

SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD.,
Plot No- 993-B/993-A-1-B, Morarji Desai Nagrik Bank Bhavan,
Near Dawn Chowk, Krishnanagar, Bhavnagar-364001 (Gujrat)

TENDER DOCUMENT (Revised)

DATE: 20-08-2025

**TENDER FOR SUPPLY, INSTALLATION AND COMMISSIONING OF
COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE
AND PERIPHERALS FOR H.O. AND VARIOUS BRANCHES OF, SHREE
BHAVNAGAR NAGRIK SAHAKARI BANK LTD, BHAVNAGAR.**

Dear Sirs,

We invite sealed tenders from various reputed vendors for supply, installation and commissioning of **COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS** as required by the **SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD** at H.O. and branches/offices under the H.O. The estimated quantity of various item is given in the tender document. The tender should be addressed to “The Chairman/Managing Director, **SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD**’ Plot No- 993-B/993-A-1-B, Morarji Desai Nagrik Bank Bhavan, Near Dawn Chowk, Krishnanagar, **Bhavnagar-364001 (Gujarat)**.

The last date and time for receipt of tender is **15/09/2025** before 16:00 hrs.

Important Clarifications

Following terms are used in the document interchangeably to mean.

1. **SBNSBL** means “Shree Bhavnagar Nagrik Sahakari Bank Ltd.
2. Recipient, Respondent and Bidder means “Respondent to the Tender.”
3. OEMs mean “Original Equipment Manufacturers”.

Confidentiality

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. SBNSBL expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the **SBNSBL**.

Section -I

Invitation for Bids [IFB]

1. In order to meet the Information Technology requirement the **SBNSBL** invites sealed bids from eligible bidders for the supply, installation and commissioning of **COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS** for its various branches.
2. Tender methodology proposed to be adopted by the Bank will be “TWO Bid system” i.e. Technical Bid and Commercial Bid with Technical bid containing pre- qualification also. The Bank would enter into contract with the bidder who qualify pre- qualification, technical bid and whose commercial bid is found to be most competitive.

Minimum Eligibility Criteria / Pre-qualification criteria

The Bidder:

A. Should be Original Equipment Manufacturers (OEM) / Authorised Distributor/Dealer of OEM. Bidders quoting as Authorised Distributors /Dealer of the manufacturer will be considered provided:

1. The Bidder must furnish Authorisation from the Manufacturer of Computer Hardware.
2. The Bidder as authorised distributor/ dealer, has supplied installed and commissioned computer hardware and peripherals of the kind required by the Bank and has provided after sales service satisfactorily such as computer hardware, software and peripherals must be in satisfactory operation for at least 3 years on the date of Bid opening and must be providing annual maintenance services for the above installations. **Also experience in the field of installation, setup and configuration of various software.**
3. The Bidder should be ISO-9001-2015 & 27001:2022 certified and preferably Authorised Distributor/Dealer of OEM also.
4. Should have wide list of clients in financial sector customers in GUJARAT.

B. Financial Capability:

Turn over should be minimum 3.00 Crores for **FY 2022-23, 2023-2024, 2024-25.**

C. Experience:

1. The bidder should have successfully executed at least three contracts in installation and configuration preferably in UCBs for various hardware and software like Microsoft Windows Server, AD configuration, Email Security, DLP, etc.
2. Should be in existence in core Computer hardware/ networking equipment, software sales and services business for over 5 years.
3. Should have successfully delivered and installed at least 3 servers, 40 desktop PCs at multiple locations in single order and desktop PC during last 3 years.
4. **Should have 24x7 support center in Gujarat and should have office in Gujarat.**

