-in, one audio-out & MIC-in, 1 VGA out / 1 display port, 1 Headphone (front) .		
12.	Mouse	2-Button Scroll Optical Mouse with PS2 (<i>incase of availability of PS2 port in the motherboard</i>)/ USB interface with mouse pad		
13.	Key-board	Minimum 104 Keys Bilingual heavy-duty mechanical keyboard with PS2 / USB interface.		
14.	Power Supply	Maximum 180 Watt with 85% or higher energy efficient power supply Or Maximum 250 watt with 90% or higher energy efficient power supply. Energy Star compliant.		
15.	Operating System	Windows 10 Professional (64bit) along with Media, License and recovery CD/DVD.		
16.	Other Software	Backup and Recovery Manager.		
17.	PC Management Software	Management features should include: PC Management Software, Pre failure alert for HDD. OEM tool to disable all USB except for declared input/white list devices as per customer requirement.		
18.	Certification & Security.	The PC should have been certified for Windows 10. For OEM: ISO 9001 and 14001. For quoted model: UL/FCC, ROHS, EPEAT. TPM 2.0.		
19.	Chassis	Chassis volume maximum 13.0 litres.		
20.	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

3. Monitor

Sl. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Monitor	Minimum 18.5" LED from the same OEM as that of the PC, 1600 x 900 @ 60 Hz (or better) Non-interlaced Resolution, Anti-glare, Anti-static, User Programmable Display Modes, Maximum Power Consumption should be less than 25Watts. Certification Required - Energy Star 6.0, TCO 06 or higher, ROHS.		

**4. All-in-One PC (Non-Touch)**

Sl. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make and Model			
2	Form Factor	All-in-One. Please specify dimensions in MM (H x W x D) with TPM 1.2 or higher security chip.		
3	Operating System	Microsoft Windows 10 Professional 32/64 bit with Media, License and recovery CD.		
4	Processor	Intel core i3-7100 (3.9 Ghz, 3 MB L3 Cache) 7th generation processor Or equivalent AMD processor.		
5	Chipset	Intel B250 or higher Or equivalent AMD Chipset.		
6	Motherboard	Motherboard make from the same OEM with OEM logo Embossed (OEM Logo sticker in the motherboard will not be accepted)		
7	Memory	4 GB DDR4 2400 Mhz or higher (upgradeable up to minimum 16 GB DDR4 2400 MHz or higher) with minimum 2 SO DIMM slots.		
8	Graphics	Integrated HD Graphics.		
9	Hard Drive	Min. 500 GB SATA 7200 RPM SMART IV or equivalent.		
12	Wireless Communication	Wi-Fi & BT		
13	Monitor	19.5"inch or higher IPS LED Full HD with resolution of 1600x900 or higher with TCO certification.		
14	Keyboard	104 Keys or higher OEM Wireless Keyboard		
15	Mouse	OEM Wireless Optical Scroll Mouse.		
16	Ports	Min. 4 USB 3.0 & 2 USB 2.0 or higher at the rear, 1 VGA/1 HDMI/1 Display port.		
17	Power cable	Required power cable for connecting PC to the existing UPS.		
19	LAN	Integrated Gigabit Ethernet LAN 10/100/1000 (RJ45)		
20	Power Supply	Internal maximum 160W, Auto sensing, Energy Star 6.0		
21	Certification	1)FCC/UL Certification for desktop		
		2) Energy Star compliant, EPEAT, TCO AIO 3.0, ROHS.		
		3) Windows 10.		
23	OEM Recovery Tool	Must be supplied with OEM pre-loaded tool for desktop manageability including OEM's own automatic data back-up and recovery tool		
24	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

5. High Speed Dot Matrix Printer:

Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		



Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.		
3	Print Head	24 PINS		
4	Print Mode & Print Direction	Draft, High Speed Draft and LQ, Bi-directional Logic Seek		
5	Print Attributes	Bold, Italics, Underline, Wide-front, Superscripting and Subscripting		
6	Print Speed	Draft : Minimum 490 cps at 10 CPI		
7	Print Width	136 Columns or more		
8	I/O Interface	Bi-directional Parallel, Additional RS-232 Serial port or USB Interface		
9	Printer Head life	≥ 400 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle) or ≥ 400 Million Dots per Pin Must have 3 years Replacement Guarantee		
10	Printer Ribbon life	≥ 9 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle)		
11	MTBF	≥ 10,000 POH (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle)		
12	Noise level	≤ 52 db from 1 Meter Distance		
13	Buffer Memory	128 KB or more		
14	Impact Printing	1 + 4 with carbon		
15	Drivers	Windows 7, Windows 8, Windows 10, Windows Server 2003, Windows Server 2008 & 2012 (Both 32 & 64 bit), Redhat Linux		
16	Certification	ISO 9001 and ISO 14000 Certificates with current validity for OEM		
	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

6. Dot Matrix Printer:

S. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		
2	Model	Must be specified, All the relevant product brochures and manuals must be submitted		
3	Print Head	24 PINS		
4	Print Modes & Direction	Draft, High Speed Draft and LQ, Bi-Directional Logic Seek		
5	Print attributes	Bold, Italics, Underline, Superscripting and Subscripting		
6	Print Speed	Draft : Minimum 300 cps at 10 CPI		
7	Print Width	136 Columns or more		
8	I/O Interface	Bi-directional Parallel, Additional Serial Port Interface or USB Port		
9	Printer Head life	≥ 400 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle) or ≥ 400 Million Dots per Pin Must have 3 years Replacement Guarantee		



S. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
10	Printer Ribbon life	≥ 8 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle)		
11	MTBF	≥ 20,000 POH (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle)		
12	Noise level	≤ 55 db from 1 Meter Distance		
13	Buffer Memory	Minimum 128 KB		
14	Drivers	Windows7, Windows 10, Windows Server 2012 & 2016 (Both 32 & 64 bit), Vista, Linux Redhat		
15	Certification	ISO 9001 and ISO 14000 Certificates with current validity for OEM		
16	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

7. Pass Book Printer :

S. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		N.A.
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted		N.A.
3	Print Head	24 PINS		
4	Print Speed	Draft : Min. 360 cps at 10 CPI NLQ : Min. 150 cps at 10 CPI LQ : Min. 100 cps at 10 CPI		
5	Print Width	94 Columns or more @ 10 cpi		
6	Character Pitch	10, 12, 15, 16.6, 17.1 cpi		
7	Line Pitch	6, 8 lpi incremental		
8	Print Mode & Printing Direction	Draft & LQ Condensed, Double H/W, Graphics, Bit image mode, Bi-directional Printing with logic seeking		
9	Print Attributes	Bold, Italics, Underline, Wide-front, Superscripting and Subscripting		
10	I/O Interface	Standard RS 232 C Serial with additional Parallel or USB Port		
11	Features	Automatic Gap Adjustment/Auto border/Auto alignment/Auto head cleaning. To support, both Document and Passbook To support Horizontal/Vertical Passbook		
12	Print Head life	≥ 400 Million Character (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle) or ≥ 400 Million Dots per Pin Must have 3 years Replacement Guarantee		
13	Ribbon life	> 3.5 Million Characters (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle)		
14	MTBF	≥ 10,000 POH (10 CPI Draft Mode with 33% Print Density at 25% Duty Cycle)		
15	Ink	Should be indelible Ink to provide extra protection in draft printing.		
16	Noise	≤ 55 db from 1 Meter Distance		



S. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
17	Buffer Memory	32 KB or more		
18	Certification	ISO 9001 and ISO 14000 Certificates with current validity for OEM		
19	Drivers	Windows 10.		
20	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

8. Cash Receipt Printer:

Sl. No	Parameter	Specifications Required	Specification (Make & Model) offered by the Bidder	Compliance (Yes/No)
1	Make & Model	Epson TM-U220 / Lipi LWT-300/ Lipi LWT-450/WEP DR-400/TVS RP45		N.A.

9. Monochrome Laser Printer (Category 1- Duplex):

Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		N.A.
2	Model	Must be specified		N.A.
3	Print Speed	38 PPM or more (A4 pages @ 5% print average coverage at 600 x 600 dpi).		
4	Resolution	Normal Printing at 600 x 600 dpi		
5	First Page Out	Less than 9 Seconds		
6	Paper Input Feed Tray Capacity	250 Sheets or more		
7	Paper Output Tray Capacity	Minimum 125 Sheets		
8	Paper Handling	Plain paper of A4, Letter, Executive, Legal, Envelopes of different sizes, Labels, Transparencies		
9	Duplex Printing	Automatic Duplex Printing		
10	Processor Speed	Processor - 1200 MHz or higher		
11	Buffer Memory	128 MB or more		
12	I/O Interface	USB 2.0 or Higher, 10/100/1000 Gigabit Ethernet		
13	Consumable Yield in Pages	Must be specified as number of A4 pages @ 5% print coverage at 600 x 600 dpi Regular (Full) Toner & Drum (or Toner cum Drum, as the case be). Note: Printer should be supplied with Regular/Full toner.		N.A.
14	Duty Cycle	≥ 80,000 pages per month (A4 pages @ 5% print average coverage at 600 x 600 dpi).		
15	Drivers	Windows Server- 2008, 2012, 2016, Windows 7, Windows 10 Redhat Linux.		
16	Certification	Energy Star Compliant, ISO 9001 and ISO 14000 Certificates with current validity for OEM		



Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
17	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

10. Monochrome Laser Printer (Category 2- Simplex):

Sl. No.	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		N.A.
2	Model	Must be specified		N.A.
3	Print Speed	12 PPM or more (A4 pages @ 5% print average coverage at 600 x 600 dpi)		
4	Resolution	Normal Printing at 600 x 600 dpi		
5	First Page Out	Less than 10 Seconds		
6	Paper Input Feed Tray Capacity	Minimum 150 Sheets		
7	Paper Output Tray Capacity	Minimum 100 Sheets		
8	Paper Handling	Plain paper of A4, Letter, Executive, Legal, Envelopes of different sizes, Labels.		
9	Processor Speed	230 MHz or higher		
10	Buffer Memory	2 MB or more		
11	I/O Interface	USB 2.0 or Higher		
12	Consumable Yield in Pages	Must be specified as number of A4 pages @ 5% print coverage at 600 x 600 dpi Regular (Full Toner & Drum (or Toner cum Drum, as the case be). Note: Printer should be supplied with regular/full toner		N.A.
13	Duty Cycle	≥ 5,000 pages per month (A4 pages @ 5% print average coverage at 600 x 600 dpi)		
14	Drivers	Windows Server- 2008, 2012, 2016, Windows 7, Windows 10, Redhat Linux.		
15	Certification	Energy Star Compliant, ISO 9001 and ISO 14000 Certificates with current validity for OEM		
16	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

11. Flatbed Scanner :

Sl. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		N.A.
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted		N.A.
3	Scanner Type	Flatbed with Preview option, Single pass Scanning at Maximum Resolution in colour, Feature of a "Single Button Press" scanning, Scan size upto A4		
4	Scanning Speed	≤30 seconds per A4 size paper or better		
5	H/W based resolution & color bit depth	H/W enabled Resolution of 1200 x 1200 dpi (or higher) at 48 bit colour depth		



