TENDER No.DGB/COMP/005/2009-10 DATED 14.01.2010

TENDER FOR SUPPLY OF HARDWARE IN CONNECTION WITH CORE BANKING SOLUTIONS (CBS)

1. Sealed tenders are invited from the **VENDORS EMPANELLED BY SBI ONLY** for supply and installation of the hardware, software and peripheral items under **CORE BANKING SOLUTIONS (CBS) AND OTHER COMPUTER SYSTEMS.**

THE TOTAL QUANTITY REQUIRED IS GIVEN AS PER ANNEXURE III.

2. TECHNICAL DETAILS: The required Configuration & Technical details are given in the enclosed **Annexure I-Technical Details.**

The format for submission of technical details and bids is as given in Technical Bid-Annexure- II.

Vendors must submit the technical (non financial) bid in sealed cover strictly as per the terms specified in Annexure II provided for the purpose. Bids submitted otherwise will not be accepted.

Authorized signatory of the vendor should duly sign each page of the offer.

3. SUBMISSION OF BIDS/TENDER DOCUMENTS: The sealed tenders should be submitted with superscription **TENDER DGB/COMP/005/2009-10 DATED 14.01.2010 FOR SUPPLY OF CBS AND OTHER COMPUTER SYSTEMS– TECHNICAL"** and should be addressed to:-

The General Manager (Admn/IT)
Deccan Grameena Bank
Head Office, 9-27/1, 1st Floor
Lalithanagar, Dilsukhnagar
Hyderabad 500 060

The last date and time up to which tenders will be accepted at the above address is as follows:

DATE: 23.01.2010
TIME: 2.00 PM

The cover can be dropped in Tender Box kept in Accounts Department, Deccan Grameena Bank, Head Office, 1st Floor, Hyderabad or can also be sent by Courier/Post so as to reach on or before the last date and time specified above.

Quotations received after the above date will not be considered.

4) OPENING OF BIDS: The technical bid/tender will be opened on the same day i.e., on 23/01/2010 at 3.00 P.M. Any change in opening date and time will be notified by the Bank in advance. After technical evaluation of the bids vendors found to be eligible will be short listed and invited to participate in the Reverse Auction. Only the vendors or their duly authorized representative carrying the letter of authorization will be permitted to attend the opening of bids. Incomplete, unsigned pages, non-submission of required documents or evidence as specified by the Bank will be treated as non-compliance and the vendors' bid will be liable for rejection.

The covers containing technical bid will be opened first. The vendor/bidder is requested to submit the indicative prices (all inclusive, except octroi and entry tax), in a separate sealed cover along with the technical Bid.

However, Bank reserves the right to use or not use such indicative prices in fixing the start bid price for Reverse Auction. Bank may choose independent market enquiries for arriving at the start bid price. They should mention the make and model of the system. Vendors should offer only a specific make and model meeting the tender specifications. Bids with multiple models and options will be rejected. Such bids will be rejected during technical evaluation and also such vendors will not be considered for participating in

Reverse Auction. Only eligible empanelled venders short listed after technical evaluation are required to participate in the Reverse Auction.

If any vendor offers any of the components / parts / equipments of higher capacity than that specified, it will be considered as equivalent and no weightage will be given.

Quotations with enclosures containing terms which are not in conformity with any of the above terms and conditions / specifications will be disqualified.

The reverse auction will be conducted by M/s. e-Procurement Technologies Ltd., (abc procure) AHMEDABAD and the date, time and venue of the Reverse Auction will be advised separately.

The procedure and business rules applicable of the Reverse Auction procedure will be furnished to the empanelled venders.

Necessary online training on the bidding process will be provided by M/s. E-Procurement Technologies Ltd., to the vendors qualified in the technical bid.

The venders are required to execute all the required documents for the e-procurement reverse auction, if any, as per the stipulation as and when necessary.

Bank will prescribe a Start Bid price and bid decrement amount for the Reverse Auction. Vendors have to adhere to the terms and conditions and business rules prescribed for participation in the Reverse Auction proceedings. Participation in the Reverse Auction will be deemed to be acceptance of terms and conditions of the Auction. The terms and conditions and business rules will be specified and advised to participating vendors in advance through M/s abc procure.

