



(An ISO-9001-2008 organization)
(CIN: U91110MH1928GAP00)

REQUEST FOR PROPOSAL

For

**Procurement of
Personal Computers and Peripherals**

(Ref No: PCP/16-04)

TO BE SUBMITTED BEFORE
3.00 P.M on 27th May 2016

ADDRESSED TO

**Chief Executive Officer
Indian Institute of Banking & Finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla – West,
Mumbai 400070**



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1. ABOUT IIBF :

Established in 1928 as a Company, Indian Institute of Banking & Finance (IIBF), formerly known as The Indian Institute of Bankers (IIB), is a professional body of banks, financial institutions and their employees in India with a Mission to develop professionally qualified and competent bankers and finance professionals primarily through a process of education, training, examination, consultancy/counseling and continuing professional development programs. During its 88+ years of service, IIBF has emerged as a premier institute in banking and finance education for those employed as well as seeking employment in the sector. Since inception, the Institute has awarded several banking and finance qualifications, viz., JAIIB, CAIIB, Diplomas and Certificates in specialized areas and helped the practitioners of banking and finance to sustain their professionalism through continuing professional development programs.

IIBF is a 'Distance Learning' Institute. In order that the candidates who appear for examinations get adequate education/knowledge inputs, the Institute offers various educational services. The pedagogy of Distance Learning offered by the Institute is (i) publishing specific courseware for each paper/examination; (ii) publishing work books; (iii) tutorials through accredited institutions; (iv) contact classes; (v) virtual classes; (vi) e-learning through portal; (vii) campus training for selected courses, etc.

As a professional body, IIBF ensures that its members are given updated information about the profession they practice. Towards this end, the Institute offers a daily e-newsletter called "Fin @ Quest", a monthly bulletin – "IIBF-Vision", a quarterly journal – "Bank Quest", IIBF conducts Research Studies and publish Research Reports. IIBF also conducts Management Development courses in collaboration with leading Management Institutions, besides organizing Seminars, Conferences, Lecturers, short duration programs, etc., as part of Continuing Professional Development.

The Institute's Governing Council consists of eminent persons from banking and finance sector as well as academicians and professionals.

IIBF is an ISO 9001-2008 Organization with its Corporate Office in Mumbai and Professional Development Center at Mumbai, Delhi, Chennai and Kolkata. Its Website is : www.iibf.org.in

2. Major Activities of the Institute:

Membership: IIBF has got over 7.0 lakh Individual members and more than 736 Institutional members (Banks and Financial Institutions).

Course Offered: The Institute presently offers following courses:

- **JAIIB**
- **CAIIB**
- **Diploma in Banking & Finance**
- **Diplomas:** Diploma in Treasury, Investment and Risk Management, Diploma in Banking Technology, Diploma in International Banking & Finance, Advance Diploma in Wealth Management etc.
- **Certificate Courses** in Anti- Money Laundering and Know Your Customer, Trade Finance, Information System Banker, Credit Card for bankers, IT Security, Prevention of Cyber Crimes & Fraud Management, FEMA etc.(for details visit- www.iibf.org.in)
- **Blended Courses** like Certified Credit Officer, Certified Bank Trainer, Certified Banking Compliance Professional, Certified Treasury Professional.

All these examinations are backed by specially developed courseware. The Institute has arranged to



publish these courseware and they are available with the publisher's viz. M/s Macmillan India Ltd. / M/s Taxman Publications Pvt. Ltd and also with leading books shops.

Web Portal: Institute provides educational support through its portal for the various courses of the examinations through e-learning and video lectures. It renders web based professional skill-set development courses in selected areas.

3. Purpose:

The Institute is in process of setting-up Professional Development Centre (PDC) / Training / Assessments Centres at Mumbai and Kolkata offices. In order to meet its additional Hardware/Software requirements IIBF would like to invite bids from eligible bidders for supply, installation and commissioning of Desktops, UTM, Printer, and Switch etc.

In this connection, Institute would like to invite Proposal from reputed bidders who can provide end-to-end solution for a turnkey project which will support Professional Development Centre (PDC)

4. Extent of Proposal:

Prospective bidder should note that a bid submitted in response to this RFP and all associated amendments or clarifications submitted in connection with bids, would form part of the contract to be signed by the successful bidder subsequently.

5. Schedule of activities:

The following table presents the anticipated schedule for major activities associated with releasing the RFP, submission of bids, , evaluation process, and award of contract . IIBF reserves the right at its sole discretion to change the Schedule of Activities, including the associated dates:

1	RFP Reference	Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)
2	Date of issue	07-May-2016
3	Submission of request for Clarification, if any, from Bidder/Service Provider (written/email sgbhatia@iibf.org.in , anishrivastava@iibf.org.in)	16-May-2016
4	Pre-bid meeting for Clarification on written queries.	20-May-2016 at 03.00 PM
5	Last Date and Time for submission of sealed offers	27-May-2016 Upto 03.00PM
6	Opening of Technical proposal	27-May-2016 Upto 04.00PM
7	Date and time of reverse auction	#
8	Address of Communication (Bids to be submitted at)	Chief Executive Officer Indian Institute of Banking & finance Kohinoor City, Commercial II, Tower I, 2nd Floor, Kiro Road, Kurla – (West) Mumbai – 400 070

Date/Time shall be communicated to the Eligible / Shortlisted bidders



6. Brief Scope of Work:

The Institute is in process of setting-up of Professional Development Centre (PDC) Training/Assessments Centers at Mumbai and Kolkata offices. In order to meet its additional Hardware/Software requirement IIBF proposes to invite bids from eligible bidders for supply, installation and commissioning of Desktops, UTM, Printer, Switch along with Operating system.

Successful bidder has to supply, install and configure the Desktops, Printers, UTM, and Switch etc. at respective PDC's. The bidder has to install and configure other packaged software (to be provided by IIBF) such as MS Office, Symantec Endpoint Protection, 7Zip/WinZip, IP Messenger etc. at the designated offices (Mumbai and Kolkata)

The required quantity of hardware/software location wise is as given below.

Sr. No.	Hardware	Mumbai Study/Assessment center Quantity	Kolkata PDC Quantity
1	Desktops/PC	20	20
2	UTM	1	1
3	Switch	0	1
4	Printer	1	1

Bidder has to provide comprehensive onsite warranty for 3 years covering all the items supplied.