Sl. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
6	I/O Interface	USB 2.0 or higher		
7	Software	Suitable software for Image and Document scanning, editing and should be able to save in standard formats e.g. BMP, TIF, JPG, PDF, RTF. Software to be compatible with Windows XP, 2000, 2003, Vista, RHEL.		
8	Drivers	For Windows XP, 2000, 2003, Vista, Windows7, RHEL.		
9	Certification	ISO 9001 and ISO 14000 Certificates with current validity for OEM		
10	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

12. Compact Portable Scanner

Sl. No	Parameter	Specifications Required	Specifications offered by the Bidder	Compliance (Yes/No)
1	Make	Must be specified		N.A.
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted		N.A.
3	Scanner Type	Compact Portable Scanner with Preview option, Single pass Scanning at Maximum Resolution in colour, Feature of a "Single Button Press" scanning, Scan size upto A4		
4	Scanning Speed	≤30 seconds per A4 size paper or better		
5	H/W based Resolution & colour bit depth	H/W enabled Resolution of 1200 x 1200 dpi (or higher) at 48 bit colour depth		
6	I/O Interface	USB 2.0 or higher		
7	Software	Suitable software for Image, Business Card and Document scanning, editing and should be able to save in standard formats e.g. BMP, TIF, JPG, PDF, RTF. Software to be compatible with Windows XP, 2000, 2003, Vista, RHEL.		
8	Drivers	For Windows XP, 2000, 2003, Vista, Windows7, Windows 10, RHEL.		
9	Certification	ISO 9001 and ISO 14000 Certificates with current validity for OEM		
10	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

13. Server:

i. High End Server:

Sl. No.	Parameter	Specification Required	Specification Offered by the bidder	Compliance (Yes/No)
1	Make & Model	Make Model of the Server proposed		
2	Form Factor	2U Rack Mountable		
3	Processor:	2 x Intel Xeon® Scalable Silver 4114 Processor (2.2 GHZ, 10 core) or higher		



Sl. No.	Parameter	Specification Required	Specification Offered by the bidder	Compliance (Yes/No)
4	Chipset	Intel C621 chipset or higher		
5	Memory	32 GB (2400MHz or higher) DDR4 Upgradable up-to at least 512GB. Advanced ECC with multi-bit error protection.		
6	Cache	13 MB L3 Cache or higher.		
7	Controller	Integrated or PCI-e RAID controller.		
8	HDD	2 x 600GB 15K Hot-swappable SAS drives		
9	HDD Bays	Up-to 6 bays (SAS , SATA, SSD)		
10	RAID	Support RAID levels 1,0,1+0,5 PCIe 3.0 based 6 Gb/s Raid Controller.		
11	Expansion Slots	At least 5 PCI Express 3.0 or higher slots - all kept free.		
12	Interfaces	4 USB ports, 1 Video, 1 Serial.		
13	Network Adapters	4 x 1 Gbps Ethernet ports supporting advanced features such as TCP segmentation offload, VLAN tagging, MSI-X, Jumbo frames, IEEE 1588, and virtualization features such as VMDQ.		
14	DVD Writer	Internal slim-line DVD-RW		
15	Power Supply	2 x 750 W Redundant Power Supply (Platinum) with necessary power cables/cords		
16	Fans	Redundant system fans.		
17	Certification and industry standards compliant	The offered model must be listed in tpc.org or spec.org. Necessary documentary evidence must be submitted in support.		
18	Certification and industry standards compliant	Certified for Microsoft Windows. ACPI 2.0b Compliant PCIe 3.0 Compliant, USB 3.0 Support, The offered server model should be certified for at-least all three certificates (UL, FCC, ROHS).		
19	Systems Management and diagnostics	System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It should have support for multifactor authentication. Server should support agent-less management using the remote management port		
20	Operating Systems and Virtualization Software Support	OS - Microsoft Windows Server, Red Hat Enterprise Linux (RHEL), SUSE Linux, Enterprise Server (SLES), UNIX. Virtualization: VMware, Microsoft, RedHat.		
21	Warranty & AMC	3 years onsite warranty and 2 years AMC. Offered server should carry direct warranty/AMC support from OEM (24x7 call logging with 6 hours call to resolution cycle) and the same should be substantiated by necessary supporting document.		
22	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available		



Sl. No.	Parameter	Specification Required	Specification Offered by the bidder	Compliance (Yes/No)
		for download from OEM's official website for at least 5 years from the date of Empanelment.		

ii. Low End Server:

Sl. No.	Parameter	Specification Required	Specification Offered by the bidder	Compliance (Yes/No)
1	Make & Model	Make Model of the Server proposed		
2	Form Factor	2U Rack mountable		
3	Processor:	1 x Intel® Xeon® Scalable Silver 4114 (2.2 GHz., 10 Core) Processor or higher		
4	Chipset	Intel C621 chipset or higher		
5	Memory	32 GB (2400MHz or higher) DDR4 upgradable up-to at least 256GB. Advanced ECC with multi-bit error protection.		
6	Cache	13MB L3 Cache or higher.		
7	Controller	Integrated or PCI-e RAID controller		
8	HDD	2 x 600GB 15K Hot-swappable SAS drives		
9	HDD Bays	Up-to 6 bays (SAS , SATA, SSD)		
10	RAID	Support RAID levels 1,0,1+0,5 PCIe 3.0 based 6 Gb/s Raid Controller.		
11	Expansion Slots	At least 5 PCI Express 3.0 or higher slots - all kept free.		
12	Interfaces	4 USB ports, 1 Video, 1 Serial.		
13	Network Adapters	4 x 1 Gbps Ethernet ports supporting advanced features such as TCP segmentation offload, VLAN tagging, MSI-X, Jumbo frames, IEEE 1588, and virtualization features such as VMDQ.		
14	DVD WRITER	Internal slim-line DVD-RW		
15	POWER SUPPLY	2 x 750 W Redundant Power Supply (Platinum) with necessary power cables/cords		
16	Fans	Redundant system fans.		
17	Certification and industry standards compliant	The offered model must be listed in tpc.org or spec.org. Necessary documentary evidence must be submitted in support.		
18	Certification and industry standards compliant	Certified for Microsoft Windows. ACPI 2.0b Compliant PCIe 3.0 Compliant, USB 3.0 Support, The offered server model should be certified for at-least all three certificates (UL, FCC, ROHS).		
19	Systems Management and diagnostics	1. System remote management should support browser based graphical remote console along with Virtual Power button, remote boot using USB/CD/DVD Drive. It should be capable of offering upgrade of software and patches from a remote client using Media/image/folder; It		



