



**Request for Quotations  
(RFQ)**

**Supply, Installation, Testing & Commissioning (SITC) of  
Desktop PCs, Printers, LCD Projectors and ADF Scanner at  
NBSC, Lucknow**

a) RFQ Ref. No.	: Supply, Installation, Testing & Commissioning (SITC) of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow.
b) Date of RFQ	: 29 October 2018
c) Description of work	: Supply, Installation, Testing & Commissioning (SITC) of 13 Desktop PCs, 02 Network Laser Printer(Type A4), 16 Three in One Laser Printers (Type-A4), 01 Network Colour Printer(Type-A4), 01 ADF Scanner and 06 LCD Projectors at NBSC, Lucknow
d) Bid Security Value (EMD)	: ₹ 32000.00
e) Cost of Application	: ₹ 500.00
f) Time and Last Date for Submission of Bids	: 15 00 Hrs, 20 <sup>th</sup> November 2018
g) Time allowed for completion of work	: 04 weeks from date of issue of purchase order
h) Time and Date of opening of Bids (Technical Bid)	: 1530 Hrs, 20 <sup>th</sup> November 2018

(This document contains 33 pages including the Title Page & Table of Content)

**NATIONAL BANK STAFF COLLEGE, LUCKNOW**

**NAME OF TENDER**

Supply, Installation, Testing & Commissioning (SITC) of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow

**ADDRESS**

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**THE PRINCIPAL**

**NATIONAL BANK STAFF COLLEGE, LUCKNOW**

**SECTOR- H LDA COLONY**

**KANPUR ROAD**

**LUCKNOW-226012**

**ISSUED TO**

.....

.....

**Last Date for Submission of Tender: 15:00 hrs. on 20<sup>th</sup> November 2018**

**Opening of Technical Bid: 15:30 hrs. on 20<sup>th</sup> November 2018**

## **Table of Contents**

Sl.No.	Particulars	No of Page
1	Notice Inviting Tender (NIT)	4-8
2	Form of Tender/Request for Quotation (RFQ)	9-10
3	Introduction	11-17
4	Scope of work	11
5	Eligibility Criterion	11
6	Bid Security	11
7	Availability of RFQ	12
8	Term of execution of work	12
9	Delivery Condition	12
10	Two Part Offer	13
11	Offer Validity Period	13
12	Technical Offer (TO)	13
13	Erasures or Alterations	14
14	Price Composition	14
15	No Price Variations	14
16	Evaluation process	14
17	No commitment to accept lowest or any tender	14
18	Right to alter quantities	14
19	Payment Terms	15
20	Order cancellation	15
21	Confidentiality	15
22	Force Majeure	15
23	Indemnity	15
24	Dispute Resolution	16
25	Limitation of Liability	17
26	Right to Accept/Reject the Offer	17
<b>Annexure :</b>		
Annexure –A	(Acceptance of Terms and Conditions)	18
Annexure - B	(Organization Profile)	19-20
Annexure - C	(Technical Offer)	21-26
Annexure - D	(Commercial Offer)	27-28
Annexure - E	(Configuration of PCs under Buyback)	29
Annexure - F	(Bank Guarantee in Lieu of Bid Security)	30-31
Annexure - G	(Manufacturer’s Authorization Form [MAF])	32
Annexure - H	(Letter of Indemnity and Undertaking)	33



राष्ट्रीय बैंक स्टाफ महाविद्यालय  
सैक्टर - एच,  
एल.डी.ए. कालोनी,  
कानपुर रोड,  
लखनऊ - 226 012  
फैक्स : 0522-2421035  
फोन: 2421052, 2421041, 2421065  
ई-मेल : nbsc@nabard.org

NATIONAL BANK STAFF  
COLLEGE  
Sector-H  
L.D.A. Colony,  
Kanpur Road,  
Lucknow 226 012  
Fax : 0522-2421035  
Phone : 2421052, 2421041,  
2421065  
e-mail : nbsc@nabard.org  
वेबसाईट-[www.nbsc.in](http://www.nbsc.in)

NBSC.LKO./ / IT Assets/2018-19

29<sup>th</sup> October 2018

Dear Sir,

**Notice Inviting Tender (NIT) for Supply, Installation, Testing & Commissioning (SITC) of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow**

We are pleased to invite comprehensive quotations from reputed firms, having strong supply and service network for

- I. Supply of equipments / items indicated in Annexure D and technical specifications mentioned in respective Annexure C.
- II. Installation and Commissioning of the items.
- III. Post-installation technical support (for one year) for these items.