5) EVALUATION OF L1 RATES: (a) Bank will take the cost of the following items as given under item no. I to IX in Technical Bid detailed in Annexure –II.
(b) 1 year AMC cost.

6) CANCELLATION OF TENDER: Bank reserves the right to cancel the tender at any time at its sole discretion without assigning any reason.

7) EARNEST MONEY DEPOSIT: A draft from a Scheduled Commercial Bank favouring DECCAN GRAMEENA BANK towards Earnest Money Deposit for Rs.6,00,000.00 should be enclosed along with the quotation.

Refund of the EMD will be made only on completion of the tender exercise. EMD will be forfeited in the event of vendor not accepting the purchase order. However, the vendors on whom the purchase orders are placed have to submit 5% of actual value of the contract towards Bid Security by way of Demand Draft from a Scheduled Commercial Bank.

The EMD will be forfeited:

a) If a bidder withdraws his bid after becoming L1 and not accepting the Purchase order.

The Bid Security will be forfeited:

a) In case successful bidder dishonours his bidding commitments.

Further, in case of forfeiture of the EMD or forfeiture of Bid Security, if any of these instances arise for any of the reasons mentioned above, the bidder would be debarred from participating in the next 3 tenders.

8) SPLITTING OF ORDERS: Bank reserves the right to rank the vendors in the order L-1 (the lowest bidder), L-2, L-3 and so on based on the unit prices, inclusive of taxes.

In order to broad-base the process of hardware purchase and reduce dependence on a single vendor, the bank may, at its discretion ,distribute the purchase orders for equipment in large quantities (10 sets of equipment or more) among different vendors at L-1 price as below.

In line with the practice of SBH, purchase orders may be split amongst two or maximum vendors who are willing to match the price of L-1 in a ratio such that L-1 gets order for a minimum of 40% of the total order quantity and L-2 and, L-3 individually do not get orders for a higher value/ quantity than L-1 vendor. The purchase orders may be split as above subject to L-2 and L-3 vendors agreeing to supply the equipment at L-1 price. L-4, L-5 and other qualifying vendors can also be given opportunity to match the price of L-1 for supply of the systems, if L-2 and L-3 vendors do not agree to supply at L-1 price. If only one vendor agrees to match the L-1 price, the orders for more than 50 % will be placed with L-1 and the remaining quantity with other vendor, who has matched the price of L-1, such that L-1 gets order for a higher quantity/ value. If the other vendors fail to match the price of L-1 vendor the entire purchase order will be placed on L-1 vendor. If only two vendors participate in Reverse Auction, then distribution will be 60 % to L-1 and 40% to L-2.

However such breakup of orders may be assigned on a "cluster" basis, if the bank so desires, with in a city or within neighboring towns. Bank's decision will be final in this regard and no correspondence will be entertained from any vendor. Similarly, once the branches are allotted the bank reserves the right to ask the vendors to supply the ordered equipment at a different location/city/site if the situation so warrants.

The successful bidder/bidders must give an undertaking signed by the Company Secretary that all components used in the machines supplied are original and not re-furbished. The successful bidder must furnish a list of all the license numbers of the pre-loaded OS supplied by the vendor, along with a COA (Certificate of Authenticity) from Microsoft for the same. This must be submitted along with the invoices.

9) <u>COMPLYING WITH CONFIGURATION</u>: The indicated configuration has to be strictly adhered to and quotation submitted as per the formats given therein. Non-furnishing of any responses in the 'response sheet' of technical bid may result in disqualification of the tender. The Bank reserves the right to decide whether or not, to open one or all the covers of the vendor / to permit the vendor to participate in the reverse auction without assigning any reason whatsoever. No quotations will be considered unless accompanied by technical documentation or literature giving the full particulars of systems and components offered to the Bank.

Insufficient, incorrect or invalid information provided by the vendor or his representative, if any will disqualify the vendor and vendor's quotation will not be considered valid. Bank reserves the right to disqualify the vendor without any notice in all such events.