Sl. No.	Parameter	Specification Required	Specification Offered by the bidder	Compliance (Yes/No)
		should have support for multifactor authentication. Server should support agent-less management using the remote management port		
20	Operating Systems and Virtualization Software Support	OS - Microsoft Windows Server, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES), UNIX Virtualization: VMware, Microsoft, RedHat.		
21	Warranty & AMC	3 years onsite warranty with additional 2 years AMC. Offered server should carry direct warranty/AMC support from OEM (24x7call logging with 6hours call to resolution cycle) and the same should be substantiated by necessary supporting document.		
22	Technical Support from OEM.	Brochure & specifications sheets for the quoted model should be available in the public domain. Drivers should be available for download from OEM's official website for at least 5 years from the date of Empanelment.		

iii. Windows 2016 Standard Edition:

Sl. No.	Parameter	Specification Required	Specification Offered by the bidder	Compliance (Yes/No)
1	Server OS	Windows 2016 Standard Edition downgradable to Windows 2012, Windows 2008 Enterprise Edition R2 64 Bit (Volume Licensing/MOLP) - 2 Cores.		
2	User CAL	5 User CAL (licenses) for above OS.		

**Annexure 3 - Bid Security Form**

(FORMAT OF BANK GUARANTEE (BG) FOR BID SECURITY.)
(ON A NON-JUDICIAL STAMP PAPER OF RS.100.00)

Bank Guarantee No.

Date:

TO:

Allahabad Bank,
Head Office,
Department of IT & DB,
2, Netaji Subhas Road, Kolkata - 700 001, India

WHEREAS _____ (hereinafter called "the Bidder") has submitted its bid dated _____ (date of submission of bid) for supply and maintenance of Hardware and Software in response to Allahabad Bank's Request for Proposal (RFP) Ref. No. : HO/IT & DB/EMPANELMENT/HW/2018-19/94 dated 29.03.2018 (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that, WE _____ (name of bank) of _____ (name of country) having our registered office at _____ (address of bank) (hereinafter called "the Bank") are bound unto ALLAHABAD BANK (hereinafter called "the Purchaser") in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the common seal of the said Bank this _____ day of _____, 20____.

THE CONDITIONS of this obligation are:

- 1 If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- 2 In case of successful bidder, if the bidder :
 - (i) fails or refuses to sign the Contract Form; or
 - (ii) fails or refuses to furnish the Empanelment Security, in accordance with the Terms & Conditions of the RFP or Contract

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due to it owing to the occurrence of any of the above conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 60 days after the period of the bid validity i.e. up to _____ (mention date of expiry which should be a minimum of bid validity + 60 days), and any demand in respect thereof should reach the Bank not later than the above date.



Notwithstanding any other term contained herein

- a) this guarantee shall be valid only up to _____ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
- b) the total liability of Bank under this guarantee shall be limited to ₹35,00,000/- (Thirty Five Lakhs only).

Date:

Place : SEAL Code No. SIGNATURE.

NOTE :

1. BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.



Annexure - 4

PERFORMANCE STATEMENT FORMAT (FOR A PERIOD OF LAST THREE YEARS).

RFP Ref. No.

Name of the Bidder: _____.

Name and the Full Address of The Purchaser	Order Number and Date	Description and Quantity of ordered items	Value of Order	Date of Completion of delivery	
				As per order	Actual

Attach copy of Purchase Orders, Delivery and installation proof of the above mentioned items.

Date:

Seal and Signature of authorized Signatory:



Annexure 5 - Credential Letter from Bank(s)

(To be submitted on the letter head of the Concerned Bank)

Ref No

Date:

To :

Allahabad Bank,
Head Office,
Dept. of Information Technology,
2, Netaji Subhas Road,
Kolkata - 700 001, India

Sir,

M/s _____ is/was our empanelled vendor upto _____ for supply and maintenance of the following Hardware items.

S.No	Item	Make & Model
1	PC	
2	Printers	
3	Other items if any	

The supply and maintenance support from the vendor M/s _____ is/was satisfactory.

Place:

Date:

Seal & Signature
(For Bank)



Annexure 6 - Details of Offices

(To be submitted on the letter head of the bidder)

Ref No

Date:

To :

Allahabad Bank,
Head Office,
Dept. of Information Technology,
2, Netaji Subhas Road,
Kolkata - 700 001, India

Sir,

We have permanent offices at the following locations across India.