**2. Rates to be quoted**

The rates quoted should be inclusive of all taxes like GST etc. Rates should be indicated separately for each item in the Annexure D. The indemnity bond for all the software supplied shall be furnished in the prescribed proforma at the time of delivery of goods.

3. The tender documents will be available for download from the NBSC website @ [www.nbsc.in](http://www.nbsc.in) **up to 1500 Hrs, 20<sup>th</sup> November 2018**. Those who download the tender documents from the web site shall be required to e-transfer Rs. 500/- (Rupees Five Hundred Only) as the cost of the tender document, to be directly credited in NBSC's Current Account No. 912020055439842 with Axis Bank, Main Branch, 31/93 MG Road, Near Governor House, Lucknow, Uttar Pradesh 226001. IFSC Code No: UTIB0000053)

4. No other form of payment will be accepted.

5. Pre bid meeting, if required, is scheduled to be held on 12<sup>th</sup> November 2018 at 1500 Hrs.

6. Tenders will be opened at 1530 Hrs on 20<sup>th</sup> November 2018.

7. The sum of Rs. 500/- towards cost of application is not refundable.

### **8. Earnest Money Deposit**

Rs.32000/- (To be directly credited in NBSC's Current Account No. 912020055439842 with Axis Bank, Main Branch, 31/93 MG Road, Near Governor House, Lucknow, Uttar Pradesh 226001. IFSC Code No: UTIB0000053).

8.1 NO EXEMPTION SHALL BE PROVIDED TO ANY VENDOR /SUPPLIER INCLUDING THOSE EXEMPTED UNDER ANY ACT/RULE/REGULATION, FROM DEPOSITING TENDER FEE AND EARNEST MONEY DEPOSIT.

### **9. Warranty and AMC**

The supplier should provide comprehensive on-site warranty of 01 year as indicated in the technical specifications for the items supplied. Further, the supplier is also required to provide Technical / Maintenance support for the items supplied, for the period of warranty. However, NBSC reserves the right to award a third party AMC also. At any point in time, the supplier may be required to duly hand over the machines and components thereof to any party, which may be indicated by NBSC, for the purpose of further maintenance.

### **10. Delivery Schedule**

If the quotation is accepted, the vendor would be required to complete the installation at site within 04 weeks of our placing the purchase order. Time is the essence of the contract. Bank may include a penalty clause for unwarranted delay in supply or commissioning of equipment.

### **11. Performance Bank Guarantee & Indemnity Bond**

The selected vendor would be required to provide performance bank guarantee from their banker as per the proforma to be supplied by us for an amount equivalent to 10% of the equipment cost for the warranty period. In addition, the vendor will have to furnish an indemnity bond in prescribed proforma in connection with the software to be supplied.

### **12. Terms of Payment**

- (i) **90%** of the value of items will be released on supply, installation & submission of satisfactory equipment installation reports in triplicate.
- (ii) **10%** of the value of items will be released after 6 weeks of successful running to our satisfaction and submission of the bank guarantee and indemnity bond in the prescribed format. If bank guarantee is not submitted, the amount will be

retained as security deposit for the period of warranty from the dates of installation.

### 13. Eligibility Criteria

Only those bidders, who have minimum experience as given below in undertaking similar works, only need to apply for the work.