Sr.No	Schedule of Events / Bid Reference	
1	Purpose	Purchase of COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS.
2	Cost of Tender/Tender Fee (Non-refundable)	Rs. 500/-for Hardware and Rs.500/- for software each separately for Hardware and Software supply, to be submitted with Demand Draft in favour of “SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD” payable at BHAVNAGAR. Tender fee is payable, even if the Tender Documents are downloaded from the website of SBNSBL, at the time of submission.
3	Earnest Money Deposit	Bid should be accompanied by a Pay Order/Demand Draft for EMD Rs.110000/- (One Lac ten thousand) favouring “ SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD. ” payable at BHAVNAGAR.
4	No. of Envelopes (Non-Window, sealed) to be submitted.	<u>1. Technical Bid:</u> 1) Forwarding Letter as per Annexure-VI 2) Pre- Qualification and Technical Bids as per Annexure-II 3) Manufacturer Authorization Form as per Annexure- III 4) Bid Form as per Annexure- IV and 5) Service support details as per Annexure-V. <u>2. Commercial Bid:</u> 1) Commercial Bid Format as per Annexure-VIII
5	Last Date of Submission of Bids	15-09-2025 Time :16:00 PM
6	Venue, Date and time of opening of Technical Bids.	Venue : As given at Sr.No.9 Date : 17-09-2025 Time :17:00 PM
7	Last Date of seeking clarifications if any	12-09-2025
8	Pre-Bid Meeting	10-09-2025 Time :15:00 PM Venue : As given at Sr.No.9
9	Bid validity	60 Days
10	Address for Submission of Bids	SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD Address :. Plot No.993-B/993-A-1-B, Morarji Desai Nagrik Bank Bhavan Near Dawn Chowk, Krishnanagar, Bhavnagar-364001 (Gujarat)
11	Date & Time of Opening of Commercial Bids	Will be intimated in due course to technically short-listed vendors only.
12	SBNSBL Phone and E-Mail Numbers.	Phone : 0278-2212802/803 E-Mail : bnb.itd@bnsbank.com Website : bnsbank.com

Section -II

Instruction for Bidders

1 Introduction

The bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents may result in the rejection of its bid and will be at the bidder's own risk.

2 Pre-bid meeting / Clarification of Bids

2.1 The bidder or its official representative (not more than two members from a given bidder) are invited to attend pre-bid meeting to be held on date and time at the venue mentioned in Section I (Schedule of events). It is the responsibility of the Bidders representatives (only one person per vendor) to be present at the venue of opening of Bids.

2.2 Clarification sought by bidder should be in writing (Letter/E-mail etc) and submitted latest by date and time mentioned in Section I (Schedule of events)

2.3 The text of the questions raised and the response given by the SBNSBL, together with amendment(s) to the bidding document, if any, will be intimated to the bidders within the date and time mentioned in Section I (Schedule of events).

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

2.5 Technical Bid

- Bidder to submit point by point compliance 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

3 Amendment to the bidding document

3.1 At any time prior to the deadline for submission of Bids, the SBNSBL, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Document, by amendment.

3.2 All prospective Bidders that have received the Bidding Document from the SBNSBL will be notified of the amendment in writing, by fax or E-mail and the said amendments will be binding on them.

3.3 In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the SBNSBL, at its discretion, may extend the deadline for the submission of Bids.

4 Cost of Bidding

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

5 Period of validity of bids (Date till which the bids should be valid)

180 days from the last date of submission of tender document and shall be binding on the bidder, if SBNSBL chooses to place the purchase order (PO) or repeat order(s), on or before that date. The SBNSBL, however, reserves the right to call for fresh quotes at any time during the period, if considered necessary.

6 Documents constituting the bid

The Bidding document includes the following:

Invitation to Bid	Section I
Instruction for Bidders	Section II
General Terms and Conditions	Section III
Special Terms and Conditions	Section IV
Technical Specification Details & Quantity	Annexure I
Pre-qualification / Technical Bid	Annexure II
Manufacturer Authorisation Form [MAF]	Annexure III
Bid Form	Annexure IV
Service Support Details	Annexure V
Forwarding Letter	Annexure VI
Documents to be enclosed with Bid	Annexure VII
Format for Commercial Bid	Annexure VIII

7 Format and signing of Bid

7.1 The Bidder shall prepare and submit the original bid, clearly marking “ORIGINAL BID FOR SUPPLY OF **COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS**” on the top of the cover. Technical and commercial bids should be placed in two separate envelopes super scribed Technical Bid and Commercial Bid respectively.

7.2 The Original bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person(s) duly authorized to bind the Bidder to the contract. The person(s) signing the bids shall initial all the pages of the bids, except for un-amended printed literature.

7.3 Any interlineations, erasures or overwriting shall be valid only if they are initialed by the person signing the bids.

8 Sealing and Marking of Bids

8.1 The bidder shall submit a sealed non-window envelope containing Pre-qualification/minimum eligibility criteria, Technical Bid & Commercial Bid with Tender Fee of Rs. 500/- each towards Hardware Supply &/ Software Supply Tender Fee amount in sealed non-window envelope.

8.2 The Bidder shall seal the envelope containing Pre-qualification/Minimum Eligibility Criteria and Technical bid in NON-WINDOW. The envelope should be super scribed with “ORIGINAL BID FOR SUPPLY OF **COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS – TECHNICAL PROPOSAL**”.