10) <u>VALIDITY OF OFFER</u>: The offer should be valid up to 4 months from the date of finalization of L1 vendors by the Purchase Committee. The validity time may be extended by another two months with the approval of the Purchase Committee in case purchase of the tendered equipment is not completed. This will be binding on the vendors, if the Bank chooses to place Purchase Order/Letter of Intent for any or some or the entire lot of equipment, as indicated in the tender document on or before that date. The offer should also be valid for the orders directly placed by any branch/office of the Bank.

11) <u>TAXES / LEVIES / DUTIES:</u> The quoted prices should be inclusive of all taxes, duties and other charges like packing/forwarding/ freight/transit insurance etc., for the equipment to be delivered, installed and commissioned at our specified installation site(s). In the event of any downward revision of levies/duties etc., the same should be passed on to the Bank, notwithstanding what has been stated in the quotation provided the relative Letter of Intent/Purchase Order was not placed by then. However, Octroi /Entry Tax charges will be reimbursed on submission of original receipts from concerned authority.

12) <u>ENHANCEMENTS AT NO ADDITIONAL COST</u>: The configuration given is the minimum configuration that is/are required. Vendors may choose to supply higher/better/enhanced systems/storage devices/peripherals, but their financial quotes shall be treated as if they have been offered for the specified configuration only.

13) <u>INSPECTION AT FACTORY LOCATION</u>: Bank may, at its discretion, conduct Factory Acceptance Test/Site Acceptance Test of a suitable proportion of systems as deemed necessary. The inspected systems shall be packed/ sealed in the presence of the Bank representatives. Vendor should despatch the goods in inspected after successful completion of Factory Acceptance Test/Site Acceptance Test and in any

case ensure delivery of systems to Branches as per Purchase Order. The revised date of delivery on account of Factory Acceptance Test/Site Acceptance Test, if any required will be advised by the Bank. Incase of any shortfall or wrong supply, not in accordance with purchase order, vendor should immediately replace with equipment that suits tender specifications, wherever necessary vendor should provide required spares immediately. Vendor should provide stand by system whenever the system has to be shifted to the vendors' site for the purpose of repairs.

14) DELIVERY TERMS: Quotations should be for the entire lot of items mentioned in the tender. L-1 vendor, immediately on completion of the reverse auction activity, has to provide the unit wise prices of all the items in the tender to the Bank. **Orders can be placed for the whole lot or part thereof. The orders should be executed and systems should be delivered within 30 days from the date of issue of individual purchase orders.** The items are to be supplied to the Branches/Administrative offices spread over the country.

Delivery and installation should be completed within 30 days from the date of receipt of the confirmed purchase order from this office or from designated offices. If the delivery & installation is not done within the stipulated time period, a penalty of 2% will be levied on the cost per week or part thereof for the delayed period.

Where inter State movement of equipment / systems is involved, the compliance and completion of statutory formalities including matters relating to transport, Sales tax, excise duty, or other access or tax and delivery of equipment / systems at the bank specified premises is at the sole responsibility of, and at the cost of vendor only. In case any document is to be signed for the purpose, the same may be obtained by the vendors representative from the specified office / branch of the bank and the same will be signed and returned by the bank after due verification.

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

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

17) WARRANTY: Vendors should undertake to provide the Bank twelve (12) months unconditional and unlimited, free maintenance service (which will include repair and maintenance of all kits or parts, and supply of spare parts as and when required for smooth functioning of the systems) from the date of installation. The systems supplied should carry 1 Year on site / comprehensive warranty from the date of Installation. Date of installation of the ordered equipment will be decided by the Bank. The Warranty shall cover all the Hardware and any software accompanying the Hardware and included in the cost thereof. It shall also cover the Operating System Software.

18) POST WARRANTY-ANNUAL MAINTENANCE CONTRACT: AMC for maintenance and support after expiry of warranty period should be quoted on the price exclusive of taxes. **The rate of AMC should not normally exceed 4% of the hardware cost. Bank will assume a life of 5 years for the system, only for the purpose of evaluation of commercial offers and to estimate total cost of ownership to the Bank.**

The vendor should provide Maintenance support till the end of life of the product.