Addresses:

Mumbai Study/Assessment center

Indian Institute of Banking & Finance
191-F, Maker Towers, 19th Floor, Cuffe Parade,
MUMBAI – 400 005
Phone : 022-2218 3302
022-2218 5134
Email : iibfwz@iibf.org.in

Kolkata PDC

Indian Institute of Banking & Finance
7th Floor, Hindustan Building Annex, 4 C.R Avenue,
KOLKATA – 700 072
Phone : 033-22124992
Email : iibfez@iibf.org.in

IIBF reserves the right to place an additional order for Desktops/Printers etc. if required at the rate finalized through this RFP within a period of six (6) months from the date of first Purchase Order/ from the date of conclusion of Reverse Auction process whichever is later.

7. Minimum Eligibility Criteria:

- 1 The bidder should be a company registered under Companies Act
- 2 The bidder should be in existence at least for 7 years as of 1st April 2015 in this business



- 3 The bidder should have a turnover of Rs.2 crore or more from this business in Indian market during each of last three completed financial years. i.e. FY 2012-13, 2013-14 and 2014-15
- 4 The bidder should be earning a Net Profit or having Positive Net worth in each of the last three completed financial years. i.e. FY 2012-13, 2013-14 and 2014-15
- 5 The Bidder should have never been blacklisted/barred/ disqualified by any regulator/ statutory body or any PSU or any Company
- 6 The Bidder should facilitate direct support at the Mumbai and Kolkata.
- 7 The Bidder should be Original Equipment Manufacturers (OEM) / Authorised Dealer (AUD)/Distributor of OEM. Authorised Distributors/dealers should provide Authorisation from the Manufacturer in respect of all the Hardware/Software.
- 8 The Bidder should have supplied installed and commissioned computer hardware and peripherals of the kind as mentioned in this RFP and has provided after sales service satisfactorily and is in operation for at least 2 years on the date of this RFP and is providing annual maintenance services for the installations.
- 9 The bidder must have a currently valid Sales Tax/VAT/Service Tax registration certificate and PAN

Note:

1. Details are to be filled in Annexure II (Minimum Eligibility Response Template). Supporting documents should be arranged / numbered in the same order as mentioned.
2. Failure to meet any of these criteria will disqualify the bidder and it will be eliminated from further process.
3. The Institute reserves the right to verify and/ or to evaluate the claims made under eligibility criteria and any decision in this regard shall be final, conclusive and binding upon the bidder.
4. All certificates or documents should also be self-attested and attached/bind together
5. If at a later stage it is found that bidder has provided false information or has wrongly certified the conditions stated in the eligibility criteria the bidder shall be liable for legal action and/or cancellation of contract.

8. Clarifications:

The Bidder is requested to carefully go through the RFP documents and the terms and conditions, and if there appears to be any ambiguity in the RFP document seek clarifications through Pre-Bid queries.

Any clarification required regarding bidding documents the bidder may notify IIBF in writing at IIBF corporate office address or through emails* any time prior to the deadline for receiving such queries. The replies/clarifications will be made in the pre- bid meeting for clarifications as scheduled.

Bidders should submit the queries only in the format given below:

Sr. No.	Document Reference	Page No.	Clause No.	Description in RFP	Clarification Sought	Additional Remark (if any)
1						



*(Email ids:- sgbhatia@iibf.org.in , anishrivastava@iibf.org.in)

The text of the queries raised (without identifying the source of enquiry) and the response from IIBF, together with amendment to the bidding document, if any, will be posted on the website post pre-bid meeting.

No individual clarifications will be sent to the bidders. It is responsibility of bidder to check the same on the website of the Institute before final submission of bids.

In case of any clarification required by IIBF to assist in the examination, evaluation and comparison of bids, IIBF may, at its discretion, ask the bidder for clarification. The clarification from the bidder shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidder's risk and may result in rejection of the bid. IIBF is not bound to disclose the grounds for rejection of Bid. The decision of the IIBF regarding the declaration of the successful Bidder shall be final.

9. Bid Submission:

Bidder is required to submit the Bid in 2 separate envelopes, "Envelope A – Technical Bid", "Envelope B– Commercial Bid". The contents of the Envelopes are as follows:

9.1 Envelope "A" Technical Bid

The Bidder will clearly mark the envelop as "**Envelop "A" - Technical Bid**"

The following documents shall be inserted inside Envelope A:

1. Minimum Eligibility Response Template
and supporting documents as requested as per Annexure –II
2. Bidder's Letter along with EMD Annexure –III
3. Manufacturer's Authorization Form Annexure - IV
4. Declaration regarding Clean Track by Bidder Annexure –V
5. Declaration for Acceptance of RFP Terms and Conditions Annexure –VI
6. Declaration for Acceptance of Scope of Work Annexure –VII
7. Bidder's Information Annexure – VIII
8. Undertaking of Authenticity for HW/SW supplied Annexure - IX
9. Power of Attorney or Board Resolution for signing of tender Annexure – X
10. Audited Balance sheet and profit & loss statements for Last three years.
11. Copy of RFP document duly signed by authorized signatory every page.
12. Technical Compliance Response Template Annexure - XI
13. Experience Format Annexure - XII
14. Client Reference Format Annexure - XIII
15. Bill of Material Annexure - XIV
16. Indicative Commercial Template (Masked /Without Price)

Failure to provide the desired information and documents may lead to disqualification of Bid/Bidder.

Bidder must submit point-by-point reply to the technical compliance and it should be included in the Bid. Any deviations from the specifications should be clearly brought out in the bid



Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract.

The envelope "A" should not include any financial information. However, the bidder should include Commercial template **without Price information**. If the envelope "A" contains any financial information the entire bid will be summarily rejected.

9.2 Envelope "B" Indicative Commercial Bid

The Bidder must clearly mark the envelop as "**Envelop "B" - Indicative Commercial Bid**"

These indicative prices are sought only for the limited purpose of arriving at ceiling price for the Reverse Auction, notwithstanding the fact that the Institute reserves the right to determine the ceiling price irrespective of what has been quoted by the bidders

The following documents have to be inserted inside Envelope B:

1. Indicative Commercial Bid form Annexure - XV
2. Indicative Commercial Template Annexure - XVI

The Commercial proposal should provide all relevant price information and should not contradict the Technical proposal in any manner.

The total price indicated in Indicative Commercial Bid form – Annexure XV should match with one mentioned in Indicative Commercial Template Annexure XVI.

All prices should be quoted in Indian Rupees only.

