



Request for Proposal (RFP)

For

Empanelment of vendors (additional) for supply of Computer Hardware & Software

Reference No. : SYS/2018/04

Price of Tender Document: Rs. 500/- (Rupees Five Hundred Only)

1. Introduction

Established in the year 1994, BOB Financial [Formally Known as Bobcards Limited], a Public Limited Company (hereafter referred to as a Company) having its Regd. & Corporate Office at 2nd Floor, Baroda House, S V Road Jogeshwari (West), Mumbai -400102 is a wholly owned subsidiary of Bank of Baroda, a large public sector bank having global presence with its vast network of over 4,700 + branches.

The company has a network of 38 area offices spread throughout the country as on date. The Company is involved in both card Issuing and Acquiring businesses besides this the company manages Debit Card Operations of its parent bank.

2. Purpose

The Company invites bids/ offers for empanelment of vendors for Supply of IT Peripherals (Desktop, Laptop, Mouse Keyboard, Sharer, Printer, scanner, Monitor etc.), Network Equipment such as (Router, Switch, Modem, Firewall, Network services etc.), support services for various IT equipment(s) and system Software requirement. This requirement may come up for a period of two year. The arrangement is renewable further for subsequent year subject to satisfactory service contribution of the vendor.

The schedule for the proposed process is as under:

Reference	Details
Date of Publication of the Tender	05 th April 2018
Last Date for seeking clarifications on the RFP Document	10 th April 2018
Last Date for Submission of Bids / Offers	20 th April 2018 at 15:00 Hrs
Date and time of opening of offers	20 th April 2018 at 16:00 Hrs
Address of Communication & venue for opening of bids/ offers (technical & commercial)	BOB Financial Limited, 2 nd Floor 'Baroda House' Behind Dewan shopping Center, S.V. Road, Jogeshwari (west), Mumbai-400102 Maharashtra Email: systems@bobcards.com
Contact Numbers	Phone: +91-22-42068532 Fax: +91-22-26777560

3. Clarifications on RFP Document

The prospective bidders may contact the company officials by the date & time specified above to understand the requirement by making site visit and seeking clarifications with respect to eligibility, Service delivery models on or before the date specified above before submission of their bids. Once submitted any such request shall not be entertained and it shall be presumed that the bidder has completely understood the requirements.

4. Single Bid System Offer

The invitation is for empanelment of vendors for supply of IT Peripherals (Desktop, Laptop, Mouse Keyboard, Sharer, Printer, scanner, Monitor etc.), Network Equipment such as (Router, Switch, Modem, Firewall, Network services etc.), support services for various IT equipment(s) and system Software requirement. Hence only technical offer (in sealed envelope) giving full particulars should be submitted. The offers should be submitted at the company's address provided at **point 10** as per the above schedule. All the pages of the offer must be signed & stamped by the authorized signatory of the company.

Offers received after the date and time specified for receiving the offers will be rejected.

The envelopes must be super-scribed with the following information:

- Offer for _____
- Tender Reference Number :
- Submission Due Date :
- Name of the Bidder :

Technical Offer:

The Technical offer (T.O) should be complete in all respects and contain all information requested, as per **Annexure B**. The technical offer **should not contain any price information**. The T.O. should be complete to indicate that all services asked for are provided.

5. Schedule of Requirements/Scope of Services

This document constitutes a formal Request for Proposal (RFP) for Technical bid in sealed envelope from eligible bidders for empanelment of vendors for supply of Computer Hardware and System Software.

6. Eligibility Criteria

Only the bidders who meet all the eligibility criteria mentioned under “**EligibilityCriteria**” of this RFP document are eligible to participate in the tender.

7. Opening of technical offers

Technical offers received by the Company will be opened in the presence of the bidder’s representatives who choose to attend the opening on the date and time specified above. Only the bidders who have submitted their offers in response to this tender are permitted to attend the opening.

8. Terms and Conditions

Terms and conditions for bidders who participate in this tender are specified in the section named “**Terms and Conditions**”. These terms and conditions are binding on all the bidders.

9. Offer Validity Period

The Offer should hold good for a period of 180 days from the date of the opening of offer.

10.Address for Communication

The IT - Infra
BOB Financial Limited
2nd Floor, 'Baroda House', Behind Dewan shopping Center,
S.V. Road, Jogeshwari (West),
Mumbai-400102
Maharashtra
Phone: +91-22-42068532
Fax: +91-22-26777560
Email: systems@bobcards.com

11.Proposal Ownership

The proposal and all supporting documentation submitted by the bidders shall become the property of the Company.

12. Modification and Withdrawal of Offers

Bidders are allowed to modify or withdraw their offers any time before the last date and time specified for submission of bids. No offer can be modified or withdrawn by a bidder after the closing date and time for submission of bids.

13. Opening of Technical offers

Technical Offers received within the prescribed closing date and time will be opened in the presence of bidder's representatives who choose to attend the opening of the Offer on the date and time specified in this RFP document. The bidder's representatives present shall sign a register for their attendance.

14. Preliminary Scrutiny

Offers not meeting the eligibility criteria will be rejected.

The Company will scrutinize the offers received to determine whether they are complete and as per tender requirement, whether technical documentation as asked for and required to evaluate the offer has been submitted, whether the documents have been properly signed and whether offer is as per the tender requirements.

The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. This waiver shall be binding on all the bidders and the company reserves the right for such waivers.

15. Clarification on Offers

To assist in the scrutiny, evaluation and comparison of offers, the company may, at its discretion, request some or all bidders for clarifications on the bid/offer given by them. The request for such clarifications and the bidder's response will necessarily be in writing.

16. No Commitment to Accept Lowest or Any Offer

The Company is under no obligation to accept any offer received in response to this Tender and reserves its right to reject any or all the offers including incomplete offers without assigning any reason whatsoever.

The Company will not be obliged to meet and have discussions with any bidder and / or to entertain any representations.

The company also reserve rights to divide the scope of Services among two or more vendors.

17. Documentation

Technical information in the form of Brochures/Manuals/CD etc. must be submitted in support of the offer made. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The company may treat such Offers as not adhering to the tender guidelines and as unacceptable.

18. Submission of Technical Details

It is mandatory to provide the technical details in all respect including company details, experience, product model, idea, details of work orders etc.

The offer may not be evaluated and can be rejected by the Company in case of non-adherence to the format or partial submission of technical information as per the format given in the offer.

19.Format for Technical Offer

The Technical Offer should be made in an organized, structured and neat manner. Brochures/leaflets etc. should not be submitted in loose form.

The suggested format for submission of Technical Offer is as follows:

- i. Index
- ii. Covering letter. This should be as per **Annexure A**.
- iii. Technical Offer as per Specifications given in **Annexure B**, complete with all details required for the evaluation.
- iv. Terms and Conditions Compliance Table in the following format. The following table must cover bidder's response to all the terms and conditions specified in the offer document:

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
1			
To			
Last			

- v. Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
- vi. Track record, as per **Annexure C**
- vii. Bidder's Financial Details (audited/unaudited balance sheets etc.) and other supporting documents, as requested in the tender document

20.Selection of Vendor/Service Provider

The empanelment for Supply of IT Peripherals (Desktop, Laptop, Mouse Keyboard, Sharer, Printer, scanner, Monitor etc.), Network Equipment such as (Router, Switch, Modem, Firewall, Network services etc.), support services for various IT equipment(s) and system Software requirement shall be awarded by following evaluation and due-diligence process.

The process shall start with technical evaluation under which addition of approx. 5-8 bidders shall be shortlisted. Such short listing shall be mainly based on relevant experience, expertise, track record besides financial standing and other basic credentials of the bidder/s.

Whenever there is any such requirement during the period of empanelment, company will request for the quotes from the empanelled vendors. The empanelled vendors must give their offer or assign reason for non-participation. Non participation for three times will result in cancellation of empanelment.

21.Erasures or Alterations

The Offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer.

22.Downloading of document from Company's website

The document is available for download from the company's website **www.bobfinancial.com**. Those who choose to download the tender from our website are required to pay the price for tender along with submission of their offer. **They are also required to confirm in writing that they have not modified any part of the tender and abide by the same.** If any bidder fails to pay the price of the tender, his offer will be rejected. In case of any dispute/discrepancy the physical version of the tender available with the company will be final & binding on all who participate in the tender.

The selected bidder/s will be empanelled for supply of IT Peripherals (Desktop, Laptop, Mouse Keyboard, Sharer, Printer, scanner, Monitor etc.), Network Equipment such as (Router, Switch, Modem, Firewall, Network services etc.), support services for various IT equipment(s) and system Software requirement **for a period of two years.**

The vendor shall give acceptance for the empanelment within 3 days from the date of empanelment, failing which, the Company shall have right to cancel/expand the empanelment.

The bidder should indicate the **authorized officials from their organization** who can discuss, correspond, sign documents, raise invoice and accept payments. The bidders should **furnish proof of signature of the authorized personnel** for above purposes as required by the company.