- a) The bidder should have experience of 3 years of similar works
- b) The bidder should also have done at least one of the following work assignment
  - i) Three similar works whose individual value is not less than Rs.6.43 lakhs **or**
  - ii) Two similar works whose individual value is not less than Rs.8.04 lakhs **or**
  - iii) One similar work whose value is not less than Rs.12.86 lakhs

**and**

- iv) Should have a turnover of Rs.4.82 Lakh each for the past three years

### 14. Submission of Quotation

The sealed envelopes containing Tender Documents shall be addressed to **Smt. Toolika Pankaj, Principal, National Bank Staff College, Sector 'H', LDA Colony, Kanpur Road, Lucknow - 226012**, and shall be dropped in the tender box kept at our office not later than **15.00 hrs, 20<sup>th</sup> November 2018**.

ii. The tender **MUST** be submitted in 2 SEPARATE ENVELOPES.

#### ***A)The Envelope I shall contain,***

1. Proof of e-payment of EMD of Rs. 32000/- and Cost of Application of Rs.500/-
2. Copy of Income tax return, audited balance sheet in support of annual turnover
3. List of Customers with copies of work orders
4. Value of work executed, with certificate from employer
5. Brochures of products offered,
6. PAN, UPTT and GST certificates
7. Copy of Authorised dealer/ distributor certificate from manufacturer,
8. Compliance to technical specifications (as per proforma indicated in annexure I & II for each make / model ),

- \* **The envelope shall be superscribed as "Quotation for Supply, Installation, Testing & Commissioning (SITC) of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow - TECHNICAL BID". Envelope No.1 will be opened on the same day (last day of receipt of quotation) at 15.30 hrs on 20<sup>th</sup> November 2018 in the presence of bidders' representatives, should they choose to be present or a suitable**

date if required.

B) The Envelope II shall contain only duly filled in Bill of Quantities i.e Annexure D and be superscribed as "Quotation for Desktop PCs, Printers, LCD Projectors and ADF Scanner s -**COMMERCIAL BID**". **Envelope No.2** will be opened on a suitable date, only for those bidders who are found suitable and eligible as per the laid criteria, which will be communicated later.

C) TENDERS SUBMITTED IN A SINGLE ENVELOPE, IF ANY, WOULD NOT BE OPENED AND WOULD BE RETURNED TO THE VENDOR UNOPENED.

D) Keeping in view the minimum technical specifications, bids, wherever possible, should be for 2-3 models of the same brand.

Iv Envelope No.1 (Technical Bid) will be opened at **15.30 hrs. on 20<sup>th</sup> November 2018** in the presence of tenderers / their authorised representative who choose to be present. After opening of the Envelope No.1 (Technical bid) and assessing the conditions, the date and timing of opening of Envelope No.2 shall be intimated to eligible vendors within a reasonable period.

v. Tenders received late on account of any reason whatsoever as also Telegraphic and Faxed Tenders shall not be entertained.

vi. The tender shall not include any conditions whatsoever. In case, any conditions are included in the Tender the same shall not be taken in to consideration. The tender in such cases is liable to be rejected. Clarification, if any, shall be obtained from NBSC before submission of the tender

vii. Quotation would remain valid for acceptance for three months from the last date of submission of quotation.

## **15. Other Conditions**

- a) All the items of the quotations including rate of Annexure - D shall be filled in by the tenderer. Otherwise quotation may be rejected.
- b) List of installations carried out in last 02 to 03 years along with the name of contact persons, contact number of the person and number of Computer items supplied must be given with the quotation.
- c) NBSC shall not be responsible for any damage to the equipment during transit.
- d) Tax will be deducted at source as per rules.
- e) Licensed copies of third party software / loaded software, if any relating to the machine / presentation slides etc. would have to be supplied by you without any additional cost.
- f) The supplier shall arrange the acceptance test at the site.