- 9.2.1** Infrastructure cost include cost for all hardware/software/Network equipments etc.
- 9.2.2** Cost of installation should include installation/configuration of all the above equipments and make them operational.
- 9.2.3** As indicated in clause 3 of this RFP, these PDC will be used for Training and online assessment purpose. During the Training/Assessment days Institute may need an onsite support engineer (Level 1 support). Approximately, 45 days of onsite support shall be required in a year. Total charges for 100 days will form part of TCO, however, the payment will be made on actual number of visits of engineer.

Tax/levies/Octroi if applicable, at present rate should be quoted. Tax ruling at the time of delivery of material and the resultant billing will be paid at actual.

The commercial bids received from bidders through Reverse Auction shall remain valid for a period of 180 days from the date of conclusion of Reverse Auction process.

Each of the 2 Envelopes shall be sealed and put into an outer envelope marked as "**REQUEST FOR PROPOSAL For Procurement of Personal Computers and Peripherals**" and sealed and delivered at the place as specified in the RFP schedule.

Note:

The inner and outer envelopes shall indicate the name and address of the Bidder. If the inner and outer envelope is not sealed and marked as indicated, IIBF will assume no responsibility for the Bid's misplacement or premature opening.



10. Bid Evaluation Process:

10.1 Stage 1 – Opening of Envelope A - Technical Bid

1. IIBF will open “Envelope A” in presence of internal Evaluation Committee appointed for the purpose. It is the responsibility of the bidder’s to be present at the time, date and at the place specified in the RFP document or as amended by IIBF from time to time.
2. The Bids will be examined to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.
3. IIBF may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.
4. The Bidder is expected to go through all instructions, forms, terms and conditions and technical specification in the RFP document and furnish all the information as required without any material deviations.
5. Bidder not substantially responsive to the Bidding Document in every respect may result in the rejection of its Bid.
6. A substantially responsive Bid: is one, which conforms to all the terms and conditions of the Bidding Document without deviations. The determination of a Bid’s responsiveness is based on the contents of the Bid itself, without recourse to extrinsic evidence.
7. The Bidder is expected to examine the configurations given in the technical bids and provide compliances, duly providing correct configurations for which the tender is called for. If any inconsistency is observed by the bidder, the same shall be mentioned against each of such item observed and provide the offer made by them.

Evaluation and acceptance

The technical bid will be evaluated only for those bidders who fulfill the minimum eligibility criteria as given under Para ‘**Minimum Eligibility Criteria**’ in this offer. Failure to meet any of these criteria specified will disqualify the bidder and it will be eliminated from further process.

Technical Bids will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in the RFP. Only those bidders who qualify in the technical evaluation would be considered for further processing and the Envelope “B” of unsuccessful bidders will be returned unopened. Institute at its sole discretion may waive any minor non-conformity or deviation.

The Institute may at its discretion evaluate the bidders based on the qualitative aspects broadly in respect of one or more of the following parameters:

1. Financial strength
2. Market reputation
3. Annual Turnover for last 3 consecutive years
4. Profitability
5. Spread of Service / Support Network
6. Supplies made to other Government Organisations and Public Sector Banks.
7. Quality and Promptness of service support
8. Bidders ability to honour the commitments



9. Institute's own past experience
10. Bidders having Quality Certification and Other Certifications for their operations
11. Product having respective quality certifications

The Bid would also be evaluated on technical parameters.

IIBF reserves the right to call for technical presentations and discussions on the capability, experience etc., by the short-listed Bidders based on the technical bids submitted by them for further evaluation. The exact date and time for the presentations shall be informed in due course. Such presentations will form an integral part of technical evaluation.

IIBF may interact with the customer references submitted by Bidders, if required.

The Institute reserves the right to reject an offer under any of the following circumstances:

- a) If the offer is incomplete and / or not accompanied by all stipulated documents.
- b) If the offer is not in conformity with the terms and conditions stipulated in the RFP.
- c) If there is a deviation in respect to the technical specifications of hardware items.

10.2 Stage 2 – Opening of Envelope B– Indicative Commercial Bids

1. Only those Bids that are technically qualified will be eligible for opening of indicative commercial bids i.e. Envelope “B”.
2. Amount quoted in indicative commercial bid, will be used only for the limited purpose of finalizing the ceiling price for reverse auction. However, the Institute reserves the right to determine the ceiling price irrespective of what has been quoted by the bidders.
3. The bidders who qualify in the technical round will only be allowed to participate in the reverse auction.

11. Commercial Evaluation through reverse auction:

The modalities of the reverse auction will be intimated to the qualified bidders.

The bidder who qualifies in the technical round will only be eligible to participate in the “Reverse Auction”.

1. Commercial invited as indicative price in envelope "B" as per Annexure XVI would be used to for
 - a) Determining the ceiling price for the reverse auction
 - b) Applying proportion of costs mentioned therein to L1 price quoted by the bidder in the process of reverse auction and thereby arriving at final item price bid
2. In the process of reverse auction bidders are required to quote for the total cost for this RFP.
3. The bidder with lowest commercial bid identified through reverse auction by IIBF, will be declared as L1 Bidder.



4. Based on the total cost of ownership (TCO) mentioned by the L1 bidder as per Annexure XVI submitted in envelopes 'B' and L1 Price quoted in the process of reverse auction, the item wise prices shall be arrived at by applying the below mentioned formula

$$\frac{\text{L1 price}}{\text{TCO @}} \times \text{Price of Item @}$$

@ Mentioned as per Annexure XVI as indicative price

New cost of each item will be rounded to the nearest rupee to match the total of all the items with the L1 price

12. Arithmetic errors, if any, in the price breakup will be rectified on the following basis:

1. If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the supplier does not accept the correction of errors, its bid will be rejected.
2. If the bidder has not worked out the total bid price or the total bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
3. IIBF may, at its sole discretion, waive any minor infirmity, nonconformity or irregularity in a Bid which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

13. Earnest Money Deposit (EMD):

1. The Bidder shall submit Earnest Money Deposit of Rs.1,00,000/- (Rupees One Lac Only) in the form of a Demand Draft / Pay order from a scheduled commercial bank in India drawn in favor of "Indian Institute of Banking & Finance" payable at Mumbai, along with a letter as per format in Annexure III.
2. No interest shall be payable on the EMD.
3. EMD furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity /finalization of successful Bidder, whichever is earlier. The EMD of successful Bidder shall be returned / refunded after receiving Performance Guarantee as required in this RFP.
4. The earnest money will be forfeited:
 - a. In case bidder withdraws his bid during the period of bid validity
 - b. Bidder is not responsive to the terms and condition of the RFP
 - c. If any of the bidder's statement turns out to be false/incorrect during evaluation
 - d. In case of successful bidder, if the bidder dishonors its bidding commitments
 - e. In case of successful bidder picks up the order and does not proceed with the project after a reasonable period/time. (The period/time will be decided by the Institute).