Sl. No	Location & Address	Contact Person and details	Ph. No and email address

Seal & Signature of Authorized signatory: _____

**Annexure-7****SERVICE SUPPORT DETAILS****(Please attach list strictly as per following format)**

Sl. No.	Location	Centre (own/franchisee)	Complete Address	Name of Contact Persons along with Phone No, Fax No, and E-mail Address
1	Kolkata			
2	Agra			
3	Ahmedabad			
4	Allahabad			
5	Amritsar			
6	Asansol			
7	Bahraich			
8	Bangalore			
9	Barasat (WB)			
10	Berhampur (WB)			
11	Bhagalpur			
12	Bhopal			
13	Bhubneshwar			
14	Chandigarh			
15	Chennai			
16	Chinsurah			
17	Dehradun			
18	Deoghar			
19	Dibrugarh			
20	Gonda			
21	Gorakhpur			
22	Guwahati			
23	Hamirpur (UP)			
24	Hyderabad			
25	Jabalpur			
26	Jaipur			
27	Kanpur			
28	Lakhimpur Kheri			
29	Lucknow			
30	Ludhiana			
31	Meerut			
32	Midnapore			
33	Mirzapur(UP)			
34	Moradabad			
35	Mumbai			
36	Muzaffarpur			
37	Nagpur			
38	New Delhi			
39	Patna			
40	Pune			
41	Raipur			
42	Ranchi			
43	Satna			
44	Siliguri			
45	Sitapur			
46	Varanasi			

Date:

Seal and Signature of authorized signatory:

**Annexure 8 –Bidder Turnover & Profits****(To be submitted on the letter head of the Bidder)**

Name of the Bidder Company / Firm: _____

Details of turnover and profit for last three years:

Sr. No	Financial parameters of the bidder Business Results	Annual Turnover (INR)	Profit / (Loss) (INR)	Net Worth (INR)
1	2014-2015			
2	2015-2016			
3	2016-2017			
	Only Bidder company / Firm figures need to be mentioned. (Not to include subsidiary, affiliate or group entities figures)	(Mention the above amount in INR only)		

Also, copies of Audited Balance sheet and Profit & Loss accounts for the years 2014-15, 2015-16 and 2016-17 to be submitted along with this Annexure.

Certified By:
(Chartered Accountant)

Seal & Signature of authorized signatory
(For Bidder)

Place:
Date:

**Annexure-9****Price Schedule for Goods and Services****Amount in ₹**

Sl. No	Description of Item	No. of Units (A)	Unit Cost (Inclusive of Three year warranty) (B)	AMC Cost per year of each unit (C)	Total Cost of 5 years (3 years warranty + 2 years AMC) TCO Period $A \times (B + C \times 2)$
1	Desktop PC without Monitor (Intel based)	2500			
2	Desktop PC without Monitor (AMD based)	1000			
3	Monitor	3000			
4	All-in-One PC	150			
5	HS-DMP	440			
6	DMP	500			
7	Passbook Printer	1280			
8	Cash Receipt Printer	40			
9	Laser Printer (Cat-1 Duplex)	270			
10	Laser Printer (Cat-2 Simplex)	1050			
11	i. Flatbed Scanner	700			
	ii. Compact Portable Scanner	70			
12	i. Server (High End)	5			
	ii. Server (Low End)	5			
	iii. Windows Server OS 2016 Standard edition (2 Cores)	10			
	iv. Windows OS User CAL (5 User)#	10			
Total Cost of 5 years (for all the H/w & S/w items)					

Total Bid Price (in words): Rupees.....



Note:

- 1) The bidder has to quote all components and services on a fixed price basis inclusive of all costs and taxes like custom duty, excise duty, import taxes, freight, forwarding, insurance, delivery, installation, training etc. at the delivery location of the Bank but exclusive of only applicable (in India) GST and Octroi/Entry Tax/equivalent local authority cess , which shall be paid/reimbursed on actual basis on production of Bills. The Bank will not pay any other taxes, costs or Charges.
- 2) The bidder has to quote for each line item.
- 3) The Unit and Total Cost should be given in full INR (i.e. without decimal places)
- 4) In case of discrepancy between unit price and Total price, the unit price shall prevail.

Place: _____

Seal & Signature of Authorized signatory of the Bidder: _____

Date: _____



Annexure-10 EMPANELMENT SECURITY FORM

(FORMAT OF BANK GUARANTEE (BG) FOR EMPANELMENT SECURITY)

(ON A NON-JUDICIAL STAMP PAPER OF Rs 100.00)

To,
Allahabad Bank
Head Office,
Department of IT & DB,
2 Netaji Subhas Road
Kolkata -700001, India

WHEREAS _____ (hereinafter called "the Bidder") has submitted its bid dated _____ (date of submission of bid) for the supply of _____ (name and/or description of goods) (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE _____ (name of bank) of _____ (name of country) having our registered office at _____ (address of bank) (hereinafter called "the Bank") are bound unto ALLAHABAD BANK (hereinafter called "the Purchaser") in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this _____ day of _____, 20____.

THE CONDITONS of this obligation are:

- 1. If the Empanelled Vendor, having been notified as empanelled by the Purchaser, during the period of empanelment validity fails to perform obligations as empanelled vendor.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of the above condition.

This guarantee will remain valid for a period of One(1) year +60 days from the start of empanelment i.e. up to _____ and any demand in respect thereof should reach the Bank not later than the above date.

Place:

SEAL

Code No.

SIGNATURE

- NOTE: 1 EMPANELLED VENDOR SHOULD ENSURE THAT THE SEAL & CODENO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
- 2 STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.