8.3 The Bidder shall seal the envelope containing Commercial Bid in NON- WINDOW. The envelope should be super scribed with “ORIGINAL BID FOR SUPPLY OF COMPUTER HARDWARE – COMMERCIAL PROPOSAL”.

8.4 The envelopes shall be addressed to the SBNSBL at the address given below:

The Chairman/Managing Director
SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD
Plot No.993-B/993-A-1-B, Morarji Desai Nagrik Bank Bhavan,
Near Dawn Chowk, Krishnanagar, Bhavnagar-364001 (Gujrat)

8.5 If the envelop is not sealed and marked, the SBNSBL will assume no responsibility for the Bid's misplacement or its premature opening.

9 Last date for submission of Bids

Last date for bid submission is mentioned in Section 1(Schedule of events).

9.1 In the event of the specified date for the submission of bids, being declared a holiday for the SBNSBL, the bids will be received up to the appointed time on the next working day.

9.2 The SBNSBL may, at its discretion, extend the deadline for submission of Bids by amending the Bid Documents, in which case, all rights and obligations of the SBNSBL and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

9.3 Any bid received by the SBNSBL after the deadline for submission of bids prescribed by the SBNSBL will be rejected and returned unopened to the bidder.

9.4 Modification and/or Withdrawal of Bids:

Bids once submitted will be treated, as final and no further correspondence will be entertained. No bid shall be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be the successful bidder. The SBNSBL has the right to reject any or all tenders received without assigning any reason whatsoever. The SBNSBL shall not be responsible for non-receipt / non-delivery of the bid documents due to any reason whatsoever.

10 Documents Establishing Bidder's Eligibility and Qualification

10.1 The Bidder shall furnish, as part of its Bid, documents establishing the Bidder's eligibility to Bid and its qualifications to perform the contract.

10.2 The documentary evidence of the Bidder's qualifications to perform the Contract, if its Bid is accepted shall be established to the SBNSBL's satisfaction:

10.3 That the Bidder has the Financial, Technical and Production/ Distribution/ Service capability necessary to perform the contract;

10.4 That the Bidder meets the qualification criteria as required under Minimum Eligibility Criteria and

10.5 That adequate, specialized hardware, related software expertise are already available to ensure that the support services are responsive and the Bidder will assume total responsibility for the fault free operation of hardware, software and maintenance during the mandatory 3 year warranty period and provide necessary maintenance services for further period, if desired by the SBNSBL after the end of warranty period.

11 The SBNSBL's Right to accept any Bid and to reject any or All Bids

11.1 The SBNSBL may at its discretion evaluate the vendors for supply of items detailed above based on the qualitative aspects broadly in respect of one or more of the following parameters:

- Financial strength and market reputation
- Service center in Gujarat
- Supplies made to other Urban Co-operative Banks in the last 3 years.
- Quality and Promptness of service support
- Vendor's ability to honor the commitments
- SBNSBL's own past experience

11.2 The SBNSBL reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids at any time prior to placing of purchase order, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the SBNSBL's action.

12 Evaluation of Bids

12.1 Clarification of Bids

During evaluation of Bids, the SBNSBL, at its discretion, may ask the Bidder for clarification of its Bid. The request for clarification and the response shall be in writing (Fax/e-Mail), and no change in the substance of the Bid shall be sought, offered or permitted.

12.2 Preliminary Examinations / Pre-qualification

In the first stage, Pre-qualification/Technical Bids will be opened in presence of a Technical Bids Opening Committee appointed for the purpose. It is the responsibility of the bidder's representative to be present at the time, on the date and at the place specified in the tender document. The bidders' representatives who are present shall sign a document evidencing their attendance.

12.3 The SBNSBL will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/documents attached and the bids are generally in order.

12.4 The SBNSBL 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.

12.5 Prior to the detailed evaluation, the SBNSBL will determine the substantial responsiveness of each Bid to the Bidding document. For Purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Document Without material deviations. The SBNSBL's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence. The SBNSBL would also evaluate the Bids on technical parameters.

12.6 If a Bid is not substantially responsive, it will be rejected by the SBNSBL and may not subsequently be made responsive by the Bidder by correction of the nonconformity.

12.7 The Bidder is expected to examine all instructions, forms, terms and specification in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

12.8 All the bidders who qualify in pre-qualification and Technical evaluation would be short listed. Commercial bids of only short listed bidders would be opened.