14. Signing of the Document:

1. The bids are liable to be rejected if complete information is not given therein. Please note that conditions given in the proposal documents shall govern the contract. It may be noted carefully that till such time that a fresh agreement is drawn up embodying the agreed conditions, the conditions given in the proposal document shall govern the contract.
2. The individual signing the proposal and/or other documents connected with the contract must write his name in BLOCK LETTERS under his signatures.
3. The individual signing the proposal and/or other documents should specify whether:
 - a. He is the sole proprietor of the firm or constituted attorney of such sole proprietor.
 - b. A partner of the firm, if it is a partnership firm, in such case he must have authority to refer to arbitration dispute concerning the business of the membership by virtue of partnership agreement or a Power of Attorney.
 - c. Constituted attorney of the firm, if it is a company under the meaning of Company Law, a certified Photostat copy of the power of attorney should be attached.
4. Managing Director/President/Chairman/Company Secretary in case of Limited Co. Having authorization for committing the company from its Board of Directors or as is required under Co. Law
5. President or Secretary in case of registered co-operative society having such powers through Laws/Bylaws or by special resolution.
6. Signed by duly Authorized officer in case of PSU.
7. In case of partnership firms, where no authority to refer disputes concerning the business of the partnership to arbitration has been conferred on any partner, the tender and all documents attached there-to must be signed by each and every partner of the firm.
8. A Person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind each other and if on inquiry it appears that the person so signing has no authority to do so, the IIBF may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.
9. In other cases, the resolution/ authorization/ attorney duly attested by NOTARY PUBLIC should be submitted with the tender if not already done.

15. Pre-Bid Meeting:

- IIBF will organize a pre-bid meeting as per the schedule at its corporate office, Mumbai.
- The purpose of this meeting is to clarify, doubts, issues and respond to queries on matters that may be raised at that stage. The responses will be confined to issues related to Technical Requirements only. Responses to all the clarifications, doubts, queries received by mail / e-mails will be posted on IIBF's website. Any modification to the RFP document that may become necessary after the pre-bid meeting shall be prepared by IIBF as an addendum. The addendum will be hosted on IIBF website.
- Prospective bidder may attend the pre-bid meeting with not more than two (2)



representatives.

- Those prospective bidder who choose to attend the pre-bid meeting are requested to carry with them either an authority letter from their company on their letter head or produce any other identification as proof like visiting cards of the representing companies who have procured the RFP

16. Other Terms and Conditions:

1. IIBF is a not-for-profit educational Institute and is eligible for special prices available for educational institutes. Bidders are requested to consider the same while giving commercial quote.
2. The proposal should include onsite warranty for a period of Three Years.
3. The bidder should have back-to-back arrangement with OEM for Warranty. The bidder should submit MAF. (Annexure – IV Manufacturer’s Authorization Form)
4. The Bidder will provide Project Manager who will act as a single point of contact for all activities regarding this project. The Project Manager will be required to make on-site decisions regarding the scope of the work and any changes required by the work.
5. The bidder shall provide schedule of delivery, installation and commissioning. The responsibilities from both sides should be defined clearly against each milestone.
6. All hardware components of the systems offered should be from the respective OEMs (Original Equipment Manufacturer).
7. Bidder shall integrate the existing hardware/software with the existing infrastructure to provide a seamlessly integrated solution.
8. The technical proposal will be evaluated for technical suitability as well as for other terms and conditions.
9. Selected bidder will have to sign contract with IIBF at mutually acceptable terms and condition and Service Level Agreement (SLA)
10. The Bidder shall bear all costs associated with the preparation and submission of its proposal, attending Pre-Bid meeting or arranging proof of concept(POC)/Product Walk Through etc. IIBF will provide no reimbursement for such costs.
11. To assist in the scrutiny, evaluation and comparison of offers Institute may, at its discretion, ask some or all bidder for clarification of their offer.
12. The Institute at its discretion may ask the bidders for the demonstration of all or some components/features of the hardware quoted by them. However, the institute will not pay/ reimburse any expenditure incurred by the bidder for arranging the demonstration
13. All Version upgrade should be free, i.e. there should not be any Licensing Cost. While quoting (TCO), the bidders should anticipate the version /product changes during the entire project period and should budget the same in their commercial proposal.
14. Post implementation/live Support / Call centre services will be required based on the schedule of the Examination/Training session.



15. Bidder shall be responsible for Knowledge transfer to the incoming bidder at the end of contract period. This will includes amongst other, System walkthrough and hands on support for minimum of 2 weeks / one exam cycle.
16. The Successful bidder shall furnish the performance security equivalent to 10% of the order/contract value (TCO), in the form of Performance Bank Guarantee issued by a public Sector Bank in India for a period of contract plus six months.
17. The quoted Price should include the cost of one set of Licensed Copy of Operating System CDs & Manual for every 10 systems procured by the Institute (where number of items procured are more than 9) .
18. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 2 years after expiry of warranty period. **The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered.** Institute reserve right to ask for **PROOF OF CONCEPT** on working of the newly introduced Models in the market, if offered, on the agreed terms & conditions before considering the same.
19. When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.
20. In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/without cost duly explaining the additional utility of the offered model in both the technical bid document as well as Commercial bid document. However, the basic quote should be confined only to the configuration/ model offered for.
21. Two or more models can be offered, if they conform to the technical specifications given. However, the bidder shall **offer only one main option for bid evaluation** out of the models offered and the **same shall be mentioned on the MODEL OFFERED.** Bidder may offer alternate options for consideration, if required. However, **Bidder shall be able to offer the alternate model at the same rate and terms & conditions of model offered as Main Option.**
22. The Institute reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services where equipments are to be supplied from what was originally specified while floating the tender without any change in unit price or any other terms and conditions.
23. Bidders shall indemnify, protect IIBF against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from Infringement of any patent, trademarks, copyrights, agency/dealership etc., or such other statutory infringements in respect of the entire hardware/software supplied by the bidder.
24. Bidder shall submit an undertaking that all the components used in the equipments shall be original make as per the technical specifications submitted and the operating system shall be supplied with the authorized license certificates in the name of the Institute. If found contrary, the bidder shall replace the component/ equipment with the original ones at their own cost and in such instances, Institute reserves right to levy penalty for the lapses.
25. Bidder will sign a non-disclosure agreement (NDA) with IIBF and it will be binding to the bidder's representative also.
26. Any effort by a bidder to influence the IIBF on any matter relating to the proposal, it's evaluation, comparison, selection may result in the rejection of the bidder's proposal.