Annexure-11 EMPANELMENT CONTRACT FORM

Non-Judicial Stamp Paper of appropriate value

CONTRACT NUMBER:

THIS AGREEMENT made the _____ day of _____, 20__ Between ALLAHABAD BANK (hereinafter “the Purchaser”) of one part and _____ (Name of Empanelled Vendor) of _____ (City and Country of Empanelled Vendor) (hereinafter “the Empanelled Vendor”) of the other part:

WHEREAS the Purchaser is desirous that certain goods and ancillary services should be provided by the Empanelled Vendor, viz, _____ (Brief Description of Goods and Services) and has accepted a bid by the Empanelled Vendor for supply of Goods and services to meet its requirement from time to time.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz. :
 - (a) the Bid form and price schedule submitted by the bidder;
 - (b) the schedule of requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Empanelment Contract;
 - (e) the Conditions of Discrete Procurement ; and
 - (f) The Purchaser’s Notification of Empanelment
3. In consideration of the payments to be made by the Purchaser to the Empanelled Vendor in terms of Purchase Orders for procurement of goods and services placed by Head Office or Zonal Offices, RRB etc. of the Purchaser, the empanelled vendor hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the contract.
4. The Purchaser hereby covenants to pay the Empanelled vendor in consideration of the provision of the Goods and services and the remedying of defects therein, the Purchase order Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and service which the Empanelled vendor shall be required to supply/provide to the Purchaser from time to time in terms of purchase orders for procurement of goods and services that will be placed by Head Office or Zonal Offices of the Purchaser are as under:

GOODS	SERVICES
(Please Mention)	Supply, Installation, Commissioning , Training and on-site maintenance during Warranty & Post Warranty Maintenance Period of the equipments and related software, if any.



IN WITNESS whereof the parties hereto have executed this Agreement in accordance with their respective laws the day and year first above written.

Signed, sealed and Delivered by the

Said _____ (For the Empanelled Vendor) in presence of

Signed, sealed and Delivered by the

Said _____ (For the Purchaser) in presence of _____



Annexure-12 PERFORMANCE SECURITY FORM

(BANK GUARANTEE FORMAT)

(ON NON-JUDICIAL STAMP PAPER OF RS 100.00)

Bank Guarantee No.

Date:

To:

Allahabad Bank

WHEREAS _____ (name of the Empanelled Vendor) hereinafter called "the Empanelled Vendor" has undertaken, in pursuance of Purchase Order No. _____ dated _____ 20__ to supply _____ (Description of Goods and Services) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the Empanelled Vendor shall furnish you with a Bank Guarantee by a Scheduled Commercial Bank operating in India for the sum specified therein as security for compliance with the Empanelled Vendor's performance obligations under the contract.

AND WHEREAS we have agreed to give the Empanelled Vendor a Guarantee.

THEREFORE WE hereby affirm that we are Guarantors and responsible to you on behalf of the Empanelled Vendor , up to a total of Rs. _____ (Amount of guarantee in words and figures) and we undertake to pay you, upon your first written demand declaring the Empanelled Vendor to be in default under the contract and without cavil or argument, any sum or sums within the limit of Rs. _____ (Amount of guarantee.) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until _____ day of _____ 20__.

Signature and seal of Guarantors.

Date:

Address:

- Note: 1) Empanelled Vendor should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.
 2) Stamp paper is required for the bank guarantees issued by the banks located in India.



Annexure 13 - MANUFACTURER'S AUTHORISATION FORM.

No.

Dated.....

To:

Allahabad Bank,
Head Office,
Dept. of Information Technology,
2, Netaji Subhas Road,
Kolkata - 700 001, India

Dear Sir,

Sub: RFP Ref. No HO/IT & DB/EMPANELMENT/HW/2018-19/94 dated 29.03.2018

We an established and reputable manufacturers/OEM of.....
having factories/development centres atand do hereby authorise
M/s..... (Name and address of Agents) to bid, negotiate and conclude the contract
with you against the above RFP.

We hereby extend our full guarantee and warranty as per RFP for the goods offered for supply
against this invitation for bid by the above firm.

Yours faithfully,

(NAME)

for and on behalf of M/s _____
(Name of Manufacturer/s)

Note : This Letter of authority should be on the letter-head of the manufacturing concern who is
authorizing the bidder to bid for their product and should be signed by a person competent
to bind the manufacturer.

**Annexure 14 - DEVIATION STATEMENT****(A) TECHNICAL DEVIATION STATEMENT**

The following are the particulars of deviations from the requirements of the RFP specifications:

CLAUSE	DEVIATION	REMARKS with justification

(B) COMMERCIAL DEVIATION STATEMENT

The following are the particulars of deviations from the requirements of the RFP specifications:

CLAUSE	DEVIATION	REMARKS with justification

(C) Additional Terms & Conditions (if any proposed by the bidder)

Terms & Conditions	Remarks with justification

Except the aforementioned deviations, we agree to all the terms & conditions of the RFP (Ref. No. **HO/IT & DB/EMPANELMENT/HW/2018-19/94 dated 29.03.2018**) and confirm that the bid submitted by us is in conformity with Bank's requirement as stipulated in the said RFP.

Place _____

Dated _____

Seal and Signature of Authorized Signatory

NOTE:

- 1) Where there is no deviation, the statement should be submitted with an endorsement indicating "No Deviations".
- 2) **The Bank is not bound to accept any deviation, additional terms and conditions mentioned under (A), (B) and (C) above and may reject the bid.**



Annexure 15

Undertaking of Authenticity for Supply of Computer Hardware and Software

Sub: Supply of Computer Hardware / System Software etc.

Ref: 1. Your Purchase Order/Contract Ref. No..... Dated.....

1. Our Invoice no/Quotation no.....Dated.....

With reference to the Hardware and Software 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's used in the Hardware under the above like Hard Disk, Monitors, Memory etc 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 the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the Servers without demur, if already supplied and return the money if any paid to us by you in this regard.

We (Bidder Name) also take full responsibility of both parts and service SLA as per the content.

Signature of Authorized Signatory

Name:

Designation



Annexure- 16

**PROFORMA OF CERTIFICATE FOR ISSUE BY THE PURCHASER
AFTER SUCCESSFUL COMMISSIONING OF THE SUPPLIED GOODS**

No.

Date:

M/s.