19) PAYMENT TERMS: Installation of systems will be synchronized with CBS implementation & the vendor is advised to contact the IT Support Officer (CIT) the respective Regions.

A. 75% will be released after 15 days from the date of delivery to the respective brs.
B. 15% on successful installation at the branch.

C. 10% after completion of warranty or against submission of BANK GUARANTEE for one year from the date of installation. The Bank Guarantee should be issued only by a Scheduled Commercial Bank other than State Bank Group Banks.

Vendor should submit duly signed receipts and satisfactory installation certificate for respective office while submitting the bills with the Purchase Order.

The payment will be made at respective Head Office / Regional Office after successful installation and commissioning of the system at the Branches / Head Office / Regional Office respectively.

The vendors must furnish their Account Number, Bank/Branch Name along with the Technical Bid.

No advance amount will be paid along with the Purchase Order / Letter Of Intent.

20) COPYRIGHT / LICENSE VIOLATIONS & PROVISION OF LEGAL COPIES: Vendors shall explicitly absolve the Bank of any responsibility and indemnify the Bank. Venders should unconditionally absolve the bank of any responsibility and indemnify bank against any liability for the use of system OS and Software with regard to copyright/license if any. Whenever the hardware is supplied with preloaded OS appropriate LTU (License to Use)/paper license with necessary media for each of the system shall be provided.

21) RESIDENT ENGINEER OR SERVICE SUPPORT ON SATURDAYS / SUNDAYS AND HOLIDAYS: During the entire warranty period it is incumbent on the vendors to provide complete and satisfactory technical support in the areas of hardware installation, setting up of LAN, installing Operating System and helping the users in installation and stabilization of the application software. As most of these activities are carried out during holidays / Saturdays / Sundays, it is necessary for the engineers / technical support personnel from the vendor's side to work (along with the technical staff/operating staff from the Bank's side) on these days as well, even though these may be holidays as per their service conditions. In addition to the 12 months unconditional comprehensive warranty (or 15 months, as the case may be), the Bank may insist upon the selected vendors to position one exclusive Resident Engineer/Help Desk at a branch/cluster/zone during the entire warranty period (or for that length of period as it may consider necessary) to ensure smooth implementation. All expenses incurred by the vendors in extending such support will be borne by the vendors only. All Resident Engineers should be accessible through telephone/cellular phone and non-availability of the Engineer on any particular day should be conveyed in advance to the branch and alternative arrangements worked out.

22) ADJUDICATION: All disputes or differences whatsoever arising between the parties out of or in relation to the construction, meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicable. If, however, the parties are not able to solve them amicably, the same shall be settled by courts of law with jurisdiction in Hyderabad or by arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties, The Arbitrator/Arbitrators shall give a reasoned award. Any appeal will be subject to the exclusive jurisdiction of courts at Hyderabad.

The vendor shall continue work under the contract during the arbitration proceedings / legal action unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the court/arbitrator or the umpire, as the case may be, is obtained. The venue of arbitration shall be Hyderabad.

ANNEXURE-I

TECHNICAL DETAILS

1. **COMPATIBILITY**

   All Servers, Client Desktops should be INVARIABLY Y2K COMPLIANT with regard to the BIOS chips/software. **The Server and Client desktops are to be "certified for Microsoft Windows" or designed for Microsoft Windows and the Server model should be listed in the "Windows Server Catalog page of Microsoft's Website".**

2. **All the Servers & Desktops quoted must have been manufactured by the vendor, except when quoting MNC brands.**

3. **SERVER - CPU & CACHE MEMORY**

   THE SERVER SHOULD BE INTEL DUAL CORE XEON 3040 @ 1.86 GHz OR HIGHER/BETTER SHOULD CONTAIN 2MB L2 CACHE OR HIGHER.

4. **SERVER - COMPONENTS**

   All the components of the Server should be GENUINE AND ORIGINAL COMPONENTS approved by Manufacturer for THAT BRAND ONLY. The term `components' include Motherboard, Memory chips, Hard Disks, Integrated SAS Raid Controller with support for RAID 1, Ethernet Cards, Monitor etc. The Hard Disk Drives on the File Server should be 2x73 GB (minimum) Hot swappable SAS drive (on RAID 1) (models SEAGATE, QUANTUM OR MODEL CERTIFIED FOR MS WINDOWS).