17. Supply, Installation and Commissioning (Completion of Project):

1. Bidder shall deliver the hardware within 3 weeks from the date of purchase order (PO).
2. Bidder shall implement the complete solution (hardware, software, customized etc) within 4 weeks from the date of purchase order.
3. The bidder should take responsibility of the Goods at the delivery destination, transport to such place of destination, including insurance and storage etc. shall be arranged by the bidder.
4. Bidder shall organise the Road Permits wherever required, on behalf of IIBF, any letter required for this will be given by the Institute.
5. Installation will be treated incomplete in one/all of the following situations:
 - a. Non-delivery of any hardware or other components and software modules mentioned in the order
 - b. Non-delivery of supporting documentation
 - c. Delivery, but no installation of the components and/or software
 - d. Integration not as per best industry practice
 - e. System operational, but unsatisfactory to the Institute
6. Inability of the Bidder to deliver or install the equipment within the specified time limit, will be consider as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.
7. Products shall be supplied in a ready to use condition along with all Cables, Connectors, Software Drivers, Manuals and Media etc.
8. The bidder shall integrate the hardware with the existing LAN/WAN infrastructure
9. The bidder shall provide all reference manuals, booklets, e-book and other material required for the effective maintenance of the systems.(print and softcopy)
10. The details of shipping and/or other documents to be furnished by the Supplier are specified hereunder
 - a. Original copy of Supplier's invoices showing contract number, goods description, quantity, unit price and total amount;
 - b. Warranty Certificate;
 - c. Licence Certificates
11. **Late Delivery / Installation / Commissioning: After 4 weeks.** Penalty @1% of the contract value per week or part thereof until actual delivery subject to a maximum of 5% of total cost (TCO). Once the maximum is reached IIBF may consider termination of the contract and the performance security may be invoked.

18. Warranty:

1. The Products shall carry 3 years Comprehensive on-site warranty covering all the equipments from the date of installation.



2. Warranty terms & conditions shall cover all the equipments, including spare replacements along with OS other system software etc. procured from the bidder with maintenance (Minimum 8.00 AM to 6.00 PM support 7 days a week) email, telephone and onsite support, if any required. Warranty terms & conditions shall also cover the task of configuring/re-configuring operating system, other hardware/software resources, Operating System Hardening, Loading of the other software procured either from the bidder or any other bidder, Hard Disk Configuration, Performance tuning, Loading & configuring operating system updates, integrating with the other hardware procured by the Institute and any other tasks related to Hardware & System Software Management. In the case of authorized/channel partners, Warranty shall also include the cost for the back-to-back arrangement with OEM for maintenance of spares, providing support services, updates, if any required.
3. Terms of Service Level Agreement, if any, are to be specified. Besides general warranty support, critical support details should be furnished. The successful bidder shall be agreeable to enter in to Service Level Agreement with the Institute covering Warranty & AMC terms and conditions. Besides the above, the bidder shall extend the warranty terms & conditions, if any available by default or extended by OEM, with the product from OEM.
4. Response Time: Call registered before 2.00 pm needs to be resolved on the same day and call registered after 2.00 pm needs to be resolved next day.(7 Days a week)
5. If during the Warranty Period any Goods are found to be damaged or defective or not acceptable, they shall promptly be replaced or rectified /re-furnished or rendered by Bidder at its own cost (including the cost of dismantling and reinstallation) on the request of IIBF and if removed from the Site for such purpose, Bidder has to repair or replace / re-furnish, rendered all goods shall be removed and re-delivered to IIBF by Bidder at its own cost.
6. If the supplied system is not working properly after frequent repair, the same shall be replaced with a new system of same or higher configuration.
7. The bidder shall guarantee that the equipment quoted and supplied shall not be obsolete or proclaimed/declared as “End of Life/Support“ by the OEM during the warranty Period.
8. The bidder shall guarantee that the equipment shall be supported with necessary spares by the OEM during the warranty.
9. In case, the OEM discontinues the support for the model of the equipment supplied, the bidder has to upgrade the hardware at his own cost without any additional cost.
10. The Bidder shall attend unlimited breakdown calls on receipt of complaints. No Spares or any other Items will be supplied by IIBF (except toner/ink)
11. All spares to be used shall be genuine or compatible spare parts (in that order) and the same shall be procured from the authorized dealers or Manufacturers.
12. Service offered shall be in accordance with the service instructions and standard practice of original manufacturer.

19. Warranty Deliverables and SLA:

1. The Bidder shall maintain service log book and record the nature of service rendered during each



- trouble shoot by the service representative and the same shall be duly signed by the IIBF official.
2. IIBF officer will generate the Call Analysis Report on every 1st of the month, with downtime/uptime report, which will be considered final to decide upon the SLA compliance.
 3. Bidder shall submit the complete list of their Offices with contact details/Contact Engineer, who is going to maintain the aforesaid computer equipments during the Warranty Period at our various Offices(Mumbai/Kolkata). Bidder also has to provide escalation matrix.
 4. Bidder should follow & maintain the IT Security Policy as per Institute's Norms.
 5. Each and Every call will be attended by competent engineer within 4 hours of its notification either on phone or e-mail from IIBF and should be resolved.

Penalty per day: 5% of cost of equipment for which issue is logged

6. Bidder will keep one identified back-up Engineer, who will visit once a month at respective PDC centre for knowledge update and can be deployed in case of emergencies.

20. Payment Schedule:

- 40%:- After delivery of complete hardware.
- 40%:- After installation and operationalization of complete hardware
- 20%:- After submission of performance bank guarantee.

Payment will be made on receipt of original, correct Invoices along with Delivery Challan / Installation Certificate / Acceptance Certificate, as the case may be.

Note: % of Order Value of **Infrastructure – Hardware/Software, Networking, Security.**

21. Taxes and Duties:

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per the prevailing rates while making any payment.

Commercial Bid should be inclusive of all taxes, duties, charges and levies of State or Central Governments as applicable, VAT/Sales Tax, insurance, service taxes etc. Octroi, if applicable, shall be reimbursed at actual on production of original receipt.

The benefits realized by supplier due to lower rates of taxes, duties, charges and levies shall be passed on by the bidder to IIBF.

22. Sub-contracting:

The Bidder shall not sub-contract or delegate or permit anyone other than the bidder's personnel to perform any of the work, service or other performance required of the bidder under this agreement.