Sub: Certificate of commissioning of supplied goods

1) This is to certify that the Equipment as detailed below has been received in good condition along with all software, standard and special accessories (subject to remarks in para no.2) in accordance with the contract/System Configuration /Specifications. The same has been installed and commissioned.

- a) Contract No. _____ Dated _____
- b) Description _____
- c) Plant Nos _____
- d) Quantity _____
- e) Name of the vessel/transporter _____
- f) R/R No. _____ Dated _____
- g) Name of the Consignee _____
- h) Date of Commissioning & Proving test _____

2) Details of Accessories/parts, etc not yet supplied and recoveries to be made on that account.

<u>S. No.</u>	<u>Description</u>	<u>Amount to be recovered</u>
---------------	--------------------	-------------------------------

- 3) The Proving test has been done to our entire satisfaction and operators have been trained to use the hardware and the software.
- 4) The supplier has fulfilled his contractual obligations satisfactorily. **

OR

The supplier has filed to fulfil his contractual obligations with regard to the following.

- a)
- b)
- c)
- d)

- 5) The amount of recovery on account of non supply of accessories and pars is given under para No. 2
- 6) The amount of recovery on account of failure of the supplier to meet his contractual obligations is as indicated in endorsement of the letter.

Signature
Name
Designation with Stamp

** Explanatory notes for filling up the certificates:

Points to be considered while filling up para No.4 of the certificate on contractual obligations of the supplier.

- a) He has adhered to the time schedule specified in the contract in dispatching the documents.
- b) He has installed and commissioned the units in time i.e. within the period specified in the contract from the date of the intimation by the Purchaser in respect of the installation and commissioning of the units.
- c) Training of personnel as per contractual obligation by the supplier has been done.



Annexure - 17

STANDARD AMC AGREEMENT

ALLAHABAD BANK

(Agreement with Vendor for Annual Maintenance)

RFP Ref. No- **HO/IT & DB/EMPANELMENT/HW/2018-19/94 dated 29.03.2018**

This agreement made the ----- day of ----- 200_ between Allahabad Bank a body corporate constituted under the Banking Companies Act, (hereinafter called "Bank") which expression/shall include its successors and assigns and

VENDOR M/s _____

INCORPORATED UNDER THE COMPANIES Act, 1956 or The Companies Act, 2013 as the case may be and having its registered office at

hereinafter called THE COMPANY has agreed to provide and Bank has agreed to accept from the company, repair and maintenance service for the computer hardware/software (hereinafter called EQUIPMENT) listed in ANNEXURE-A hereto as amended from time to time, subject to the Bank paying charges to the company on the following terms and conditions:

In consideration of the premises it is agreed between the parties as follows:

1. COMMENCEMENTS AND TERM:

- 1.1 This agreement is effective and valid for an initial period of three year from ----- to ----- it shall however be renewable every year, for a minimum period of two years (or as finalized under the terms of empanelment contract/PO referred to above).
- 1.2 Upon termination as provided under clause 1.1 above or after expiration of this agreement each party shall forthwith return to the other party all papers, materials and other properties of the other party held by each party for the purpose of execution of this agreement as may be necessary for the orderly non-disrupted business continuation of each party.
- 1.3 Individual items of equipment, and repair and maintenance service charge for such equipment may be added to or withdrawn from the list i.e. Annexure-A of this agreement by mutual written consent of both parties, and in that event the maintenance charges be accordingly adjusted on annual basis, by realizing prepaid amount from the vendor or paying additional amount, as the case may be.

2. CHARGES:

The charges payable by Bank to the company for the AMC described herein will be the AMC quoted by the company in its bid in response to the request for Proposal and no additional charges whatsoever should be claimed by the vendor.

The charges shall be payable **annually in advance basis** on submission of invoices by the company for payment due in accordance with this agreement accompanied by all the requisite papers.

The company is required to maintain a **service roaster with provision for signature of the user** to submit subsequently with the payment invoice.

The company is required to submit satisfactory service support report from the end user along with the payment bill as said herein above.



The AMC charges shall be made promptly by the Bank within one month, from the date to which it relates, subject to the company's satisfactory report(s) from the end users and realizing the invoice.

All the prices, terms, warranty and benefits granted by the company herein are comparable to or better than equivalent terms being offered by the company to any of its present customers. If the company shall, during the terms of this agreement, enters into arrangement with any of its customers providing greater benefits or more favourable terms, these agreements shall thereupon be deemed amended to provide the same to Allahabad Bank.

3 REPAIR AND MAINTENANCE SERVICE :

3.1 During the terms of this agreement the company agrees to maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance service -

- a) The company shall rectify any defects, faults and failures in the equipment and shall repair and replace worn out defective parts of the equipment during bank's normal local; working hours on site. In cases where unserviceable parts of the equipment need replacement, the company shall replace such part(s) at no extra cost to Allahabad Bank with brand new parts or those equivalent to new parts in performance. Provided that if the company is required to replace consumable being printer ribbons, magnetic tapes, reel cartridges, cassettes, exchangeable disc packs, floppy disks, line printer band, this will incur an additional charge.
- b) The company agrees that special arrangements may be made by Bank to have such maintenance service provided outside the hours specified above in urgent situation for which no additional cost shall be paid.
- c) The company shall provide repair and maintenance service in response to oral, including telephone notice by Bank within **4 hours** (not including holidays) after such intimation during the hours set forth in clause 3.1 (a) above.
- d) The company shall ensure that faults and failures intimated by Bank as above are set right within 24 hours of intimation failing which the equipment concerned will immediately be replaced with equivalent affectability/capability for which no additional expenses are payable to the company.
- e) The company shall ensure that the full configuration of the Equipment is available to Allahabad Bank in proper working condition for 99% of the time in every month.
- f) All repair and maintenance service described herein shall be performed by qualified engineers totally familiar with the equipment.
- g) Any worn/defective parts withdrawn from the equipment replaced by the company shall become the property of the company and the parts replacing the withdrawn parts shall become the proper of the Bank.
- h) Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for the equipment similar to that covered by this agreement.
- i) The company shall maintain at Allahabad Bank's site a written maintenance and repair log, and shall record therein each incident of equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed. The company of this log should be submitted with the payment bill/invoice to be submitted by the company for payment of AMC Charges.
- j) The company's maintenance personnel shall, subject to clause 7 herein is given access to the equipment when necessary for the purpose of performing the repair and maintenance service indicated in this agreement.
- k) The equipment shall not be shifted to an alternate site and installed thereat during the currency of this agreement without prior to written notice to the company. However if Allahabad Bank desires to shift the equipment to a new site and install it threat urgently, the company shall be informed of the same immediately. Allahabad Bank shall bear the charges for such shifting and reinstallation and the company shall provide necessary