Eligibility Criteria

1. Eligibility of the Bidder

- i. The bidder should be a Registered Company/Firm in India having Head/branch office at Mumbai.
- ii. The Company should be in sound financial conditions with positive net worth. A copy of last two financial years' relevant audited /unaudited balance sheets must be submitted with the offer.
- iii. The bidder should have expertise in installation, implementation, integration and service & supply and maintenance of Computer hardware and software for at least 3 years.
- iv. For detailed eligibility criteria find attached Appendix 01 : Confirmation of Eligibility Criteria

2. Track Record of installations

The bidder should provide proof of its **track record for last three years from institutions of repute preferably from Bank/Fin. Institutes/NBFCs**, where the similar arrangements are in place. The information should be provided in the format as given in **Annexure C**.

Terms and Conditions

1. Payment Terms

Payment shall be made on installation of the hardware and/or software whenever purchased.

2. Pricing & Payments

In the process of procurement the company shall invite quotes from empanelled vendors for supply of Computer Hardware and system/readymade software and in response the empanelled vendors should submit their best quotes within the date and time specified in such initiations.

The price offered to the Company must be in Indian Rupees, inclusive of all applicable taxes and duties. However, service tax or any other tax introduced by the Government in lieu of service tax in future, will be reimbursed at actuals.

If the Government brings in any changes to the tax structure resulting in reduction of the cost, the benefit arising out of such reduction shall be passed on to the company.

3. Repeat order

If the performance of the Vendor is found satisfactory, the empanelment can be further extended for one year subject to the review and confirmation by the Bobcards. Bobcards shall always be entitled to remove any vendor from empanelment subject to a change in the ownership of the Vendor or it becomes insolvent or goes under liquidation, received judicial indictment or when there has been a breach of confidentiality, security, or demonstrates deterioration of services rendered by the Vendor, non-participation in tender etc.

4. Empanelment Cancellation/Termination

The Company reserves its right to cancel the empanelment at any time, expand/add more vendors in the event of deficiencies of services beyond the acceptance level or for any other reason with or without assigning any reasons.

5. Order Modification

The company reserves its rights to modify, change the terms of empanelment at any time. However such change shall be updated/ intimated suitably during or after the tender process.

6. Indemnity

The vendor shall indemnify, protect and save the company against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from any actions of the employees or agents of the Vendor.

The vendor shall indemnify, protect and save the Company harmless against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware and software supplied by them.

7. Audit

The Company shall at its discretion audit the software and services environment of the vendor by its internal/external auditors. The vendor is required to facilitate the same at no additional cost to the company.

8. Publicity

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

9. Force Majeure

The vendor or the Company shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the reasonable control of the vendor or the Company, i.e. Force Majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days. Unless otherwise directed by the Company, the Vendor shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Company and the Vendor shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the Company shall be final and binding on the Vendor.

10. Resolution of Disputes

Any disputes arising from the interpretation of the clauses of this RFP shall be referred to Arbitration as per provisions of the Arbitration & Conciliation Act, 1996, to a sole Arbitrator to be appointed by the Bobcards. Arbitration proceedings shall be held at Mumbai and Language of arbitration shall be English.

Covering letter format

Date: / /2017

Offer Reference No.: _

To

BOBCARDS Ltd.

Corporate Office,

Mumbai

Dear Sir,

Tender Ref:

Having examined the tender documents including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to undertake the services in conformity with the said tender.

If our offer is accepted, we undertake to commence operations immediately calculated from the date of receipt of your Notification of Award / Letter of Intent for empanelment for supply of hardware & readymade /system software.

Until a formal offer is prepared and executed, this offer, together with the company's written acceptance thereof and the company's notification of award, shall constitute a binding document between us.

We understand that the company is not bound to accept the lowest or any offer the company may receive without assigning any reason whatsoever.

Dated this ___ day of _____, 2017

Signature: _

(In the Capacity of :)

Duly authorized to sign the offer for and on behalf of

Technical Specifications

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the

Company to verify the correctness of the information:

Sl. No	Item	Details
1	Name of Company/Firm	
2	Postal Address	
3	Telephone, mobile and Fax numbers	
4	Constitution of the Company (Proprietorship/Partnership/Ltd. Company)	
5	Name and designation of the person authorized to represent the Company	
6	Email Address	
7	Year of commencement of Business	
8	Sales Tax Number	
9	Details of PAN, TAN	
10	Brief description of facilities of the organization for undertaking the services	
11	Details of Certification, award & Honors, if any (Please enclose relevant documents to substantiate)	
12	Website of the Company	
13	Premises ownership (Rented/owned)	
14	Staff Strength	
15	Brief profile of key staff	

Annexure C - Track Record of Past Operations (Please enclose testimonials, Purchase Orders etc. to substantiate)