12.9 The SBNSBL may waive off any minor infirmity or nonconformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving, does not prejudice or affect the relative ranking of any bidder.

12.10 The SBNSBL at its discretion can ask the vendors for the demonstration of all or some components/features of the hardware quoted by them. However, the SBNSBL will not pay/ reimburse any expenditure incurred by the vendor for arranging the demonstration.

13 Award of Contract

13.1 The SBNSBL will award the contract to the successful Bidder, out of the Bidders who have responded to SBNSBL's tender as referred above, who has been determined to qualify to perform the contract satisfactorily, and whose Bid has been determined to be substantially responsive, and is the most competitive evaluated Bid.

13.2 The SBNSBL reserves the right at the time of award of contract to increase or decrease of the quantity of goods or services or change in location 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.

Section - III

General Terms and Conditions

(These terms and conditions are generic in nature, which have been mentioned for the knowledge of the bidders and may be changed to specific terms and conditions with necessary changes with each Purchase Order as and when applicable)

1 Definitions

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

1.1 “The SBNSBL” means **SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD**

1.2 “The Contract” means the agreement entered into between the SBNSBL, represented by its Officer and the Supplier, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;

1.3 “The Contract Price” means the price payable to the Supplier under the Contract for the full and proper performance of its contractual obligations;

1.4 “The Goods” means all of the equipment, machinery, and/or other materials which the Supplier is required to supply to the SBNSBL under the Contract;

“The Services” means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the Supplier covered under the Purchase Contract;

1.6 “The Supplier” or “the Vendor” means the individual or firm supplying or intending to supply the Goods and Services under this Contract.

2 Use of Contract Documents and Information

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

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

3 Subcontracts

3.1 The Supplier shall not assign to others, in whole or in part, their obligation to perform under the contract, except with the SBNSBL's prior written consent.

3.2 The Supplier shall notify and obtain concurrence from the SBNSBL in writing of all subcontracts / Franchisees awarded under the Contract, if not already specified in the quotation. Such notification, in the original quotation or later, shall not relieve the Supplier from any liability or obligation under the Contract.

3.3 Subcontracts / Franchisees must comply with the provisions of Terms and Conditions of Contract.

4.Scope of Work & Delivery of service

41. The scope of work shall be installation of **COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS**" at SBNSBL, H.O. and their Branches in and around BHAVNAGAR.. The work should be completed within 30 days (thirty days) of the signing of the contract. Under the scope of work, it is not the intent to completely specify all the details, but to give a general idea about the nature of work covered under the contract. Any activity which is not specified here but necessary for smooth working of computers systems, software and efficient working of Computers and Peripherals shall be deemed to be included in the scope of work of this contract. The work includes providing all the necessary cables, connectors, licenses, OEM guarantee cards etc.. Assisting in Establishment of connectivity (as required by Bank) among various branches (under the guidance of the application software provider of the Bank)

42. The system must be capable of upgrading at a later stage as and when required by the Bank.

43. Bidder needs to have a co-ordination with the software vendor for integrating with present system for the branches to function smoothly.

44. Apart from the above the vendor has to assist in integrating the PC's into Bank's WAN.

5 Delivery and Installation

5.1 The Bidder should deliver the goods/services within 4-6 weeks from the date of purchase order. Bidder will be responsible for ensuring proper packing, delivery and receipt of the hardware (PC, printers, servers, racks etc.) and software at the site(s). Sealed packs will be opened in the presence of Bank officials.

5.2 Delivery of the Goods shall be made by the Supplier in accordance with the terms of the Purchase Contract. The vendor should take responsibility of the Goods till it reaches the delivery destination as informed by the Bank, transport to such place of destination in India, including insurance and storage, as shall be specified in the Contract, shall be arranged by the Supplier. Vendor shall organize the Road Permits wherever required, any letter required for this will be given by the Bank.

5.3 The Bidder should install the goods within 21 days, from the date of delivery.

5.4 Installation will be treated as incomplete in one/all of the following situations:

- Non-delivery of any hardware or other components and software modules mentioned in the order
- Non-delivery of supporting documentation
- Delivery, but no installation of the components and/or software
- System operational, but unsatisfactory to the Bank.

5.5 Products shall be supplied in a ready to use condition along with all Cables, Connectors, Software Drivers, Manuals and Media etc.

5.6 The vendor shall integrate the hardware with the existing LAN/WAN infrastructure.

6 Delivery and Documents

The details of shipping and/or other documents to be furnished by the Supplier are specified hereunder.

- 1 Original copy of Supplier's invoices showing contract number, goods description, quantity, unit price and total amount;
- 2 Manufacturer's / Supplier's warranty certificate;

7 Price

7.1 Prices quoted by the bidders should include all local taxes, GST, duties, levies, transportation costs and insurance costs till the equipment is accepted.

7.2 Once a contract price is arrived at, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the duty/tax structure, changes in costs related to the materials and labour or other components or for any other reason.

7.3 The prices quoted shall be valid for a period of 60 days from the last date for submission of offers.

7.4 Further, subsequent to the orders being placed/agreement executed, the Bidder shall pass on to the SBNSBL all fiscal benefits arising out of reductions in Government Levies viz., GST, Custom Duty etc. Otherwise rates are firm during the entire contract period.

7.5 SBNSBL will not provide any road permit, vendor will have to arrange any road permit, if required, on behalf of SBNSBL.

8 .PAYMENT TERMS:

The payment will be made as mentioned below. The vendor should submit the bills to The head office. The payments will be processed and Pay Order/Demand Draft will be issued directly by the Head Office.

- a) 70% payment at the time of delivery
- b) Balance 20% shall be payable after satisfactory installation of goods at site.
- c)10 % after complete go live

- a. **DOCUMENTS TO BE ENCLOSED:** Invoice(s) reflecting taxes and duties, delivery challan duly acknowledged by the consignee, packing slip, Installation Report covering all the items supplied and duly signed by the consignee office/branch evidencing satisfactory delivery of the items supplied etc., **all in duplicate**. The Invoice and Delivery Challans should indicate the Part Numbers of the various original components of OEM..

9 Technical Information

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

92 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 5 years including warranty period and post warranty maintenance..

93 When the configuration/ feature required is not available in a particular model, the next available higher configuration model shall be offered.

94 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 offer document as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.

95 Two or more models can be offered, if they conform to the technical specifications given. However, the vendor shall offer only one main option for bid evaluation out of the models offered and the same shall be mentioned on the MODEL OFFERED. Vendor may offer alternate options for consideration of the SBNSBL, if required.

10 Acceptance

101 The acceptance will be given after completion of installation and commissioning of all the components of the solution at the sites of installation. Complete hardware networking and Software as specified in the tender must have been supplied, installed and commissioned properly by the Bidder.

102 In the event of hardware and software fails test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance , failing which the SBNSBL reserves the right to get the corresponding component replaced by the Bidder at no extra cost to the SBNSBL or to cancel the order and recall all the payments made by the SBNSBL to the bidder.

103 Successful conduct and conclusion of the acceptance for the installed components shall also be the sole responsibility and at the cost of the Bidder

11.Rights of Bank:

i) The Bank does not bind itself to accept the lowest quote and reserves the right to reject any or all the quotes received, without assigning any reason.

ii) While placing the Purchase Order, the Bank further reserves the right to delete or reduce any item and quantity without assigning any reason.

12.Insurance:

Vendor shall arrange for suitable transit insurance cover at no extra cost to the Bank, which will cover the period till the system is installed.

13 Compliance to bank's all terms and conditions:

Bidder has to submit a letter of undertaking along with the Tender that they will abide by all the terms and conditions stated in our Tender

The Bidder should be in a position to supply the Hardware / Peripherals and software as per the requirement of Bank.

The computer systems & peripherals to be provided should be fully upgradeable in terms of memory, hard disk capacity, etc.

14 Authorized signatory:

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract.

15 Warranty:

151. All the hardware & software supplied under this tender should carry 36 months unconditional onsite comprehensive warranty.

152 Vendor shall provide to the Bank 36 months as detailed above, free maintenance service from the date of delivery

153 **On-site comprehensive warranty:** The warranty would be on-site and Comprehensive in nature and back to back support from the OEM.

16 Post Warranty Maintenance :

The vendor shall provide Maintenance service for the Equipment for two years post warranty period on mutually agreed terms and price. The bank may change the terms of the future AMC, if necessary, to meet changing needs, on mutual agreement with the vendor.

17 Single point of contact for Support:

Bidder has to provide details of single point of contact viz. designation, address, email address, telephone /mobile No. for Hardware, Software & Peripherals supplied to the bank. The Bidder should have local service support office. The Bidders who are not having the local service support centre will not be considered.

18 JURISDICTION: In case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at BHAVNAGAR, India only (with the exclusion of all other Courts).

19 Termination

The Bank may at any time terminate the contract by giving written notice to the Bidder if the Bidder becomes bankrupt or otherwise insolvent. In this event, termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank. The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions: Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within specific days of receipt of purchase contract as stated in the Purchase order; Delay in offering equipments for pre-delivery Inspection; Delay in delivery beyond the specified period; Delay in completing installation / implementation and acceptance tests / checks beyond the specified periods; Serious discrepancy in hardware noticed during the pre- dispatch factory inspection; and In addition to the cancellation of purchase contract, the Bank reserves the right to appropriate the damages through encashment of Performance Guarantee given by the Bidder.

20 Patent Rights

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

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

21 Earnest Money Deposit

21.1 The Bid should be accompanied by A Pay order/demand Draft of Rs. **1,10,000/- (Rupees One Lakh Ten Thousand only)** favouring “**SHREE BHAVNAGAR NAGRIK SAHAKARI BANK LTD.**” towards EMD. The bid not accompanied with the above Pay order/Demand Drafts, are liable to be rejected. The EMD of unsuccessful bidders will be returned to them on completion of the tender process. The EMD of the successful bidder(s) shall be returned after timely delivery & successful installation. No interest shall be paid on the EMD. If any of the selected bidders, refuses/ or is unable to execute the order, his EMD will be forfeited.

21.2 The Earnest Money Deposit will be forfeited if:

- 21.2.1 The bidder withdraws his tender before processing of the same.
- 21.2.2 The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” to be issued by the Bank
- 21.2.3 The selected bidder withdraws his tender before furnishing Bank Guarantee / Security Deposit as required under this TENDER.
- 21.2.4 The bidder violates any of the provisions of the terms and conditions of this Tender specification.

21.3 The Technical bids will be examined Technically which may call for clarifications/ additional information from the vendors which must be furnished in the time stipulated.

22 Cancellation of contract and compensation:

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank in the following circumstances. The Bank would provide 30 days’ notice to rectify any breach/ unsatisfactory progress:

- I. The selected Bidder commits a breach of any of the terms and conditions of the tender/contract.
- II. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- III. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- IV. If the delivery of hardware and software delayed by more than two weeks from the due date of delivery / If deductions on account of liquidated Damages exceeds more than 5% of the total contract value.

23 Certification and Authorisation

The vendor should be an Original Equipment Manufacturer OR should be in a position to supply the EQUIPMENT manufactured by reputed vendors only. The vendor should have manufacturing unit with ISO certifications. The quotations for the products without these certifications shall be rejected.

In case any vendor offer to supply the brands of other OEMs, the vendor shall produce a declaration from the OEMs extending full guarantee and warranty as specified in the tender by the Bank. The format of declaration to be produced by the vendor is enclosed as per Annexure 'III'. Submission of the declaration signed by the OEMs is compulsory, otherwise the bids will not be considered.

The vendor shall undertake that all the components/parts/assembly/software shall be original new components/parts/assembly/software from the respective OEMs of the products and that no refurbished/duplicate/secondhand Components /parts /assembly / software are being used or shall be used.

24 Force majeure

If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch. If a Force Majeure situation arises, the Bidder shall promptly notify the SBNSBL in writing of such condition, the cause thereof and the change that is necessitated due to the conditions. Until and unless otherwise directed by the SBNSBL in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

Section -IV Special Terms and Conditions

1. Cost Details

The price should include all levies/ taxes like Service tax, GST, Transportation, Customs, traveling charges, support service during warranty etc. Item wise breakup of all applicable taxes must be mentioned in the Invoice. Octroi, if applicable, will be reimbursed extra at actuals, on production of original receipt which should be in the name of the SBNSBL.

2. Terms of Delivery

All items should be delivered within 4-6 weeks from the date of purchase order at SBNSBL's location/office. The SBNSBL will not be in a position to arrange for any road permit, if required. The Vendor will have to verify all the items within one week from the date of delivery in the presence of SBNSBL officials at respective location/offices.

3. Warranty Period

The vendor to provide **comprehensive on-site warranty of THREE YEARS** from the date of delivery.

4. TECHNICAL SPECIFICATION DETAILS & QUANTITY

Annexure - I

4.1.1. Group A: Other Peripherals

S.No	Category	Description	Nos.
01	Supply of Microsoft Windows CAL Paper license	Windows Server 2025 - 1 Device CAL - DG7GMGF0PWHT:5	65
02	WinSvrSTDCore 2025 SNGL OLP 16Lic NL CoreLic Part Code :DG7GMGF0PWH C:3	Windows Server 2025 Standard - 16 Core License Pack - DG7GMGF0PWHC:3	2

4.1.2 Group B : Other Software & Configuration

S.No	Category	Description	Nos.
1.	Email security	Checkpoint Cloud SAAS Guard for Email Security Per Mailbox Per Year	16
3.	Asset Inventory	LanSweeper Inventory Management Solution for Minimum 200 Endpoints Per Year and in multiply of 25 users thereafter	1
4.	AD	A D Configuration	1
5.	1 Year Support	One Year Support for All the products, Remote Support during working hours on all working days for all deployed product.	1
6.	Data Leak Prevention	Virtual Appliance for Device Control & Content Aware Protection for Windows with 1 Year Service Virtual Appliance for E discovery for windows with 1 Year Service	65

4.2 SPECIFICATION DETAILS & QUANTITY - Cyber Security

S.no	Category	Description	Nos.
1	Sever Type I	Lenovo SR650 V3 Xeon Silver 4410Y 12C 150W 2.0GHz 30 MB 32GB 2RX8 PC5-4800 16Gb RDIMM Open Bay 2.5" SATA/SAS 8-Bay Backplane RAID 5350-8i XCC Platinum OCP Card 5719, 4x 1Gb, RJ45 1X 750W 230V/115V Pt PSU Gen2 v3 3Yr 24x7 4Hr Response + KYD4Hr Response + KYD	1
1.1	Memory	ThinkSystem 32GB TruDDR5 4800MHz (2Rx8) RDIMM	1
1.2	Hard Disk Storage	ThinkSystem 2.5" 1.2TB 10K SAS 12Gb Hot Swap 512n HDD	4
2	Server Type II	Lenovo SR250 V3 - Xeon E-2468 8C 65W 2.6 Ghz 24 MB 32GB 4800MHz (2Rx8) ECC UDIMM Open Bay 8x2.5" HS BP Kit X350/X40 RAID 5350-8i Xclarity Platinum Broadcom NX 4x1G Base-T PCIe 800 watt PSU	1
2.1	Hard Disk Storage	ThinkSystem 2.5" 1.2TB 10K SAS 12Gb Hot Swap 512n HDD	2

Annexure- II**Pre- Qualification / Technical Bid**

(All fields to be filled in duly and proof of the same to be attached separately)

A-Pre-qualification

	Name of the Bidder			
	Address of the Bidder			
	Telephone	Fax	E-mail	Website
Name of the Principal				
1	Contact Details of the person authorized to make commitments to SBNSBL			
	Name			
	Designation			
	Mobile			
	Fax No.			
	Email id			
2	Classification (Tick the appropriate box and attach MAF form as per format given in Annexure III)			
	OEM			
3	Company Details			
	Type of company (Govt./ PSU/ Pub Ltd./ Pvt. Ltd/ Partnership/ Proprietary)			
	Registration No. and date of registration			
	Year of incorporation / establishment			
	GST Number (Copy to be enclosed)			

	Income Tax Number (Copy to be enclosed)				
4	Financial (Fill in the details and attach proof of the same)				
	Turnover (in lacs.)				
	2024-2025				
	2023-2024				
	2022-2023				
	Profit before tax (in lacs.)				
	2024-2025				
	2023-2024				
	2022-2023				
5	Service Support (Refer to Annexure V)				
	Information to provided strictly as per the format given in Annexure V				
6	Reference (to attach proof) Names of two or more buyers (with Name of contact persons, their designations, complete postal address, telephone, tax telex and email address, location of installation etc) to whom similar equipment are supplied installed and commissioned in the past 2 years and to whom reference may be made by the SBNSBL regarding the Bidder's technical and delivery ability. Should include buyers to whom the bidder has supplied 3 servers and 40 desktop PCs and networking equipments in single order or separate order.				
	Name	Address and contact Details	Hardware Supplied (Qty)		PO details
			Desktop	Location where supplied	PO No and Date (attach PO masking price)

Place:

Date:

Signature with seal

ANNEXURE - III

MANUFACTURERS AUTHORISATION FORM

Ref No:

Date:

To,
The Managing Director,
Shree Bhavnagar Nagrik Sahakari Bank Ltd.
Plot No- 993-B/993-A-1-B,
Morarji Desai Nagrik Bank Bhavan,
Near Dawn Chowk, Krishnanagar,
Bhavnagar-364001 (Gujrat)

Sub: Tender No.:

Dear Sir,

We..... are established and reputable manufacturers of
Having factories atand.....do hereby authorize M/s.....
(Name and address of vendors) to submit a bid and sign the contract with you for the goods
manufactured by us against the above Tender No.....dated.....

We hereby extend our full guarantee and warranty as per the clauses of contract based on the
terms and conditions of the Tender for the goods and services offered for supply by the above
firm against this Tender.

Yours faithfully,

()

Name of the Manufacturer

Note: This letter of authority should be on the letterhead of the manufacturer and should be
signed by a person competent and having the power of attorney to bind the manufacturer. It
should be included by the bidder in its bid.

Annexure IV

BID FORM

Ref No. _____

Date : _____

To,
The Managing Director,
Shree Bhavnagar Nagrik Sahakari Bank Ltd.
Plot No- 993-B/993-A-1-B, Morarji Desai Nagrik Bank Bhavan,
Near Dawn Chowk, Krishnanagar,
Bhavnagar-364001 (Gujrat)

Sub : **SUPPLY AND INSTALLATION OF COMPUTER HARDWARE,
MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS.**

Dear Sir,

We, the undersigned, offer to supply and deliver equipments and services including installation and commissioning in conformity with the tender.

We undertake, if our bid is accepted, to deliver the Goods in accordance with the delivery schedule specified in the Tender.

We agree to abide by this bid for the period of 60 days from the last date of submission of tender document and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

We also undertake that in respect of licensed software 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 s source (eg., authorised Microsoft channel in case of Microsoft operating system).

We understand that the SBNSBL is not bound to accept the lowest of any bid the bank may receive.

Dated: _____ day of _____ 2025

Seal & signature _____

Annexure - V**Service Support Details**

S.No.	Location	Whether local support available at the location (Yes or No)	In respect of column3, if response is “No” specify location from which support extended	Service support OWN or through Franchise	Address and Telephone No. (for response specified in column5)	Working Days and Hours
1	2	3	4	5	6	7

Forwarding Letter

(To be submitted on company's letter head)

To,
Shree Bhavnagar Nagrik Sahakari Bank Ltd.
Plot No- 993-B/993-A-1-B,
Morarji Desai Nagrik Bank Bhavan,
Near Dawn Chowk, Krishnanagar,
Bhavnagar-364001 (Gujarat)

Dear Sir,

Sub : Tender for **SUPPLY AND INSTALLATION OF COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS.**

This is reference to your above mentioned tender for the procurement of **COMPUTER HARDWARE, MICROSOFT AND OTHER LICENCE SOFTWARE AND PERIPHERALS.** Having examined the tender document, the receipt of which is hereby duly acknowledged, we the undersigned hereby submit our proposal along with necessary supporting documents.

Further, we agree to abide by all the terms and conditions as mentioned in the tender document. We have also noted the SBNSBL reserves the right to consider/ reject any or all applications without assigning any reason thereof.

Dated : _____

Authorised Signatory

Name

Designation

ANNEXURE- VII

Following documents are to be enclosed, in the same order, while submitting Technical Bid in response to the TENDER

S.NO	Particulars (Ensure whether the following have been enclosed)	Yes	No	Page No. of your Response
1	Self-certified letter of unconditional acceptance of all Terms & Conditions			
2	If submitting technical bid as a partner - letter of authorisation from the OEM.			
3	Copies of valid ISO 9001:2015 & 27001:2022 certifications of Bidder			
4	Documentary proof relates to being in Computer Hardware and Networking business for a period of over 5 years.			
5	Self-certified letter that branches/offices to log calls for support only with direct support offices.			
6	Documentary evidence of satisfactory completion of similarly Projects (With detail like name of institutions, contact person, Telephone No) and the locations where the similar configurations of Computer Hardware are installed, supplied and supported.			
7	Self-certified letter certifying - having technically qualified engineers at all locations, who has expertise to install and support.			
8	Self-certified letter to be submitted for meeting the delivery schedule.			
9	Audited copies of the financial statements of last 3 years. i.e. for 2022-2023, 2023-2024, 2024-2025.			

Commercial Bid Format**ANNEXURE-VIII**

S.No.	Item Particulars	Qty	Unit cost of equipment exclusive of taxes with 3 years comprehensive warranty	Total Amount in Rs.	Taxes Duties etc.
	(A)	(B)	(C)	D=BxC	(E)
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					

Terms & Conditions:

- SBNSBL will deduct applicable TDS, if any, as per law.
- Further, we confirm that we will abide by all the terms & condition mentioned in Tender Document.

Place :

Date :

Seal & signature of the bidder