assistance to Allahabad Bank in doing so. This agreement after such shifting and reinstallation would continue to be binding on the company and Allahabad Bank provided that the two parties may agree to amend charges for the maintenance services after such an event.

- l) Allahabad Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply duct, to within the acceptable limits required for equipment similar to that covered by this agreement.
- m) No term of provision hereof shall be deemed waived and no breach excused unless such as waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, or excuse for any other, different or subsequent breach.
- n) If, in any month the company does not fulfil the provisions of clauses 3.1(c, d & f) the proportionate maintenance charges for that month will not considered payable by Allahabad Bank. In such events the company will credit the proportionate maintenance charges for that month to Allahabad Bank against future payments, if due, or refund the amount forthwith to Allahabad Bank, on demand.

4 PREVENTIVE MAINTENANCE:

- 4.1 The company shall conduct preventive maintenance (including inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment) once at least in every 90 days in addition to the normal maintenance required as per this agreement.
- 4.2 The company shall maintain at bank's site a written maintenance and repair log, and shall record therein each incident of equipment malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed. The copy of this log should be submitted with the payment bill/invoice to be submitted by the company for payment of AMC Charges.

5 PENALTY:

In case any requirement is not made usable/repaired within stipulated time specified in clause No. 3.1 (d) the company will be required to arrange for an immediate replacement of the same as detailed in clause No. 3.1 (e) failing which the company will be liable to pay a penalty of Rs 500/- for PCs, Peripherals other equipments etc. per day which will be realized from the AMC charges payable or from the company directly.

6 FORCE MAJEURE :

Neither of the parties shall be liable for delay in performing obligations of for failure to perform obligations if the delay or failure results from any of the following force Majeure, Act of God, or any Govt. Act, fire, earthquake, natural calamity, industrial dispute, civil commotion or anything beyond the control of either party. However the parties shall use all reasonable care & endeavours to minimize any such delay. Upon cessation of the event giving rise to the delay the party shall, in so far as, any be practicable under the circumstances, complete performance of their respective obligations hereunder. Notwithstanding the foregoing if any of the above mentioned events shall preclude the company from meeting any or all of its obligations Hereunder for a period of more than three months; it shall be open to either party to rescind this contract by giving one month's notice.

7 SUBCONTRACTING :

The company will not subcontract or delegate or permit anyone other than the company personnel to perform any of the work, service or other performance required of the company under this agreement without the prior written consent of the Bank.



8 EQUIPMENT ATTACHMENTS :

Bank shall have the right to make changes and attachments to the equipment, provided such charges or attachments do not prevent proper maintenance, from being performed, or unreasonably increase the cost of the company of performing repair and maintenance service.

9 SECURITY :

The company agrees that it and its personnel, will at all times, comply with all security regulations in effect from time at Bank's premises and externally for materials belonging to Bank.

10 CONFIDENTIALITY :

The company acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or the performance hereof, whether consisting of conditional and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to realize it only to employees requiring such information, and not to realize or disclose it to any other party. The company agrees to take appropriate action with respect to its employee to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement can be fully satisfied.

11 LIABILITY AND INDEMNITIES :

The company represents and warrants that the repair and maintenance service hereby sold to not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. The company agrees that it will and hereby indemnify the Bank from any claim, loss or demand action or proceeding directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

12 ARBITRATION :

All disputes and differences of any kind whatever arising out of or in connection with this agreement shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement the Bank shall appoint an arbitrator and the decision of the arbitrator shall be final. Such arbitration is to be governed by the provision of the Indian Arbitration Act.

13 BUSINESS TERMINATION :

In the event that the company shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of creditors, suffer or permits the appointment of the receiver for its business or assets or shall avail itself of, or become subject to any proceedings under any acts or statute of any country or state relating to insolvency or the protection of the rights of creditors, then (at the option of Allahabad Bank notwithstanding clause 1.1 of this agreement) this agreement shall terminate and be of no further force and effect and any property or rights of any such other property, tangible or intangible, shall forthwith be returned to the bank.

14 GENERAL :

14.1 It is agreed upon by the parties that during its validity period, in case of any contradiction in the agreed conditions, this agreement will supersede any other agreement, which deals in the same matter/subject between the parties.

14.2 No amendment to this agreement shall be effective unless it is in writing and signed by authorized representatives of the parties.



- 14.3 Each party warrants and guarantees that it has full power and authority to enter into and perform this agreement, and the person signing this agreement on behalf of each has been properly authorized and empowered to enter into this agreement. Each party further acknowledges that it has read this agreement, understands it, and agrees to be bound by it.
- 14.4 Words importing the singular include the plural and vice versa.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

Signed, Sealed and Delivered by the

Said _____ (For the Bank)

In presence of _____

Signed, Sealed and Delivered by the

Said _____ (For the Company)

In presence of _____