23. Waiver of Minor Irregularities:

IIBF reserves the right to waive minor irregularities in proposals provided such action is in the best interest of IIBF. Where IIBF may waive minor irregularities, such waiver shall in no way modify the RFP requirements or excuse the bidder from full compliance with the RFP specifications and other contract requirements if the bidder is selected.



24. Modify/Withdrawal of Proposals:

Prior to the date specified for receipt of proposal, a submitted proposal may be modified/ withdrawn by submitting a signed written request for its modification/withdrawal to IIBF.

25. RFP Abandonment:

IIBF may at its discretion abandon the process for the selection of bidder for Supply and Installation of Desktops & peripherals at any time before notification of award.

The contents of the proposal and all the project outputs should not be disclosed to any party unless Bidder and IIBF mutually agree in writing to the same. Bidder will not use the contents of this proposal to bid for any other contract.

The following annexure shall form part of the RFP and should be read together while submitting the proposal.

- Annexure - I IIBF Offices Address
- Annexure - II Minimum Eligibility Response Template
- Annexure - III Bidder's Letter for EMD
- Annexure - IV Manufacturer's Authorization Form
- Annexure - V Declaration regarding Clean Track by Bidder
- Annexure - VI Declaration for Acceptance of RFP Terms and Conditions
- Annexure - VII Declaration for Acceptance of Scope of Work
- Annexure - VIII Bidder's Information
- Annexure - IX Undertaking of Authenticity for Items Supplied
- Annexure - X Format Power of Attorney
- Annexure - XI Technical Compliance Response Template
- Annexure - XII Experience Format
- Annexure - XIII Client Reference Format
- Annexure - XIV Bill of Material (BOM)
- Annexure - XV Indicative Commercial Bid Form
- Annexure - XVI Indicative Commercial Template

The Institute reserves the right to change / add / modify / relax any / all conditions stipulated or increase / decrease items requested as also to accept / reject any / all offers without assigning any reason whatsoever.

The decision of the Institute in selecting the bidder shall be final and conclusive and the Institute will not entertain any correspondence in this regard.

Bidders are requested to give the best price item wise (inclusive of taxes) along with other terms and conditions on or before 27th May 2016 3.00 pm Addressing to :

Chief Executive Officer
Indian Institute of Banking & finance
Kohinoor City, Commercial II, Tower I,
Second Floor, Kirol Road,
Kurla - West
Mumbai – 400 070.



26. Annexure - I

Addresses of IIBF's Offices

ZONE/PDC	CONTACT ADDRESS
CENTRAL OFFICE / CORPORATE OFFICE	Indian Institute of Banking & Finance Kohinoor City, Commercial – II Tower-I, 2nd & 3rd Floor Kirol Road Off-L.B.S Marg Kurla- West MUMBAI – 400 070 Phone : 91 – 022 – 25039746 / 9604 / 9907 Fax : 91 – 022- 25037332
EASTERN	Indian Institute of Banking & Finance 7th Floor, Hindustan Building Annex, 4 C.R Avenue, KOLKATA – 700 072 Phone : 033-22124992 Fax : 033-22124680 Email : iibfez@iibf.org.in
WESTERN	Indian Institute of Banking & Finance 191-F, Maker Towers,19th Floor, Cuffe Parade, MUMBAI – 400 005 Phone : 91-022-2218 3302 Fax : 91-022-2218 0845 Phone : 91-022-2218 5134 Email : iibfwz@iibf.org.in
NORTHERN	Indian Institute of Banking & Finance 109 – 113, Vikrant towers Ist floor, 4, Rajendra place NEW DELHI – 110 008 Phone : 91-011- 2575 2191 Phone : 91-011- 2575 2192 Fax : 91-011- 2575 2193 Email : iibfnz@iibf.org.in
SOUTHERN	Indian Institute of Banking & Finance No.94, Jawaharlal Nehru Road (100 Feet Road) Opp to Hotel Ambica Empire, Vadapalani, CHENNAI – 600 026 Phone : 044 – 24722990, 24727961 Fax : 044 – 24726966 Email : iibfsz@iibf.org.in



27. Annexure - II Minimum Eligibility Response Template

Sr. No.	Description	Complied with Statements	Proof attached		
1	The bidder should be a company registered under Companies Act.		Photo copy of Registration Certificate		
2	The bidder should be in existence at least for 7 years as of 1st April 2015 in business of core Computer hardware/software sales and services.		Photo copy of Certificate for commencement of business.		
3	The bidder should have a turnover of Rs.2 crore or more from computer hardware/software sale and services business in Indian market during each of last three completed financial years. i.e. FY 2012-13, 2013-14 and 2014-15		Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged		
			2012-13	2013-14	2014-15
	Turnover declaration in INR				
4	The bidder should be earning a Net Profit or having Positive Net worth in each of the last three completed financial years. i.e. FY 2012-13, 2013-14 and 2014-15		Self certified copies of the audited balance sheet and profit & loss statement for the last 3 completed financial years with adequate section duly marked and tagged		
			2012-13	2013-14	2014-15
	Net profit/positive net worth declaration in INR				
5.	The bidder has never have been blacklisted/ barred/ disqualified by any regulator/ statutory body or any PSU or any Company		Self-Certification/declaration – Annexure - V		
6.	The bidder should have authorized service centers and service personnel's in Mumbai & Kolkata		Bidder should provide Location wise support details		
7	The bidder should have direct authorization from the OEM for selling and supporting the hardware and software offered under this project.		As per Annexure-IV Proof should be submitted.		
8	The Bidder should provide reference of 3 clients, who have procured not less than 50 units (desktops and laptops), including installation and support during last two years from the time of submission of bid.		Documentary Proof as PO copy/Customer letter along with installation/acceptance certification		
9	The bidder must have currently valid Sales Tax/VAT/Service Tax registration Certificate and PAN		Photo copy of relevant document		

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



28. Annexure - III Bidder's Letter for EMD

To

Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kiroli Road,
Kurla West,
Mumbai – 400 070

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

We have enclosed an EMD in the form of a Demand Draft No./Pay Order _____ in favors of IIBF payable at Mumbai issued by the branch _____ of the Bank, for the sum of Rs. _____ (Rupees _____ Only) as specified in terms and conditions of this tender. EMD Valid up-to _____

Thanking you,

Yours faithfully,

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



29. Annexure - IV Manufacturer's Authorization Form

To
Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kirool Road,
Kurla West,
Mumbai – 400 070

Dear Sir,

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

.....
We who are established and reputable manufacturers
of having factories at
..... do hereby authorize M/s.
..... (Name and Address of Supplier/Channel Partner/System
Integrator) to bid, negotiate and conclude the contract with IIBF against RFP no.
.....for the above goods manufactured by us.

We hereby extend our full warranty as per requirement, scope of work, General Terms & Conditions of RFP for the goods offered for supply against this invitation for bid by the above firm.

We hereby further confirm that the solution quoted by our partner/agency including 3 (Three) years warranty. We also confirm that all the Part Codes (product and warranty) quoted by our partner are OK and the solution quoted by our partner will work as per requirements specified by IIBF.

Yours faithfully,

(Name)For and on behalf of M/s.....

Signature of Witness

Dated:
Place:

Signature of Manufacturer

Dated:
Place:
Sd./-Seal

Note: This letter of authority should be on the letterhead/certificate issued by the manufacturing concern(OEM) and should be signed by a person competent and having the power of Attorney to bind the manufacturer.



30. Annexure - V

Declaration regarding Clean Track by Bidder

To
Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kiroli Road,
Kurla West,
Mumbai – 400 070

Sir,

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

I have carefully gone through the Terms and Conditions contained in the above referred RFP. I hereby declare that my company/firm is not currently debarred/black listed by any Government/ Semi Government organizations/ Institutions in India or abroad. I further certify that I am competent officer in my company/firm to make this declaration.

Or

I declare the following

Sr. No.	Country in which the company is debarred/blacklisted/case is pending	Black listed/debarred by Government / Semi Government organizations/ Institutions	Reason	Since when and for how long

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding Period for which the company/firm was blacklisted and the reason/s for the same)

Yours faithfully,

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



31. Annexure - VI Declaration for Acceptance of RFP Terms and Conditions

To,

Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kiroli Road,
Kurla West,
Mumbai – 400 070

Sir,

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

I have carefully gone through the Terms & Conditions contained in the RFP document for Selection of bidder for Supply Personal Computers/Peripherals and Software.

I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



32. Annexure - VII Declaration for Acceptance of Scope of Work

To,

Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kiroli Road,
Kurla West,
Mumbai – 400 070

Sir,

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

I have carefully gone through the Scope of Work contained in the RFP document for Selection of bidder for Supply Personal Computers/Peripherals and Software.

I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and I am, therefore, competent to make this declaration.

Yours faithfully,

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



33. Annexure - VIII Bidder's Information

Sr. No	Description	Details		
1	Name			
2	Address			
3	Telephone No. (with STD Code)			
4	Website			
5	Name and designation of the authorized person			
6	Contact Details of the authorized person(Phone/Email)			
7	Constitution of the Company (Public Ltd/ Pvt. Ltd / Partnership / Proprietorship)			
8	Details of Incorporation / Registration of the Company. Relevant Certificate to be submitted			
9	Line of business			
10	Whether direct manufacturer or authorized dealers			
11	Year of commencement of Business			
12	Valid Sales Tax Registration No.			
13	Valid Service Tax Registration No.			
14	Permanent Account Number (PAN)			
15	Name, Designation and contact details of the person to whom all references shall be made regarding this tender			
16	Brief Description of after sales service facilities available with the bidder			
Financial Details :- not of group, as per audited Balance Sheets in Cr.				
17	Year	2012-13	2013-14	2014-15
18	Net worth			
19	Turnover			
20	Profit After Tax			

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



34. Annexure - IX Undertaking of Authenticity for Items Supplied

To,

Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kirool Road,
Kurla West, Mumbai – 400 070

Sir,

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

With reference to the RFP for Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04) being quoted to you vide our quotation No.: _____ dated _____, we hereby undertake that the components / parts / assembly / software used in the Computer/Peripherals under the above like Hard disk, Memory etc., shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system if asked for by you in the purchase order, the same shall be supplied along with the authorised license certificate [eg., product keys on certification of authenticity in case of Microsoft Windows operating system) and also that it shall be sourced from the authorised source (eg., authorised Mircorsoft channel in case of Microsoft operating system).

Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier’s at the time of delivery or within a reasonable time.

In case of default / we are unable to comply with above at the time of delivery or during installation for the IT hardware / software already billed, we agree to take back the IT Hardware / Peripherals / Desktops/Printers/UTM/Switch without demur, if already supplied and return the money if any paid to us by you in this regard.

Wealso take full responsibility of both as per the content even if there is any defect by our authorised service centre / reseller / SI etc.

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



35. Annexure - X **Format Power of Attorney**

(On Stamp paper of relevant value)

Know all men by the present, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr _____ (full name and residential address) who is presently employed with us holding the position of _____ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for “_____” in response to the RFP No. _____ by IIBF, including signing and submission of all the documents and providing information/responses to IIBF in all the matter in connection with our bid.

We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this _____ day of _____ 2016.

For _____ (Signature)

(Name Designation and Address)

Accepted

Signature)

(Name Designation)

Date:

Business Address:



36. Annexure - XI Technical Compliance Response Template

A: Desktops

Sr. No.	Description	Minimum Specifications	Compliance Y/N	Deviation
1	Make Offered HP/Lenova/Del/Acer	Bidder to specify		
2	Model Offered	Bidder to specify		
3	Processor	4th Gen Intel® Core™ i5-equivalent or higher		
4	Cache	3 MB or higher		
5	Motherboard	Intel		
6	Memory	1*4GB, 1600MHZ DDR3 RAM with at least 1 DIMM Slots free.		
7	Monitor	18.5” Widescreen Backlit LED Monitor with 1920 x 1080 or higher resolution from same OEM.		
8	Graphics Card	Integrated Intel HD graphics card		
9	Hard disk	500GB min 7200 Rpm SATA Hard disk or Higher		
10	Ports	Min. 6 USB 2.0 or higher Port (2 front accessible), 1 RJ-45, 1 Audio Line-in, 1 Audio Line-out, 1 Mic. In, 1 headphone, 1 VGA Port		
11	Keyboard	QWERTY 104 Keyboard from same OEM.		
12	CD/DVD Drive	Not required		
13	Cabinet	Tower/Mini Tower		
14	Mouse	Standard 2 button Optical USB Scroll Mouse from same OEM		
15	Power Supply Unit	Energy Start 5.0 compliant		
16	Operating system	Windows 10 professional 64 bit licensed version preloaded –English(downgrade option to 8.1/7)		
17	Warranty	3/3/3 years, on-site, comprehensive, back-to-back from OEM		

B:Switch

Sr. No.	Description	Minimum Specifications	Compliance Y/N	Deviation
1	Description	24 x 10/100/1000 PoE Ports, 2 x Combo Mini-GBIC Ports VLAN Capabilities, Layer 2 managed switch		
2	Make Offered Cisco/Dlink/HP	Bidder to specify		
3	Model Offered	Bidder to specify		
4	Warranty	3 years, on-site, comprehensive, back-to-back from OEM		



C: Unified Threat Management (UTM) - Mumbai

Sr. No.	Description	Minimum Specifications	Compliance Y/N	Deviation
1	Description	To support not less than 60 desktop users, Includes Firewall, VPN, Multi ISP Support, SSL VPN, Dynamic Routing Protocol Support, Antivirus, IPS, URL Filtering, Spam Filtering, Server load Balancing.		
1	Make Offered Fortinet/Cyberoam/Juniper/Dell/Cisco	Bidder to specify		
2	Model Offered	Bidder to specify		
3	Warranty	3 years, on-site, comprehensive, back-to-back from OEM		

D: Unified Threat Management (UTM) – Kolkata

Sr. No.	Description	Minimum Specifications	Compliance Y/N	Deviation
1	Description	To support not less than 20 desktop users, Includes Firewall, VPN, Multi ISP Support, SSL VPN, Dynamic Routing Protocol Support, Antivirus, IPS, URL Filtering, Spam Filtering, Server load Balancing.		
2	Make Offered Fortinet/Cyberoam/Juniper/Dell/Cisco	Bidder to specify		
3	Model Offered	Bidder to specify		
4	Warranty	3 years, on-site, comprehensive, back-to-back from OEM		

E: Printer

Sr. No.	Description	Minimum Specifications	Compliance Y/N	Deviation
1	Description	Laser, Network, Minimum Speed : 25 PPM , Normal A4, Printer Type : Mono (B/W)		
2	Make Offered HP/Epson/Canon	Bidder to specify		
3	Model Offered	Bidder to specify		
4	Warranty	3 years, on-site, comprehensive, back-to-back from OEM		

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



37. Annexure - XII Experience Format

Details of minimum three (3) clients who have procured more than 50 units (desktops and laptops), including installation and support during last two years from the time of submission of bid

Sr. No.	Client Name	Location	Project Start and End Date	Scope / Description of the Project	Order Value (in Rs. Lakhs)

Note:-

PO copy/Customer letter along with installation/acceptance certificate to be attached (obtained from the customer)

- ‘Project completion report’ (point 4 above) should include references of customers where system of similar complexity / size / cost has been successfully implemented and is in operation from the same OEM whose solution are proposed to IIBF and with a certificate from the client regarding the performance of the system.

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



38. Annexure - XIII Client Reference Format

Sr. No.	Name of the Client	Address	Reference Person Name	Reference Person Designation	Reference Person Email	Reference Person Telephone / Mobile No.

Note: References of project mentioned in Annexure – XII

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



39. Annexure – XIV Bill of Material (BOM)

List of Devices/Equipments at Mumbai Study/Assessment center:				
Sr. No.	Description	Qty	Quoted make	Quoted Model
1	Desktop/PC with OS	20		
2	UTM	1		
3	Printer	1		

List of Devices/Equipments at PDC Kolkata:				
Sr. No.	Description	Qty	Quoted make	Quoted Model
1	Desktop/PC with OS	20		
2	UTM	1		
3	Printer	1		
4	Switch	1		

Address of Mumbai Study/Assessment center

Indian Institute of Banking & Finance
191-F, Maker Towers, 19th Floor, Cuffe Parade,
MUMBAI – 400 005
Phone : 022-2218 3302 / 022-2218 5134
Email : iibfwz@iibf.org.in

Address of Kolkata PDC

Indian Institute of Banking & Finance
7th Floor, Hindustan Building Annex, 4 C.R Avenue,
KOLKATA – 700 072
Phone : 033-22124992
Email : iibfez@iibf.org.in

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



40. Annexure - XV Indicative Commercial Bid Form

(To be included in Commercial Bid Envelope)

To,

Indian Institute of Banking & Finance
Kohinoor City, Commercial II,
Tower 1, 2nd Floor,
Off L.B.S.Marg, Kirol Road,
Kurla West,
Mumbai – 400 070

Dear Sir,

Subject: Procurement of Personal Computers/Peripherals and Software (Ref No: PCP/16-04)

Having examined the Bidding Documents placed along with RFP, we, the undersigned, offer to provide the required infrastructure in conformity with the said Bidding documents for the sum of Rs.....(Rupees all inclusive) or such other sums as may be ascertained in accordance with the Schedule of Prices attached herewith and made part of this Bid.

We undertake, if our Bid is accepted to provide hardware/software for the above purpose within the stipulated time schedule.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by IIBF up to the period prescribed in the Bid which shall remain binding upon us. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We have complied with all the terms and conditions of the RFP. We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this..... Day of.....2016

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal



41. Annexure - XVI Indicative Commercial Template

A. Infrastructure – Hardware/Software, Networking, Security.

Sr.	Product	Make	Model No	Part No	Description/ Configuration	Qty (a)	Unit Cost (b)	Total [a x b] (c)	Tax & Levies (d)	Total Cost [c + d] (e)
1										
2										
3										
							Total(A)			

B. Cost of Installation, Implementation and Integration.

Sr.	Item/Description	Implementation/ Integration cost (a)	Tax & Levies (b)	Total Cost [a + b] (c)
1	Implementation and Integration			
2				
	Total(B):			

C. Onsite Support per person*:

Sr.	Item/Description	Cost (a)	Tax & Levies (b)	Total Cost [a + b] (c)
1	Onsite support for 100 days			
2				
	Total(C) :			

*Payable on actual number of visits.

TCO - Total Cost of Ownership

Sr.	Item/Description	Cost (a)	Tax & Levies (b)	Total Cost [a + b] (c)
1	Infrastructure Total (A)			
2	Cost of Installation, Implementation and Integration Total (B)			
3	Onsite Support per person for 100 days(C)			
	TCO(A+B+C) :			

Note:

- Cost in INR. TCO (Total Cost of Ownership) will be considered for comparison.



- The Bidder should fine tune the bill of material format to accommodate all the hardware and software items.
- Prices for any optional services, if any, should be quoted separately.(will be added to TCO
- The TCO must include all the costs, taxes & duties associated with the Project for three (3) years period.
- The quoted Price should include the cost of one set of Licensed Copy of Operating System CDs & Manual for every 10 systems procured by the Institute

Authorised Signatory

Name :

Designation :

Place :

Date :

Organisation Seal

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