5. **SERVER** Integrated SAS RAID Controller with support for RAID 1.

6. **OTHER SYSTEMS - HARD DISK DRIVES**

   2x73 GB/ 2x146 GB 10 k SAS Drive on RAID 1 Hot swappable Disk. Make "SEAGATE, QUANTUM or model certified for MS Windows.

7. **COLOR MONITORS**

   Energy Star compliant, .28 dpi or better, non-interlaced and low radiation monitors.

ANNEXURE –II

TECHNICAL BID: (REFER TECHNICAL DETAILS FOR MODELS)
NO ALTERATION PERMITTED IN THE FORMAT BELOW

PARTICULARS	**COMPLIED (YES/NO)**
1) BRANCH SERVER UPTO 60 USERS : INTEL DUAL CORE XEON 3040 @ 1.86GHZ OR HIGHER /BETTER CHIPSET SERVER CLASS MOTHER BOARD AND CHIPSET. 2 GBRAM: DDR2 667 MHZ ECC RAM; 2MB L2 CACHE OR HIGHER(EXTENDABLE UPTO 4 GB) HDD: 2x73 10K SAS DRIVE(ON RAID 1); HOT SWAPABLE DISK MAKE : SEAGATE, QUANTUM or MODEL CERTIFIED FOR MS WINDOWS. FDD: 1.4" FLOPPY DRIVE DVD WRITER: 16 X DOUBLE LAYER; MODEL CERTIFIED FOR WINDOWS LAN CARD: WAKE –ON LAN DUAL GIGABIT ETHERNET CARDS, 2PCI Ethernet Cards. OTHER PERIPHERALS: 17 " TFT MONITOR, (TCO 03 CERTIFIED) KEY BOARD: MECHANICAL KEY BOARD, MINIMUM 104 KEYS, OPTICAL SCROLL MOUSE. POWER SUPPLY: POWER SUPPLY AND FAN SERVER CERTIFICATION: CERTIFIED FOR MICRO SOFT WINDOWS. CONTROLLER: INTEGRATED SAS RAID CONTROLLER WITH SUPPORT FOR RAID 1. MODEL CERTIFIED FOR MS WINDOWS. SERVER MODEL SHOULD BE LISTED IN THE 'WINDOWS SERVER CATALOG PAGE OF MICROSOFT'S WEBSITE.) 1 PARALLEL AND 1 SERIAL PORT TO CONNECT LINE PRINTER	
2) CORE NODES: INTEL E4300 1.80 GHZ/ MIN 1 MB L2 CACHE (CHIPSET : INTEL Q963/Q965/AMD 690/ATI485/nVidia 6150 or BETTER) 1 GB DDR2 RAM, 160 GB SATA HDD 17" TFT Color Monitor (TCO 03 CERTIFIED) 104 keys mechanical keyboard OR OEM brand Optical Scroll Mouse 10/100 Network Interface Card MINIMUM 1 SERIAL, 1 PARALLEL, 4 USB PORTS Windows XP Professional, IE 6.0 with Service Pack. The desktop model should be CERTIFIED FOR MICROSOFT WINDOWS **CARE:** No CD/Floppy Drive to be provided on desktop. USB ports are to be provided only on those workstations where USB enabled devices such as scanner, web camera, laser printer, etc are to be attached.	

LOADING OF WINDOWS XP Prof. O/S WITH ALL THE LATEST SECURITY PATCHES SHOULD BE DONE BY THE VENDOR

ANNEXURE –III

Sl. No.	Item	Total Quantity Required
1.	Core Servers	65
2.	Core Nodes	145

We agree that:

1) The above-mentioned components are in terms with the Technical Details as enclosed.
2) The items are to be supplied to the Branches/ Offices spread all over the nation.
3) If price of any item is not quoted, the highest unit price quoted by the other vendors for that item is taken for calculation purpose.

AUTHORISED SIGNATORY OF THE COMPANY WITH SEAL

Place:

Date: