



Corporation Bank

(A premier Public Sector Bank)

Information Technology Division
Head Office, Mangalore.

TENDER DOCUMENT

Tender Reference Number: 01/2015-16

Date: 21.05.2015

For

**Supply and Installation of Hardware for up gradation of Southern Grid based CTS in
Service Branch, Chennai and CTS DR setup at Mangalore.**

Price of Tender Document: Rs.20,000.00 (Rupees Twenty Thousand only)

Earnest Money Deposit: Rs.7,50,000.00 (Rupees Seven Lakhs Fifty Thousand only)

From:

The Deputy General Manager
Corporation Bank
Information Technology Division
Head Office, Mangalore-575001
Karnataka.

Table of Contents

Invitation for Tender Offers.....	4
------------------------------------------	----------

Instructions to bidders	4
--------------------------------------	----------

1. Two Bid Tender system offer	4
2. Schedule of Requirements.....	5
3. Empanelment of Bidders	6
4. Qualification Criteria.....	6
5. Terms and Conditions.....	6
6. Offer Validity Period	6
7. Address for Communication.....	6
8. Proposal Ownership.....	6
9. Modification and Withdrawal of Offers.....	6
10. Opening of Technical offers.....	6
11. Preliminary Scrutiny	7
12. Clarification of Offer.....	7
13. No Commitment to Accept Lowest or Any Offer	7
14. Documentation	7
15. Submission of Technical Details.....	7
16. Make, Models & Part numbers	8
17. Format for Technical Offer	8
18. Format for Commercial Offer	9
19. Erasures or Alterations.....	9
20. Multiple/Alternative Offers	9
21. Locations of Installation	10
22. Costs & Currency.....	10
23. Fixed Price.....	10
24. Price Comparison	11
25. Negotiation.....	11
26. Short-listing of Bidders	11
27. Right to Alter Quantities	11
28. Non-transferable Tender	11
29. Liabilities of Corporation Bank.....	11
30. Proposal Process Management	11
31. Downloading of Tender document from bank's website	11

Qualification Criteria	13
-------------------------------------	-----------

1. Eligibility of the Bidder	13
2. Track Record of installations.....	13
3. Quality Standards	13
4. Manufacturer's Authorization Form	13
5. Service Centres	13
6. Earnest Money Deposit (EMD)	13
7. Tender Cost	14

Terms and Conditions.....	15
----------------------------------	-----------

1. Technical Inspection and Performance Evaluation.....	15
2. Delivery.....	15
3. Payment Terms	15
4. Pricing & Payments	16
5. Pre-dispatch Inspection	16
6. Delivery, Installation and Commissioning.....	17
7. Liquidated Damage	18
8. Order Cancellation	18
9. Acceptance Tests	18
10. Software, Drivers & Manuals	18
11. Warranty.....	19
12. Annual Maintenance Charges	19
13. Spare parts	20
14. Local Support	20
15. Penalties	20

16. Other Conditions	21
17. Mean Time Between Failures (MTBF)	21
18. Manuals and Software	21
19. Indemnity.....	21
20. Publicity	21
21. Insurance	21
22. Guarantees	22
23. Force Majeure	22
24. Resolution of Disputes.....	22
25. Letter of undertaking of Authenticity	23
Annexure A – Technical Details & Specifications Form.....	24
Annexure B - Checklist for Product Documentation	26
Annexure C - Covering letter format.....	27
Annexure C1- Terms & Conditions Compliance Table.....	28
Annexure D – Details of the Bidder.....	29
Annexure E – Manufacturer’s Authorization Form (MAF)	30
Annexure F - Track Record of Past Installations	31
Annexure G1 – Bill of Materials and Price Schedule (Technical Offer).....	32
Annexure G2 - Bill of Materials and Price Schedule (Commercial Offer).....	34
Annexure H – Format of EMD Bank Guarantee.....	36
Annexure I- Format of Performance Bank Guarantee	39
Annexure K- Checklist of qualification criteria	41

Invitation for Tender Offers

Corporation Bank, Information Technology Division, Head Office-Mangalore (The Bank for short) invites sealed offers (technical and commercial) from eligible, reputed manufacturers and/or their authorized dealers/agents for "**Supply and Installation of Hardware for up gradation of Southern Grid based Cheque Truncation System (CTS) in our Service Branch, Chennai and CTS DR setup at Mangalore**" described in this document. The details are given below:

Tender Reference	01/2015-16 dated 21.05.2015
Tender Cost	Rs.20,000.00
EMD	Rs.7,50,000.00
Start of the sale of tender document	21.05.2015
Last Date for receipts of Queries	28.05.2015
Last Date for receipts of offers	12.06.2015 at 16:00 Hours
Date and time of opening technical offer	12.06.2015 at 16:30 Hours
Address for Communication	The Assistant General Manager Corporation Bank, Information Technology Division Head Office, Mangala Devi Temple Road, Mangalore – 575001, Karnataka
Contact Telephone Numbers	Phone: 0824 - 2426416 to 2426420 0824-2428672 (Direct) Fax: (0824) 2421712
Email	purchase@corpbank.co.in

Opening of technical offers:

Technical offers received by the Bank 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.

The bidders interested in participating in the purchase process under this tender may send queries on or before specified date in writing to the above address. The Bank will publish changes in Tender, if any, on our website www.corpbank.com before one week of closing date of the tender.

Earnest Money Deposit (EMD) must accompany the Technical Offer as specified in this tender document. Offers received without EMD will be rejected. The bidders should also enclose the tender cost along with technical offer.

Instructions to bidders

1. Two Bid Tender system offer

There should be two separate offers (Technical and Commercial). Both the offers must be submitted at the same time, giving full particulars in two separate sealed envelopes at the Bank's address given below, on or before 16:00 hours on 12.06.2015. Both the envelopes should be securely sealed and stamped. Offers received after the date and time specified for receiving the offers will be rejected.

Bank's address

The Assistant General Manager
Corporation Bank,
Information Technology Division
Head Office, Mangala Devi Temple Road,
Pandeshwar, **Mangalore – 575001**

manjunath@corpbank.co.in

0824-2441422, 2423181

Two separate sealed envelopes containing offers must be submitted to the Bank directly as under:

1. Technical – 1 Copy
2. Commercial – 1 Copy

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

Type of Offer: (Technical or Commercial)

Tender Reference Number:

Due Date:

Name of the Bidder:

ENVELOPE- T (Technical Offer):

The Technical Offer (T.O) should be complete in all respects and contain all information asked for, except prices, as per Annexure A. The Technical Offer should not contain any price information. The Technical offer should be submitted in closed envelope to the Bank. The T.O. should be complete to indicate that all products and services asked for are quoted. For example, the Technical Offer should mention that AMC charges specified in the tender are accepted in the Commercial Offer, without any deviation.

EMD and Tender cost should be kept in Technical Offer being submitted to the Bank.

ENVELOPE-C (Commercial Offer):

The Commercial Offer (C.O) should give all relevant price information and should not contradict the T.O. in any manner. The C.O should be submitted to the Bank in a closed envelope.

Technical and Commercial Offers must be submitted separately. It may be noted that if any envelope is found to contain both technical and commercial offers, such offer will be rejected.

2. Schedule of Requirements

This tender comprises of the following schedule.

Schedule Number	Name of Schedule	Components	Quantity
1	CTS Hardware at Service Branch Chennai and CTS DR Setup at Mangalore	As per the specifications given in Annexure - A	As per Annexure

It may be noted that the requirement given in this tender is indicative only and the Bank may decide to purchase ± 25 % of the quantity specified in this tender, from

the L1 bidder, within a period of six months from the date of issue of the first purchase order relating to this tender at the same rate as agreed by the Bank and bidder at the time of placing Purchase Order.

3. Empanelment of Bidders

The Bank will shortlist the bidders who qualify in the technical part of the tender. The rates finalized will be valid for 6 months from the date of issue of the Purchase order relating to this tender. The Head Office will place orders on the L1 bidder for supply of CTS Hardware. If any urgent requirement arises, Bank may place order for additional hardware for other project also based on this tender.

4. Qualification Criteria

Only the bidders who meet all the qualifications mentioned in section "Qualification Criteria" of the tender are eligible to participate in the tender.

5. Terms and Conditions

The 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. These terms and conditions will also form part of the purchase order, to be issued to the successful bidder(s) on the outcome of the tender process.

6. Offer Validity Period

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

7. Address for Communication

The Assistant General Manager,
Corporation Bank, Information Technology Division,
Head Office, Mangala Devi Temple Road, Pandeshwar,
Mangalore – 575001, Karnataka

8. Proposal Ownership

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

9. Modification and Withdrawal of Offers

Bidders are not allowed to modify their offers once submitted. However, Bidders are allowed to withdraw their offers any time before the last date and time specified for receipt of offers. No offer can be withdrawn by a bidder after the closing date and time for submission of offers.

10. 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 tender document. The bidder's representatives present shall sign a register of attendance.

11. Preliminary Scrutiny

Offers from bidders not meeting the qualification criteria will be rejected. The decision of the Bank is final and binding on all the bidders.

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

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

12. Clarification of Offer

To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarifications on the offer made by them. The request for such clarifications and the bidder's response will necessarily be in writing or through an Email.

13. No Commitment to Accept Lowest or Any Offer

The Bank shall be under no obligation to accept the lowest or any other 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 Bank reserves the right to make any changes in the terms and conditions of purchase as and when need is felt. The Bank will not be obliged to meet and have discussions with any bidder and / or to entertain any representations. The Bank reserves the right to reject any of the bids without assigning whatsoever reasons.

14. Documentation

Technical information in the form of Brochures/Manuals/CD etc. must be submitted in support of the Offer made. Annexure B provides a suggested checklist for documentation to be submitted by the bidder.

15. Submission of Technical Details

It is mandatory to provide the technical details in the exact format of Technical Details & Specifications (Annexure A) given in this tender.

The offer may not be evaluated /may be rejected by the Bank in case of non-adherence to the format or partial submission of technical information as per the format given in the offer. The deviations in the technical requirements should be mentioned in the Technical Offer only [Annexure A] and on the contrary specifying the deviations elsewhere in the offer is not acceptable and will not be considered.

The Bank shall not allow/permit changes in the technical specifications after due date for submission of offers.

The relevant product information, brand and model number offered, printed product brochure, technical specification sheets etc. should be submitted along with the

Offer. Failure to submit this information along with the Offer could result in disqualification.

16. Make, Models & Part numbers

It is mandatory to provide make, model and part numbers of all items and their subcomponents as asked in the technical specification. The Offer may not be evaluated and/or will be liable for rejection in case of non-submission or partial submission of make, model and part numbers of the items offered. ***Please note that substituting required information by just brand name is not enough.***

The successful bidder must certify that all CoA (Certificate of Authenticity) supplied with the system are valid for use in India. Further, the successful bidder must also certify that no counterfeit and refurbished IT Products are supplied. At the time of supply the bidder must furnish a list of serial numbers of all CoA along with the corresponding list of Server serial numbers. This data must be provided to our Division at HO, prior to dispatch of the machines to the location.

The selected supplier should provide a CD containing serial number of each servers and other hardware being supplied along with the corresponding unique identification numbers.

During the course of the contract when the supplier is maintaining the machines, complete record should be kept of all the changes made to the configuration for any system that undergoes part replacement. The specifications of each replacement part should be equivalent or better than that of the original.

The successful bidder must give an undertaking signed by the Company Secretary that all components used in the machines supplied are original and not re-furnished.

17. Format for Technical Offer

The Technical Offer should be made in an organized, structured and neat manner along with Brochures/leaflets etc., it should not be submitted in loose form and should also be properly paginated.

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

- 1 Index
- 2 Earnest Money Deposit (EMD)
- 3 Tender Cost (Demand Draft)
- 4 Covering letter. This should be as per **Annexure C.**
- 5 Annexure C1-Terms and Conditions Compliance. This table must cover bidder's response to all the terms and conditions specified in the offer document.
- 6 Details of the bidder, as per **Annexure D.**
- 7 Bill of materials and Price Schedule as per **Annexure G1-Technical Offer.** This table should not contain any price information in Technical Offer.
- 8 Technical Offer as per Specifications as given in **Annexure A**, complete with all columns duly filled in.
- 9 Warranty and AMC details. This should not contain any price information in Technical Offer.
- 10 Delivery schedule.
- 11 Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.

- 12 Software details.
- 13 Manufacturer's Authorization Form (if applicable) as per **Annexure E**.
- 14 Track record of installations, as per **Annexure F**
- 15 Address and contact details of Service Support Centers at Chennai for CTS Chennai and Mangalore for DR Site.
- 16 Bidder's Financial Details (audited Balance Sheets & Profit and Loss account etc.) and other supporting documents, as asked in the tender document

18. Format for Commercial Offer

The Commercial offer **must not contradict the Technical Offer** in any manner. The suggested format for submission of Commercial Offer is as follows:

1. Index
2. Covering letter
3. Commercial offer of Bill of Materials and Price Schedule (as per **Annexure G2-Commercial Offer**). This annexure must contain all price information, including that of AMC.
4. A statement that the bidder is agreeable to the Payment schedule given in the tender.
5. **All these should be properly paginated.**

The quoted prices shall be all exclusive i.e., exclusive of all applicable taxes, duties etc., there will be no price escalation for the total period for which commercials have been quoted.

The commercial should not contain anything other than specified in the Annexure G2 – Commercial offer. More particularly, statement or request for deviation in either Technical specifications or Terms & Conditions specified in the Tender should not form part of Commercial Offer. In case any commercial offers contain such requests or submissions the offer will be summarily rejected without any further process or communication in this regard. Any commercial offer, which is conditional and /or qualified or subjected to suggestions, will also be summarily rejected.

19. 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. 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 Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

20. Multiple/Alternative Offers

The bidder desirous of offering the Bank two or more alternatives of CTS Hardware should submit separate Offer for each alternative. Each Offer should be complete in all respects and should not make cross-reference to details given in other offer. **Each of such alternative Offer should accompany separate EMD & Tender cost.**

Offers made without E.M.D. & Tender cost will be rejected. For each alternative Offer, a separate EMD & Tender cost must be submitted.

In case any bidder offers more than one alternatives of CTS Hardware and submits only one EMD & tender Cost, then the Bank will consider the first offer for evaluation and subsequent offers will not be evaluated.

21. Locations of Installation

The Head Office of the Bank is floating this tender. The CTS Hardware being procured through this tender shall be installed and supported by the bidder getting the order at Service Branch, Chennai and DR setup at Mangalore, the address of which will be furnished with the purchase order/ delivery instructions subsequently. The Bank reserves the right to make changes in the locations/quantity list given to the bidder.

Address details of the locations are furnished for your information

Address of Service Branch, Chennai

Corporation Bank,
Service Branch - Chennai
38 & 39, Whites Road, Royapettah,
Chennai - 600 014

Address of Dr Site, Mangalore

Corporation Bank,
Head Office, Mangala Devi Temple Road
Pandeshwar, Mangalore - 575001

22. Costs & Currency

The Offer must be made in Indian Rupees only, including the following:

1. Cost of the equipment specified
2. Installation and commissioning charges, if any,
3. Minimum of three year comprehensive on-site warranty covering all parts & labor. This period will start from the date of acceptance of by the Bank in writing.
4. Packing, Forwarding and Transportation charges up to the site.
5. Insurance to cover equipment up to the installation at site and handing it over to the Bank.
6. All taxes and levies are extra as applicable. However, excluding Entry Tax and Octroi, wherever applicable.
7. Bidders have to make their own arrangements for obtaining road permits wherever needed.

23. Fixed Price

The Commercial Offer shall be on a fixed price basis, exclusive of all taxes and inclusive levies, octroi and entry tax.

No price increase due to increases in customs duty, excise, tax, dollar price variation etc. will be permitted. However, any downward revision of customs duty, excise, tax etc. brought out by the Government, the benefit of which has to be passed on to the Bank.

24. Price Comparison

The Bank will consider the TCO (Total Cost of Ownership) for the purpose of price comparisons as follows:

TCO = Cost of the CTS Hardware as per specifications in Annexure-A with three year warranty (as per Cost and Currency clause) exclusive of taxes + 3 year Post Warranty AMC exclusive of taxes.

25. Negotiation

It is absolutely essential for the bidders to quote the **lowest price** at the time of making the offer in their own interest, as the Bank will not enter into any price **negotiations, except with the lowest quoting bidder (L1)**, whose Offer is found to be technically in line with the tender specifications.

26. Short-listing of Bidders

The Bank will prepare a short-list of technically qualifying bidders and the commercial offers of only these bidders will be opened. The Bank will intimate the date and time of opening of Commercial Offers to the bidders whose Offer is technically in line with the tender requirements.

27. Right to Alter Quantities

The Bank reserves the right to alter the quantities specified in the Offer and may order for a quantity of $\pm 25\%$ of the Tendered quantity.

28. Non-transferable Tender

This tender document is not transferable. Only the bidder, who has purchased/downloaded the tender document, is entitled to quote.

29. Liabilities of Corporation Bank

This tender is not an offer by the Bank, but an invitation for bidder responses. No contractual obligation on behalf of the Bank, whatsoever, shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized officers of the Bank and the Bidder.

30. Proposal Process Management

The Bank reserves the right to accept or reject any/all proposal/ to revise the tender, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole. Additionally, the Bank reserves the right to alter the requirements, in part or whole, during the tender process. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the tender, subsequent presentation and contract negotiation processes.

31. Downloading of Tender document from bank's website

The tender document is also available for download from the bank's website www.corpbank.com. Those who choose to download the tender from our website

are required to pay the price of tender at the time of 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, the said offer will be rejected.

In case of any dispute/discrepancy, the physical version of the tender available with the Bank will be final & binding on all who participate in the tender.

Qualification Criteria

1. Eligibility of the Bidder

The bidder submitting the offers should be a Registered Company having a turnover of **Rs.100 Crores** (Rupees Hundred Crores) per year or more from its Indian operations in the last three financial years (2011-12, 2012-13 and 2013-14) in manufacturing/selling, maintaining Computers, Servers and related business. This must be the individual Company's turnover and not that of any group of Companies. If any agent/distributor/re-seller/channel partner is making the offer, then the turnover criteria is applicable to their own turnover and not of the principal.

The Company/firms are required to have positive networth for the last 3 years. A copy of the immediate previous three financial years' (2011-12, 2012-13 and 2013-14) audited balance sheets and profit & loss account must be submitted along with the offer.

The bidder should be in business of manufacturing/selling of Servers and other IT hardware for at least three years in India.

2. Track Record of installations

The bidder should provide proof of having sold 25 File Servers which have been installed for critical banking applications like Internet Banking, National Electronic Fund Transfer (NEFT), Real Time Gross Settlement (RTGS), and CTS to any of the Bank for the immediate previous two years (2012-13 and 2013-14). The bidder should submit a certificate of having installed the file servers and working successfully at respective Banks during previous two years (2012-13 and 2013-14). In addition, it is required that the bidder should have executed one or more **single order of Rs.100 Lakhs** or more in the **immediate previous two years in India (2012-13 and 2013-14)**. The information should also be provided in respect of the recent 5 largest clients in the format as given in Annexure F.

3. Quality Standards

The Bank is looking for well proven / designed and quality product, which is used by a large number of users in India / abroad. All items quoted should be associated with specific model numbers and names and with printed literature. Any departure from the specifications as given in Annexure A should be clearly listed in Annexure called "deviations" giving reasons thereof.

4. Service Centres

The bidder should have their service centres at Chennai and Mangalore.

5. Manufacturer's Authorization Form

Bidders, other than the manufacturers must submit a letter of authority from their manufacturers that they have been authorized to quote on behalf of the manufacturer as per Annexure E.

6. Earnest Money Deposit (EMD)

Bidders are required to give EMD by way of a Demand Draft/Bank Guarantee valid for 180 days from the due date of the tender for **Rs.7,50,000.00** (Rupees seven Lakhs Fifty Thousand only) as Earnest money Deposit (EMD) along with their Offer. No interest will be payable on the EMD. In case the supply/project is not completed within the validity period of the BG, the successful Bidder is required to renew/offer a fresh BG towards EMD for a further period till completion of supply and implementation of the ordered/Tender quantity. EMD furnished by all unsuccessful bidders will be returned on the completion of the bid process.

Offers made without EMD will be summarily rejected. (For each alternative Offer, a separate EMD must be submitted). The format for the Bank Guarantee is attached to this tender document (Annexure H).

The EMD of the successful bidder shall be refunded after furnishing a PBG from a Scheduled commercial Bank valid for the entire warranty period + minimum claim period of 3 months.

In case the project gets extended owing to unforeseen circumstances, then the PBG must be extended for the requisite duration. The PBG should be furnished as per the format attached to this Tender document (Annexure H)

EMD will be forfeited, if the bidder withdraws or amends, impairs or derogates from the bid in any respect within the period of validity of the bid or does not perform the obligation as per Tender. If the successful bidder fails to furnish the required performance security then the EMD furnished will be forfeited.

The EMD will be forfeited if the selected bidder refuses to accept the supply/assignment or having accepted the supply/assignment, fails to carry out his obligations mentioned therein

7. Tender Cost

Tender Cost of **Rs.20,000.00** should be by way of demand draft favoring 'Corporation Bank, Tender No. 01/2015-16. Offers made without tender cost will be rejected. For each alternative Offer, a separate tender cost must be submitted.

Terms and Conditions

1. Technical Inspection and Performance Evaluation

The Bank reserves its right to carry out technical inspection and performance evaluation (bench-marking) of CTS Hardware offered by short-listed bidders, as per the discretion of the Bank.

2. Delivery

The Bank's requirement is for Hardware component (both Storage specification and Server specification) as per this tender to be delivered by the bidder in single consignment separately at the following locations.

1. Service Branch, Chennai

Corporation Bank,
Service Branch - Chennai
38 & 39, Whites Road, Royapettah,
Chennai - 600 014

2. DRS, Mangalore

Corporation Bank,
Head Office, Mangala Devi Temple Road
Pandeshwar, Mangalore - 575001

3. Payment Terms

The Bank is agreeable to make the payment as follows:

The Bidder may choose options 3.1 or 3.2 as given below.

3.1 Where advance is sought by the Bidder from the Bank

3.1.1 The Bank will pay 25 % of the order value as advance against a Bank Guarantee (as per the format prescribed by the Bank). The Bank Guarantee should be valid for a period of 4 months from the date of purchase order or 30 (thirty) days after the date of delivery of the CTS Hardware & acknowledgement by the Bank whichever is later. The Bank Guarantee should be for a sum equal to 25% of the order value plus interest @ 2% per month for the period of Bank Guarantee. For such advance paid, the Bank will charge interest @ 12% per annum from the bidder till the date CTS Hardware are delivered and acknowledged. Such interest on advance will be adjusted against the balance amount payable by the Bank to the bidder.

3.1.2 55 % of the order value will be paid on completion of installation and acceptance of the CTS Hardware or on **production of SNR report**. The Bank will make this payment at Head Office, Mangalore within 30 days from the date of receipt of claim from the bidder along with necessary proof of installation of the systems ordered or against production of site not ready (SNR) reports from locations duly signed and dated by users under Branch/Office seal as the case may be.

3.1.3 Balance of 20% amount will be paid against a Performance Bank Guarantee (as per the format prescribed by the Bank) for the equivalent amount valid for the warranty period with a claim period of six months.

3.2 Where advance is NOT sought by the bidder from the Bank:

3.2.1 If the bidder does not wish to claim the advance as mentioned in para 3.1 above, 80% of the order value will be paid on completion of installation and acceptance of the CTS Hardware instructed to be delivered. The Bank will make this payment at Head Office, Mangalore within 30 days from the date of receipt of claim from the bidder along with necessary proof of installation and commissioning of the systems ordered or against production of site not ready (SNR) reports from locations, as the case may be, duly signed and dated by users under branch/Office seal.

3.2.2 Balance of 20% will be paid against a Performance Bank Guarantee (as per the format prescribed in the tender) for the equivalent amount valid for the warranty period with a claim period of six months

4. Pricing & Payments

The price offered to the Bank must be in Indian Rupees, exclusive of taxes and inclusive of all duties such as Excise, Sales, Customs etc., packing, forwarding, import and custom clearance, transportation to respective sites, insurance till delivery at sites, cost of installation, commissioning and comprehensive on-site maintenance services under warranty.

Octroi / Entry tax, if applicable, will be paid / reimbursed by the Bank at actuals on production of original payment receipt.

No price increase on account of changes in tax structure/increase in Duties/ Dollar rate variation etc. in future shall be permitted.

From the date of placing the order till the delivery of the Hardware, if any changes are brought in the tax structure by the Government resulting in reduction of the cost of the Hardware, the benefit arising out of such reduction shall be passed on to the Bank.

5. Pre-dispatch Inspection

The Bank and/or its nominated Quality Assurance Agency may carry out pre-dispatch inspection of all CTS Hardware, before the delivery.

The bidder shall inform his readiness for pre-dispatch inspection at least 7 days in advance. Inspection of the CTS Hardware to be supplied to the Bank will be carried out at bidder's factory/unit. There shall not be any additional charges payable by the Bank for such inspection. However, the Bank will have the discretion to recover the costs related to travel and stay of its staff/Quality Assurance Agency from the bidder if the CTS Hardware offered for inspection are not as per the Bank's order or if the bidder fails to comply with the test and inspection procedure. It is required that the CTS Hardware should be ready for **inspection within 4-6 weeks** from the date of purchase order.

The details of necessary bundled software, license in favor of the Bank from OEM/Manufacturer license agreement, individual license number has to be provided during PDI.

6. Delivery, Installation and Commissioning

1. The bidder shall be responsible for delivery, installation of the CTS Hardware at site and for making them fully operational at no additional charges to the Bank **within 3 weeks of receiving the delivery instructions**. Failure to deliver in time will entitle the Bank to recover the advance paid, if any, with interest.
2. In addition the Bidder has to bring the Servers under Domain as per the procedure that will be provided by the Bank, load anti-virus and copy the data from old Server, if any at no additional cost.
3. The bidder may be required to shift and install the CTS Hardware to alternative locations if the Bank desires so, on mutually agreeable terms.
4. The installation will be deemed as incomplete if any component of the Hardware is not delivered or is delivered but not installed and/or not made operational or not acceptable to the Bank after acceptance testing/examination or non-transfer of old data from the replaced system and formatting of old system. In such an event, the supply & installation will be termed as incomplete and Hardware will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of CTS Hardware and satisfactory working for a minimum period of 10 days.
5. If the Bidder fails to deliver and/or install the CTS Hardware ordered within the stipulated time schedule or by the date extended by the Bank, the same shall be treated as a breach of contract. In such case, the 25% advance received by the Bidder will become returnable to the Bank immediately with interest at 2% per month from the date of making advance payment and the Bank may invoke the Bank Guarantee without any notice. In the event of the Bank agreeing to extend the date of delivery at the request of the Bidder, it is a condition precedent that the validity of Bank Guarantee shall be extended by further period as required by the Bank before the expiry of the original Bank Guarantee. Failure to do so will be treated as breach of contract. In such an event the advance paid to the Bidder will become returnable together with interest **@ 2% per month** to the Bank forthwith and the Bank reserves its right to invoke the Bank Guarantee.
6. Appropriate insurance to cover the CTS Hardware up to delivery to the Bank at the respective site shall be taken by the Bidder.
7. At the discretion of the Bank, there will be an acceptance test conducted by the Bank's officials and/or its nominated Agency after installation. In case of serious discrepancy in Hardware installed including the software, the Bank may reject the entire lot of machines.
8. The Bank will not arrange for any Road Permit/Sales Tax clearance for delivery of CTS Hardware to different locations and the Bidder is required to make its own arrangements for delivery of CTS Hardware to the locations as per the list of locations/sites provided from time to time by the Bank. However, the Bank will provide letters/certificate/authority to the Bidder, if required. In States where

Road Permits are compulsory, **delivery & installation must be completed within 4 weeks from the date of delivery instruction.**

9. Commissioning of the Hardware will be deemed as complete only when the same is accepted by the Bank in accordance with the Terms & Conditions of this Tender.

7. Liquidated Damage

If the Bidder fails in delivery, installation and commissioning of the CTS Hardware as per the terms of this TENDER, the Bank shall be entitled to charge penalty/liquidated damages @ Rs.5,000/- per week per CTS Hardware or part thereof, subject to a maximum of 10% of the order value.

8. Order Cancellation

The Bank reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons in the event of one or more of the following conditions:

1. Delay in offering CTS Hardware for PDI beyond 4-6 weeks from the date of Purchase Order.
2. Delay in delivery/installation beyond 3/4 weeks from the date of delivery instruction.
3. Serious discrepancy noticed during the pre-dispatch inspection.
4. Repetitive hardware failures/poor service after the delivery and acceptance of a lot by the Bank.
5. Any other reason.

In addition to the cancellation of purchase order, the Bank reserves the right to invoke the Bank Guarantee given by the supplier against the advance payment to appropriate the damages.

9. Acceptance Tests

At its discretion, the Bank will conduct acceptance test. The test will check for trouble-free operation for ten consecutive days in addition to physical verification and testing. There shall not be any additional charges payable by the Bank for carrying out this acceptance test.

In the event of any errors and bugs detected during acceptance testing, resulting in corrective action required by the bidder, the schedule for acceptance testing will be revised to a mutually convenient date at the cost and expenses of the Bidder.

The Bank reserves its right to get the CTS Hardware and related components tested by any Agency of its choice and the Bidder shall not object to the same.

10. Software, Drivers & Manuals

The CTS Hardware will be supplied with all the bundled software, drivers and manuals.

11. Warranty

The offer must include a minimum **three year** comprehensive on-site warranty. The warranty commences from the date of installation and acceptance by the Bank.

The bidder will re-install the software and hardware supplied by him during the warranty / AMC period as and when required by the Bank at no additional charge.

The Bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period, bidder shall maintain the Hardware and repair/replace at the site all defective components, at no charge to the Bank.

Warranty should not become void if the Bank buys any other add-on hardware from a third party and installs it with/in CTS Hardware in the presence of the representative of the bidder. However, the warranty will not apply to such third-party hardware items installed by the Bank.

The Bidder shall accomplish preventive maintenance activity once in a quarter to ensure that all hardware / software components function without defect or interruption as per the above condition.

12. Annual Maintenance Charges

The bidder should also quote separately for Annual Comprehensive Maintenance Charges at site from the date of expiry of the warranty period (post-warranty) **for CTS Hardware**. This rate should be quoted as:

- 4th year comprehensive on-site annual maintenance charges in Indian rupees exclusive of all taxes.
- 5th year comprehensive on-site annual maintenance charges in Indian rupees exclusive of all taxes.
- 6th year comprehensive on-site annual maintenance charges in Indian rupees exclusive of all taxes.

The bidder shall give firm commitment to provide maintenance at the price quoted as above for three years from the date of expiry of warranty. The Bank will not permit any changes in AMC rates once quoted, for any reason whatsoever. The bidder is expected to maintain the CTS Hardware supplied for at least six years from the date of acceptance by the Bank.

The Bank will pay AMC Charges after the end of warranty period for each financial year in advance on yearly basis as against submission of invoice /proposal.

It may be noted that the Bank reserves its right to demand performance Bank Guarantee to the tune of 15 % of the value of the order, for 3 years duration, if AMC charges quoted by the bidder are abnormally low (below 5% of the cost). The Bank also reserves its right to decide on this matter and its decision will be binding on the bidder without any further explanation to the bidder. This Bank Guarantee will be linked to the AMC obligations of the bidder. The Bank reserves its right to disqualify any offer made with AMC rate of five percent or less as unrealistic.

The Bidder shall accomplish preventive maintenance activity once in a quarter to ensure that all hardware / software components function without defect or interruption. The successful bidder must submit service call logs on quarterly basis to the Bank.

13. Spare parts

The bidder will make the spare parts for the systems available for a minimum period of six years from the time of acceptance of the system.

If any of the peripherals / components are not available during the warranty/AMC period, the substitution shall be carried out with peripherals/ components of equivalent or higher capacity.

14. Local Support

The bidder should be capable of meeting the service & support standards as specified in this tender. They should have qualified engineers to provide services in case of need.

Bidders are also required to submit along with their offer a detailed support plan providing complete details like address of the support center, number of service engineers available along with their names, telephone/mobile numbers, fax number, spares that will be stocked for warranty/AMC service etc.

15. Penalties

Delay in offering a lot for pre-dispatch inspection

There will be a penalty of Rs.50,000/- (Rupees fifty Thousand only) per week per location delay subject to a maximum of 10% of the order value, if bidder fails to offer the CTS Hardware for inspection within the time limit specified in the tender. This penalty will also be applicable if the CTS Hardware offered has serious discrepancy in the hardware/software components.

Delay in delivery and installation

After the successful pre-dispatch inspection the bidder is required to deliver and install the CTS Hardware at site. The delivery and installation should be completed within 3 weeks from the date of delivery instruction.

If the bidder fails to deliver and install the CTS Hardware within the specified time limit, then Bidder shall be liable for penalty of Rs.50,000/- (Rupees fifty thousand only) per week per location subject to a maximum of 10% of the order value. However this penalty will not be applicable if the delay is with the prior written approval of the Bank.

Delay in repair

Any CTS Hardware including the software components / hardware parts that are reported to be down on a given date should be repaired within 4 hours.

In case the bidder fails to meet the above standard of maintenance, there will be a penalty of Rs.5,000/- (Rupees five thousand only) per day per CTS location reported to be down.

16. Other Conditions

The bidder has to undertake transfer of data from old Server to new Server installed, removal of Bank's data from the old replaced systems and formatting of HDD as per requirement of the Bank.

The Bidder should display the Serial Number of the machine in the front side of the CTS Hardware components by way of good quality sticker or by embossing the particulars as under to facilitate easy call logging in case of service / repairs.

Serial No of Hardware component	
Serviced by	
Telephone no for logging the call	

17. Mean Time Between Failures (MTBF)

If during the warranty period, any CTS Hardware component fails on four or more occasions in a quarter, it shall be replaced by equivalent / superior new CTS Hardware by the bidder at no additional cost to the Bank.

18. Manuals and Software

The bidder shall supply along with each CTS Hardware, all the related documentation and software. These will include but not restricted to user manual, operation manual, operating system, other software, drivers etc.

19. Indemnity

The bidder shall indemnify, protect and save the Bank 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 CTS Hardware supplied by him.

20. Publicity

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

21. Insurance

The CTS Hardware to be supplied will be insured by the bidder against all risks of loss or damage from the date of shipment till such time it is delivered at the Bank's site. Certificates of the "Comprehensive Insurance Cover" shall be submitted to the Bank for verification/examination and record.

22. Guarantees

The bidder should guarantee that the CTS Hardware delivered to the Bank are brand new, including all components. In the case of software, the bidder should guarantee that the software supplied to the Bank is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

23. Force Majeure

The parties 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 control of the parties, 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, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure 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 parties shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

24. Resolution of Disputes

The Bank and the bidder 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. If after thirty days from the commencement of such informal negotiations, the Bank and the Bidder have been unable to resolve amicably a contract dispute; either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder. In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mangalore.

25. Letter of undertaking of Authenticity

The bidder has to provide the undertaking as follows.

"We undertake that all the components/parts/assembly/software used in the Hardware shall be original, new Components/parts/assembly/ software only and that no refurbished/duplicate/ second hand components/parts/ assembly/software are being used or shall be used.

We also undertake that in respect of licensed operating system if required, shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source. We hereby undertake to produce the certificate from an 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 suppliers 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 Hardware without demur, if already supplied and return the money, if any paid to us by you in this regard."

Annexure A – Technical Details & Specifications Form

Notes:

1	2	3	4	5	6
Sl. No	Particulars	Quantity	Make, Model & Part code	Complied (Yes or No to be mentioned for each sub row)	Technical details (It is mandatory to fill up all the details)
1	Server Dual Intel Xeon Processors with 8 Cores (2*8 Cores, total 16 Cores) E5-2637 (8C, 5M Cache, 3.00 GHz, 8.00 GT/s Intel QPI) or higher with RAM 128 GB (DDR3 1600MHz) 2X300GB SAS HDD 15KRPM, Quad NIC, Single port dual HBA cards or equivalent. The server should be 64 bit Windows 2008 Enterprise edition R2 certified. (Operating System will be provided by Bank) Or equivalent (Database- 4 Nos, Inward/ Outward APP - 4 Nos, CHI - 4 Nos) Max 2U rack size	12 (Chennai -6, DR setup -6)			
2	LTO5 Tape Drive External 1.5 TB /3.0TB with 2:1 compression or equivalent	4 (Chennai -2, DR Setup -2)			
3	Storage: VNX5100 3U Disk Array Enclosure with 15x3.5 inch drive slots , Two enclosures with total capacity of 18 TB as 600GB X 15, 600GB X 15 with 15K rpm SAS or equivalent	1 (DR only)			
4	DS300B Brocade SAN switch 16 port, 8 Gbps or equivalent Max 2U rack size	4 (Chennai -2, DR Setup -2)			
5	KVM Monitor – LCD console – 1 U Rack Mountable Model 19” size	2 (Chennai -1, DR Setup -1)			
6	KVM switch 16port which shall be in 1U Rack mountable kit with 19”size	2 (Chennai -1, DR Setup -1)			
7	42U Rack – 2 vertical PDUs, 12 ports per PDU, Single Phase	4 (Chennai -2, DR Setup -2)			
8	HSM cards- PCI 7000 v5.0 HSM (CHI- 2 Nos, Outward – 4 Nos)	6 (Chennai -4, DR Setup -2)			
9	Luna HSM Backup Device – Luna SA 5.0 or Equivalent	2 (Chennai -1, DR Setup -1)			
10	Symantec Backup solution with License or equivalent like EMC ² and Barcuda	4 (Chennai -2, DR Setup -2)			

Note:

- a. The bidders should submit complete technical specification of all key components.
- b. Wherever alternatives allowed to be quoted in the specifications, the bidders must provide authentic data of performance and specification provided by a 3rd party neutral source.
- c. Southern Grid - All servers will be installed in Hardware Cluster model (Windows 2008 Enterprise edition R2 comes with Cluster Manager).
- d. DR Setup - All servers will be installed as Active only.
- e. Servers, Storage, SAN Switch and other Hardware devices should be rack mountable.

Annexure B - Checklist for Product Documentation

Important Note:

Your offer will be liable for outright rejection in case you do not submit the following manuals/information/literature along with the offer in a **printed and readable** form / on a CD. You may however add any additional documents in support of your offer.

Sl. No.	Item Description	Make & Model	Documentation provided
1.	Brochure of the Servers offered		
2.	User Manual		
3.	Motherboard manual of Server		
4.	Hard disk data sheet		
5.	Cabinet brochure		
6.	Power supply specification & test report		
7.	Storage VNX5100		
8.	DS300B Brocade SAN switch		
9.	KVM Monitor brochure		
10.	KVM Switch		
11.	HSM Card		
12.	Luna HSM Backup Device		
13.	42 U Rack		
14.	LTO5 Tape Drive		
15.	Symantec Backup Solution		

Annexure C - Covering letter format

Date:_____2015

Offer Reference No.:_____

To:

The Assistant General Manager
Corporation Bank, Information Technology Division,
Head Office, Mangala Devi Temple Road
Mangalore - 575001

Dear Sir,

Tender Reference: 01/2015-16 dated 21.05.2015

Having examined the tender document including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and install CTS Hardware in conformity with the said tender in accordance with the Schedule of Prices indicated in the commercial offer and made part of this offer.

If our offer is accepted, we undertake to offer the CTS Hardware for Pre-Dispatch Inspection within 4 - 6 weeks from the date of Purchase Order and complete delivery & installation within 3/4 weeks of delivery instructions as specified in terms and conditions.

We agree to abide by this offer till 180 days from the date of opening of the commercial offer by the Bank and our offer shall remain binding upon us and may be accepted by the Bank any time before the expiration of that period.

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

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

Dated this _____ day of _____2015

Signature: _____

(in the Capacity of:) _____

Duly authorized to sign the offer for and on behalf of

Name:

Contact No:

Email id:

Annexure C1- Terms & Conditions Compliance Table

The Offer must specify the unconditional willingness to abide by the Terms and Conditions of the Tender. The Terms and Conditions specified elsewhere in the Tender should be complied along with the compliance / conformity / willingness to offer as per the terms of the Tender towards requirements of the Bank as under:

Term No	Short Description of term	Complied (Yes/No)	Detailed explanation about deviation, if not complied
1	Technical Inspection and Performance Evaluation		
2	Delivery		
3	Payment Terms		
4	Pricing & Payments		
5	Pre-dispatch Inspection		
6	Delivery, Installation and Commissioning		
7	Liquidated Damage		
8	Order Cancellation		
9	Acceptance Tests		
10	Software, Drivers & Manuals		
11	Warranty		
12	Annual Maintenance Charges		
13	Spare parts		
14	Local Support		
15	Penalties		
16	Other Conditions		
17	Mean Time Between Failures (MTBF)		
18	Manuals and Software		
19	Indemnity		
20	Publicity		
21	Insurance		
22	Guarantees		
23	Force Majeure		
24	Resolution of Disputes		
25	Letter of undertaking of Authenticity		

Date :

Place :

Signature of the Authorized Representative

Annexure D – Details of the Bidder

Details filled in this form must be accompanied by sufficient documentary evidence, in order to facilitate the Bank to verify the correctness of the information.

Sl. No	Item	Details
1	Name of Company	
2	Postal Address	
3	Telephone, mobile and Fax numbers	
4	Constitution of the Company	
5	Name and designation of the person authorized to make commitments to the Bank	
6	Email Address	
7	Year of commencement of Business	
8	Sales Tax Registration Number	
9	Income Tax PAN Number	
10	Service Tax Registration number	
11	Whether direct manufacturer or authorized dealer/agent	
12	Name and Address of manufacturer(s)	
13	Location of Manufacturing facility	
14	Brief description of facilities for manufacture, production, inspection, testing and quality assurance	
15	Brief description of after sales service facilities available with the bidder	
16	Website address of the Company	

Annexure E – Manufacturer’s Authorization Form (MAF)

No. _____ dated _____

TO

The Assistant General Manager
Corporation Bank, Information Technology Division
Head Office, Mangala Devi Temple Road
Mangalore - 575001

Dear Sir,

Tender Reference: 01/2015-16 dated 21.05.2015

We _____ who are established and reputed manufactures of _____ having factories at _____ and _____ do hereby authorize M/s _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above tender.

We confirm that our Information Technology (IT) Hardware business alone had a turnover exceeding Rs ---- Crore (Rupees ----- crores) per annum in last two financial years. (i.e. 2013-14 and 2014-15).

We hereby extend our full guarantee and warranty in respect of the product as per terms and conditions of the tender and the contract for the equipment and services offered against this tender by the above firm.

Yours faithfully,

(Name)

for and on behalf of

M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturer(s) and should be signed by a competent person representing the manufacturer.

Annexure F - Track Record of Past Installations

Name of the Bidder _____

Sl. No.	Name of the Client		CTS Hardware		Contact person - Name - Tel. No. - Fax No. - Address
	In FY 2013-14	In FY 2014-15	Make Model,	& Quantity	
1					
2					
3					
4					
5					

Annexure G1 – Bill of Materials and Price Schedule (Technical Offer)

Note:

This bill of material must be attached to Technical offer. Bidder must take care that no price information is given in this format accompanying Technical offer.

Sl. No.	Item (CTS Hardware WITH THREE YEAR WARRANTY. As per the specifications given in Annexure A)	Brand Name	Model	Unit Price (U)	Quantity (Q)	Total Price (U*Q)=X
1	Server with specifications mentioned in Annexure A			U1	12	(U1*12)=X1
2	LTO5 Tape Drive External 1.5 TB /3.0TB with 2:1 compression or equivalent			U2	4	(U2*4)=X2
3	Storage: VNX5100 or equivalent			U3	1	(U3*1)=X3
4	DS300B Brocade SAN switch 16 port, 8gbps or equivalent			U4	4	(U4*4)=X4
5	KVM Monitor – LCD console – 1 U Rack Mountable Model 19" size			U5	2	(U5*2)=X5
6	KVM switch 16port which shall be in 1U Rack mountable kit with 19"size			U6	2	(U6*2)=X6
7	42U Rack – 2 vertical PDUs, 12 ports per PDU, Single Phase			U7	4	(U7*4)=X7
8	HSM cards- PCI 7000 v5.0 HSM (CHI- 2 Nos, Outward – 2 Nos)			U8	6	(U8*6)=X8
9	Luna HSM Backup Device – Luna SA 5.0 or Equivalent			U9	2	(U9*2)=X9
10	Symantec Backup solution with License or equivalent like EMC ² and Barcud			U10	4	(U10*4)=X10
Total Price (Z)=X1+X2+X3+X4+X5+X6+X7+X8+X9+X10						

THE ABOVE RATES ARE INCLUSIVE OF ALL TAXES
Post-Warranty AMC charges calculation table

Sl. No.	Item Particulars	Total Price with 3 year's warranty	Post warranty 4th year AMC total price		Post warranty 5th year AMC total price		Post warranty 6th year AMC total price		TCO for 6 years (Y)
			%	Rs.	%	Rs.	%	Rs.	
	CTS Hardware - As per Specifications furnished in Annexure-A.								
1	Dell R720 Server or equivalent	X1		A1		B1		C1	Y1=X1+A1+B1+C1
2	LTO5 Tape Drive External 1.5 TB /3.0TB with 2:1 compression or equivalent	X2		A2		B2		C2	Y2=X2+A2+B2+C2
3	Storage: VNX5100 or equivalent	X3		A3		B3		C3	Y3=X3+A3+B3+C3
4	DS300B Brocade SAN switch 16 port, 8gbps or equivalent	X4		A4		B4		C4	Y4=X4+A4+B4+C4
5	KVM Monitor – LCD console – 1 U Rack Mountable Model 19" size	X5		A5		B5		C5	Y5=X5+A5+B5+C5
6	KVM switch 16port which shall be in 1U Rack mountable kit with 19"size	X6		A6		B6		C6	Y6=X6+A6+B6+C6
7	42U Rack – 2 vertical PDUs, 12 ports per PDU, Single Phase	X7		A7		B7		C7	Y7=X7+A7+B7+C7
8	HSM cards- PCI 7000 v5.0 HSM (CHI- 2 Nos, Outward – 2 Nos)	X8		A8		B8		C8	Y8=X8+A8+B8+C8
9	Luna HSM Backup Device – Luna SA 5.0 or Equivalent	X9		A9		B9		C9	Y9=X9+A9+B9+C9
10	Symantec Backup solution with License or equivalent like EMC ² and Barcud	X10		A10		B10		C10	Y10=X10+A10+B10+C10
Grand Total (TCO) = Y1+Y2+Y3+Y4+Y5+Y6+Y7+Y8+Y9+Y10									

Note 1) AMC shall be offered on the total price of each line item
2) Total TCO comprising total cost of Hardware with three year warranty (includes all the line items) and post warranty three years AMC in respect of all items/quantity supplied.

We confirm that the cost of CTS Hardware quoted is exclusive of taxes [with three year warranty] and AMC rates quoted are **exclusive of taxes** (as per terms and conditions of the Tender).

AMC charges (only Statement)

We confirm that we have quoted for three years post-warranty AMC rates exclusive of taxes, giving the rates/price in our commercial offer.

Signature

Date: _____

(Name)_____

Place: _____

On behalf of

(Name of the bidder and seal)

We Confirm that -

1. We have ensured that the price information is filled in the Commercial Offer [G2] at appropriate column without any typographical or arithmetic errors. All fields have been filled in correctly.
2. We have not added or modified any clauses / statements / recordings / declarations in the Commercial Offer [G2], which is conditional and/or qualified or subjected to suggestions.
3. We have not added or modified any clauses / statements / recordings / declarations in the Commercial Offer [G2], which contain any deviation in terms & conditions or any specifications.
4. We have quoted the CTS Hardware with three year warranty **exclusive of Taxes** + 3 year Post Warranty AMC **exclusive of taxes**
5. We have understood that in case of non-adherence to any of the above, our offer will be summarily rejected.

Date:

Place

Signature

(name) on behalf of

(Name of the bidder & seal)

Annexure G2 - Bill of Materials and Price Schedule (Commercial Offer)

Note:

1. This bill of material must be attached to Commercial Offer.
2. Bidder must take care in filling price information in the Commercial Offer, to ensure that there are no typographical or arithmetic errors. All fields must be filled in correctly.
3. Please note that any Commercial Offer, which is conditional and/or qualified or subjected to suggestions, will also be summarily rejected. This offer shall not contain any deviation in terms & conditions or any specifications, if so, such an offer will also be summarily rejected.

Sl. No.	Item (CTS Hardware WITH THREE YEAR WARRANTY. As per the specifications given in Annexure A)	Brand Name	Model	Unit Price (U)	Quantity (Q)	Total Price (U*Q)=X (Exclusive of Taxes)
1	Dell R720 Server or equivalent			U1	12	(U1*12)=X1
2	LTO5 Tape Drive External 1.5 TB /3.0TB with 2:1 compression or equivalent			U2	4	(U2*4)=X2
3	Storage: VNX5100 or equivalent			U3	1	(U3*1)=X3
4	DS300B Brocade SAN switch 16 port, 8gbps or equivalent			U4	4	(U4*4)=X4
5	KVM Monitor – LCD console – 1 U Rack Mountable Model 19" size			U5	2	(U5*2)=X5
6	KVM switch 16port which shall be in 1U Rack mountable kit with 19"size			U6	2	(U6*2)=X6
7	42U Rack – 2 vertical PDUs, 12 ports per PDU, Single Phase			U7	4	(U7*4)=X7
8	HSM cards- PCI 7000 v5.0 HSM (CHI- 2 Nos, Outward – 2 Nos)			U8	6	(U8*6)=X8
9	Luna HSM Backup Device – Luna SA 5.0 or Equivalent			U9	2	(U9*2)=X9
10	Symantec Backup solution with License or equivalent like EMC ² and Barcud			U10	4	(U10*4)=X10
Total Price (Z)=X1+X2+X3+X4+X5+X6+X7+X8+X9+X10						

THE ABOVE RATES ARE EXCLUSIVE OF ALL TAXES Post-Warranty AMC charges calculation table

Sl.No.	Item Particulars	Total Price with 3 year's warranty	Post warranty 4th year AMC total price		Post warranty 5th year AMC total price		Post warranty 6th year AMC total price		TCO for 6 years (Y)
			%	Rs.	%	Rs.	%	Rs.	
	CTS Hardware - As per Specifications furnished in Annexure-A.								
1	Dell R720 Server or equivalent	X1		A1		B1		C1	Y1=X1+A1+B1+C1
2	LTO5 Tape Drive External 1.5 TB /3.0TB with 2:1 compression or equivalent	X2		A2		B2		C2	Y2=X2+A2+B2+C2
3	Storage: VNX5100 or equivalent	X3		A3		B3		C3	Y3=X3+A3+B3+C3
4	DS300B Brocade SAN switch 16 port, 8gbps or equivalent	X4		A4		B4		C4	Y4=X4+A4+B4+C4
5	KVM Monitor – LCD console – 1 U Rack Mountable Model 19" size	X5		A5		B5		C5	Y5=X5+A5+B5+C5
6	KVM switch 16port which shall be in 1U Rack mountable kit with 19"size	X6		A6		B6		C6	Y6=X6+A6+B6+C6
7	42U Rack – 2 vertical PDUs, 12 ports per PDU, Single Phase	X7		A7		B7		C7	Y7=X7+A7+B7+C7
8	HSM cards- PCI 7000 v5.0 HSM (CHI- 2 Nos, Outward – 2 Nos)	X8		A8		B8		C8	Y8=X8+A8+B8+C8
9	Luna HSM Backup Device – Luna SA 5.0 or Equivalent	X9		A9		B9		C9	Y9=X9+A9+B9+C9
10	Symantec Backup solution with License or equivalent like EMC ² and Barcud	X10		A10		B10		C10	Y10=X10+A10+B10+C10
Grand Total (TCO) = Y1+Y2+Y3+Y4+Y5+Y6+Y7+Y8+Y9+Y10									

Note 1) AMC shall be offered on the total price of each line item

- 2) Total TCO comprising total cost of Hardware with three year warranty (includes all the line items) and post warranty three years AMC in respect of all Items/quantity supplied.

We confirm that the cost of CTS Hardware quoted and AMC rates are exclusive of taxes [with three year warranty] as per terms and conditions of the Tender.

PRICE STATEMENT

Grand Total for Corporation Bank Offer requirement, for price comparison purpose:

Total Cost of CTS Hardware as shown above (TCO) is Rs.-----

(Rupees in words.....)

We understand that the above-mentioned figure is for price-comparison purpose only and the Bank will pay on actuals, taking into account the unit prices indicated by us and agreed by the Bank. In case any arithmetical errors, the amount mentioned in words will be final. We are agreeable to the payment schedule given in the present Tender.

Signature _____(name)

on behalf of

(Name of the bidder and seal.)

Annexure H – Format of EMD Bank Guarantee

To

Corporation Bank
Head Office, Information Technology Division
Mangala Devi Temple Road
Mangalore - 575 001.

WHEREAS..... (Company Name) registered under the Indian Companies Act 1956 and having its Registered Office at India (hereinafter referred to as "the BIDDER") proposes to tender and offer in response to tender Ref. No. **01/2015-16 dated 21.05.2015 – Supply and Installation of Hardware for up gradation of Southern Grid based CTS -Service Branch, Chennai and CTS DR setup at Mangalore.** (Hereinafter called the "TENDER")

AND WHEREAS, in terms of the conditions as stipulated in the TENDER, the BIDDER is required to furnish a Bank Guarantee in lieu of the Earnest Money Deposit (EMD), issued by a scheduled commercial bank in India in your favour to secure the order under Schedule 1 of the Tender in accordance with the Tender Document (which guarantee is hereinafter called as "BANK GUARANTEE")

AND WHEREAS the BIDDER has approached us, for providing the BANK GUARANTEE.

AND WHEREAS at the request of the BIDDER and in consideration of the proposed TENDER to you, WE, having.....Office at....., India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE,, through our local office at India furnish you the BANK GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We....., undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time to the extent of `.....(Rupeesonly) an amount equivalent to the EMD against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the BIDDER of any of the terms and conditions contained in the Tender and in the event of the BIDDER commits default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the TENDER or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of `.....(Rupees..... only) as may be claimed by you on account of breach on the part of the BIDDER of their obligations in terms of the TENDER.
2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the BIDDER has committed any such default or

defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Bank Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the BIDDER after expiry of the relative guarantee period of the Tender and after the BIDDER had discharged all his obligations under the Tender and produced a certificate of due completion of work under the said Tender and submitted a " No Demand Certificate " provided always that the guarantee shall in no event remain in force after the day ofwithout prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
4. Should it be necessary to extend Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of Bank Guarantee at **our own discretion on Bidder's request till such time as may be required by you.**
5. You will have the fullest liberty without affecting Bank Guarantee from time to time to vary any of the terms and conditions of the Tender or extend the time of performance of the Tender or to postpone any time or from time to time any of your rights or powers against the BIDDER and either to enforce or forbear to enforce any of the terms and conditions of the said Tender and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the BIDDER or any other forbearance, act or omission on your part or any indulgence by you to the BIDDER or by any variation or modification of the Tender or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of `.....(Rupees.....only) as aforesaid or extend the period of the guarantee beyond the said day of unless expressly agreed to by us in writing.
6. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the BIDDER or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the BIDDER.
7. In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the BIDDER hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Bank Guarantee.
8. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the BIDDER from time to time arising out of or in relation to the said Tender and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by **post/courier, it shall be deemed to have been given at the time when it is actually received and acknowledged by the Bank at its counter.**

10.The Bank Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees here before given to you by us (whether jointly with others or alone) and now existing uncanceled and that Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11.The Bank Guarantee shall not be affected by any change in the constitution of the BIDDER or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

12.The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

13.We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the BIDDER.

14.Notwithstanding anything contained herein above;

a) Our liability under this Guarantee shall not exceed Rs..... (Rupees.....only);

b) This Bank Guarantee shall be valid up to and including the date ; and *post which it ceases to be in effect in all respects whether or not the original Bank Guarantee is returned to us and;*

c) *Our liability under this guarantee will arise only if we receive a claim or demand in writing in accordance with the terms of this Guarantee, from Corporation Bank, Head Office, Information Technology Division, Mangaladevi Temple Road, Mangalore - 575001 on or before*

15.We have the power to issue this Bank Guarantee in your favour *under the Memorandum and Articles of Association/ the Power of Attorney issued by the Bank.*

For and on behalf of _____

(-----Name-----)

Branch Manager

Seal - Address

Annexure I - Format of Performance Bank Guarantee

To:
Corporation Bank
Head Office,
Information Technology Division,
Mangalore - 575 001.

WHEREAS(Company Name) registered under the Indian Companies Act 1956 and having its Registered Office at, hereinafter referred to as the BIDDER has undertaken to Supply and deliver the Hardware / Software, including supply of Spares, Comprehensive inland Transportation, Storage at site, their installation, Testing and Commissioning and demonstration of Guaranteed Performance and Training of Personnel in respect of Hardware / Software in terms of the Purchase Order bearing No. dated, hereinafter referred to as "the CONTRACT.

AND WHEREAS in terms of the Conditions stipulated in the said Contract, the BIDDER is required to furnish, performance Bank Guarantee issued by a Scheduled Commercial Bank in your favour to secure due and satisfactory compliance of the obligations of the BIDDER in accordance with the Contract ;

THEREFORE, WE,(Name of the Bank) furnish you this Performance Guarantee in the manner hereinafter contained and agree with you as follows:

1. We,Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand, which has to be served on us before the expiry of this guarantee, time being essence of the contract, from you stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by you by reason of breach by the said bidder of any of the terms and conditions contained in the Contract or by reason of the bidder's failure to perform the said contract. Any such demand made on us within the time stipulated above shall be conclusive as regards the amount due and payable by us under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ` (Rupees ----- Only).
2. We undertake to pay to you any money so demanded notwithstanding any dispute/s raised by the bidder in any suit or proceeding before any Court or Tribunal relating thereto, our liability under these presents being absolute and unequivocal. The payment so made by us under this guarantee shall be a valid discharge of our liability for payment thereunder and the bidder shall have no claim against us for making such payment.
3. We further agree that, if demand. as stated above, is made on us within the stipulated period, the guarantee herein contained shall remain in full force and effect and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully paid and your claims satisfied or discharged or till you certify that the terms and conditions of the said contract have been fully and properly carried out by the said bidder and accordingly discharge this guarantee. Provided, however, serving of a written claim / demand in terms hereof on us for payment under this guarantee on or before the stipulated period , time being the essence of contract, shall be a condition precedent for accrual of our liability / your rights under this guarantee.

4. We further agree with you that you shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said Contract or to extend time for performance by the said bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by us against the said BIDDER and to forbear or enforce any of the terms and conditions relating to the said Contract and we shall not be relieved from our liability by reason of such variation, or extension being granted to the said Bidder or for any forbearance, act or omission on our part or any indulgence by us to the said bidder or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
5. This Guarantee will not be discharged due to the change in the constitution of our Bank or the Bidder.
6. We lastly undertake not to revoke this guarantee during its currency except with your written consent.

NOTWITHSTANDING anything contained herein above;

- I. Our liability under this Guarantee shall not exceed
Rs.....
(Rupees.....only);
- II. This Guarantee shall be valid up to and including the(mention date);
and
- III. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.

Dated the ----- day of -----2015

For ----- BANK

MANAGER

OFFICER

Annexure K – Checklist for Qualification Criteria.

Sl. No.	Parameter	Values	Bidder's Response
1	Eligibility Criteria		
1.1	The Bidder submitting the offers should be a Registered Company having a turnover of Rs.100.00 Crores per year or more in its Indian operations in the immediate last three financial years (i.e. 2011-12, 2012-13 and 2013-14) in manufacturing/ selling & maintaining CTS Hardware. This must be the individual Company's turnover and not that of any group of Companies. If any agent/distributor/re-seller/channel partner is making the offer, then the turnover criteria is applicable to their turnover and not to the principal. (Copies of the audited Balance sheets should be enclosed)	Annual Turnover for 2011-12 (Rs. In Crores)	
		Annual Turnover for 2012-13 (Rs. In Crores)	
		Annual Turnover for 2013-14 (Rs. In Crores)	
1.2	The Company should have positive net worth [Paid up Capital + Reserves & Surplus] in each of the last 3 years. A copy of immediate previous three financial years' (2011-12, 2012-13 and 2013-14) relevant audited balance sheets and profit and loss account must be submitted with the offer.	Net Worth - 2011-12	
		Net Worth - 2012-13	
		Net Worth - 2013-14	
1.3	The bidder should be in business of manufacturing/selling CTS Hardware for at least three years in India.	YES / NO	
2	Track Record of Installation		
2.1	The bidder should provide proof of having sold 25 file Servers or CTS Hardware of similar sizing to any of the Bank in India per annum for the immediate previous two years i.e. 2012-13 and 2013-14. (In case more than one Purchase Order is enclosed then these orders should be arranged properly with a covering list with index for easy evaluation). In addition, it is required that bidder should have executed one or more single order of Rs. 100 Lakhs or more in the immediate previous two years in India i.e. 2012-13 and 2013-14. The information should be provided only in respect of the recent 5 largest clients in the format as given in Annexure F.	No. of IT Hardware Sold during the year 2012-13	
		No. of CTS Hardware Sold during the year 2013-14	
		No. of Orders & amount (more than Rs.100 lakhs executed during 2012-13)	
		No. of Orders & amount (more than Rs.100 lakhs executed during 2013-14)	
		No. of File Servers sold during the year 2012-13	
		No. of File Servers sold during the year 2013-14	

3 Quality Standards			
3.1	The Bank is looking for state of the art, well proven / designed and quality product, which is used by a large number of users in India / abroad. All items quoted should be associated with specific model numbers and names and with printed literature. Any departure from the specifications as given in Annexure-A should be clearly listed in Annexure called "deviations" giving reasons thereof. The Bank may reject any offer on the basis of past experience of the product / company.	Printed Brochures including Make and Model for all items specified in Annexure A - whether enclosed YES / NO. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10.	
4 Manufacturer's Authorisation Form (MAF)			
4.1	Bidders, other than the manufacturers must submit a letter of authority from their manufacturers that they have been authorized to quote on behalf of the manufacturer as per Annexure E . The MAF should be in original and letterhead of the manufacture company duly signed and stamped.	Whether enclosed - YES/NO	
5 Earnest Money Deposit (EMD)			
5.1	Bidders are required to give EMD by way of a Demand Draft favouring Corporation Bank, Tender No. XX/2015-16 payable in Mangalore or Bank Guarantee valid for 180 days from the due date of the tender for Rs.7,50,000/-(Rupees Seven Lakhs Fifty Thousand Only) as Earnest money Deposit (EMD) along with their Offer. The bidders are required to renew/offer a fresh BG towards EMD for a further period till completion of supply of the ordered/ tender quantity. Offers made without EMD will be rejected. (For each Offer, a separate EMD must be submitted). The format for the Bank Guarantee is attached to this tender document (Annexure H).	Whether EMD submitted - YES/NO	
5.2	The EMD of the unsuccessful bidders will be refunded by the Bank immediately after the completion of the tender process. The EMD of the successful bidder will be refunded on completion of the Contract and submission of Performance Bank Guarantee.	For information	
6 Tender Cost			
6.1	Tender Cost of Rs.20,000/- (Rupees Twenty Thousand Only) should be by way of demand draft favouring Corporation Bank, payable in Mangalore. Offers made without tender cost will be rejected. For each alternative Offer, a separate tender cost must be submitted.	Whether Tender cost submitted - YES/NO	

-----End of the Document-----