- g) On arrival of the equipment on site, the tenderer shall arrange for the following services without extra cost to the NBSC, namely:
- (i) To carry out on-site unpacking and positioning of the equipment for installation.
  - (ii) To install and test the equipment and install the necessary software
- (h) NBSC reserves the right to accept / reject the quotation partially/ fully or change the number of equipment to be purchased / offered under buyback without assigning any reason.
- e) Validity of offer: 120 days from the date of opening of price bids.
- g) Liquidated Damages: 0.25 % of the accepted tender value per week or part of the week subject to maximum of 5% of tender value.
- h) Defects liability Period: 12 months from the date of virtual completion, as certified by National Bank Staff College.
16. NBSC reserves the right to partly accept any or all the tenders received without assigning any reasons thereof. The tenderer may have to furnish Rate Analysis for the scrutiny of rates by NBSC for negotiation etc., if required. Tenders, which do not fulfill all or any of the above conditions and conditions mentioned in the tender documents or are incomplete in any respect are liable to be rejected. Any discrepancies, omissions, ambiguities in the tender documents or any doubt as to their meaning should be reported in writing to **The, Principal, National Bank Staff College, Sector 'H', LDA Colony, Kanpur Road, Lucknow - 226012**, where information sought is not clearly indicated or specified. NBSC will issue clarifications to all the tenderers, which will become part of the contract document. NBSC will not be responsible if the discrepancies, omissions, ambiguities in the Tender documents or any doubts as to their meaning are not brought to the notice of NBSC, before three working days prior to the date of submission of the tender.

**17. Undertaking of Authenticity:**

Bidders are required to submit Undertaking of Authenticity for the IT Hardware (as per Annexure H).

**(Shankar Doraiswamy)**

**Assistant General Manager**

Encls: As above



**NATIONAL BANK STAFF COLLEGE, LUCKNOW**

**FORM OF TENDER / REQUEST FOR QUOTATION (RFQ)**

Place:

Date: \_\_\_\_\_

**THE PRINCIPAL**

NATIONAL BANK STAFF COLLEGE  
SECTOR- H LDA COLONY  
KANPUR ROAD  
LUCKNOW-226012

Dear Sir,

Having examined the specifications and schedule of quantities relating to the works specified in the memorandum hereinafter set out and having visited and examined the site of the works specified in the said memorandum and having acquired the requisite information relating thereto as affecting the tender, I/We hereby offer to execute the works specified in the said memorandum within the time specified in the said memorandum at the rates mentioned in the attached schedule of quantities and in accordance in all respects with the specifications and instructions in writing referred to in conditions of tender, the Articles of Agreement, Special Conditions, Schedule of Quantities and Conditions of Contract and with such materials as are provided for, and in all other respects and in accordance with such conditions so far as they may be applicable.

**MEMORANDUM**

(a) Description of works : **(SITC) of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow**

(b) Earnest money: **Rs. 32,000/-** (Rupees Thirty Two Thousand only)

(c) RMD: **10%** as retention money deposit (RMD) will be deducted from the bill/s.

(d) Time allowed for completion: **04 weeks** from date of issue of work order.

2. Should this tender be accepted, I/We hereby agree to abide by the terms and provisions of the said conditions of Contract annexed here to so far as they may be applicable or in default thereof to forfeit and pay to the NATIONAL BANK STAFF COLLEGE, Lucknow, the amount mentioned in the said conditions.

3. I/We have deposited a sum of **Rs. 32,000/-** (Rupees Thirty Two Thousand only) as Earnest Money with NATIONAL BANK STAFF COLLEGE, Lucknow, which is not to bear any interest. Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the NATIONAL

BANK STAFF COLLEGE, Lucknow

4. Our bankers are:

(i)

(ii)

The names of partners of our firm are

(i)

(ii)

Name of the partner of the firm authorized to sign

OR

Name of person having Power of Attorney to sign the contract.  
(Certified true copy of the Power of Attorney should be attached)

Yours faithfully

\_\_\_\_\_

(Signature of Contractor)  
(Signature and addresses of witness)

(1) \_\_\_\_\_

\_\_\_\_\_

(2) \_\_\_\_\_

\_\_\_\_\_

## **Introduction**

1. NATIONAL BANK STAFF COLLEGE – Training Centre of NABARD (hereinafter referred to as “NBSC”) having its Office at Sector H, LDA Colony, Kanpur Road, Lucknow intends to procure 13 Desktop PCs, 02 Network Laser Printer(Type A4), 16 Three in One Laser Printers (Type-A4), 01 Network Colour Printer(Type-A4) ,01 ADF Scanner and 06 LCD Projectors, configuration of which are provided in Annexure C to be delivered and installed at NBSC, Lucknow.

1.2 Offers are invited from established vendors, who have a minimum of three years of experience in supply of IT hardware and authorized resellers (gold partners or equivalent) of reputed OEM Manufacturers such as HP, Lenovo, Dell or equivalent.

### **2. Scope of work**

Supply and installation of 13 Desktop PCs, 02 Network Laser Printer(Type A4), 16 Three in One Laser Printers (Type-A4), 01 Network Colour Printer(Type-A4), 01 ADF Scanner, and 06 LCD Projectors against buyback of items, configuration of which is given in Annexure C.

### **3. Eligibility Criteria**

3.1 Those vendors who have atleast three years of experience in supply of computer hardware and are certified partners of reputed OEM Manufacturers with an established service network in Lucknow, should respond to this RFQ. Vendor should submit documentary evidence “Manufacturer's Authorization Form” as per the format given in the Annexure G in respect of above-mentioned criteria while submitting the Proposal.

3.2 The vendor should provide documentary evidence for the following:

i) Should have completed atleast three works each of the value of Rs 6.43 Lakh

**or**

ii)Should have completed atleast two works each of the value of Rs 8.04 Lakh **or**

iii)Should have completed atleast one work of the value of Rs 12.86 Lakh

**and**

iv)Should have a turnover of Rs 4.82 Lakh each for the past three years

3.3 The vendor is not blacklisted by any Central/State Govt. Depts. /Public Sector Banks / Financial Institutions in India.

3.4 NBSC reserves the right to verify / evaluate the claims made by the vendor independently. Proposal of vendor, who do not fulfil the above criteria or who fail to submit documentary evidence thereon, would be rejected

### **4. Bid Security (EMD)**

4.1 The vendor shall furnish a Bid Security in the form of a e-transfer for an amount of **Rs. 32,000/-** (Rupees Thirty Two Thousand only)

- 4.2 The bid security should form part of the Technical Offer submitted by the vendor. Failure to comply with this condition, viz., non-submission of Bid Security amount mentioned above shall result in summary rejection of the tender offer. Submission of the Bid Security in the Commercial Offer shall render the bid being rejected on the grounds of non-submission of the Bid Security.
- 4.3 The bid security of unsuccessful vendors shall be returned within two weeks after the successful completion of the Bid Process. NO INTEREST is payable on such amount.
- 4.4 The bid security of successful vendor will be returned only upon the vendor's completion of indicated scope of work along with the retention money to be deducted from the final payment, which is 10% of final bill amount excluding buyback amount. NO INTEREST would be payable on this amount.
- 4.5. The bid security shall be forfeited:
- i. If a vendor withdraws his offer during the period of validity of the bid.
  - ii. If the successful vendor fails to execute the project within the stipulated time schedule.
- 4.6 If the vendor fails to deliver all the products ordered within the stipulated time schedule or by the date extended by NBSC, it will be a breach of contract. In such case, NBSC may foreclose the aforesaid security without any notice.

## **5. Availability of RFQ**

- 5.1 The vendors can use the RFQ document uploaded on our website [www.nbsc.in](http://www.nbsc.in) for submission.

## **6. Term of execution of work**

- 6.1 The vendor shall deliver and complete the installation of all the devices within 04 weeks from the date of issue of the Purchase Order.

## **7. Delivery Condition**

- 7.1 The 13 Desktop PCs, 02 Network Laser Printer(Type A4), 16 Three in One Laser Printers (Type-A4), 01 Network Colour Printer(Type-A4), 01 ADF Scanner and 06 LCD Projectors at NBSC, Lucknow.
- 7.2 The vendor may prepare three sets of Installation reports for each item countersigned by NBSC representative, one to be submitted to NBSC at the time of Installation, one copy to be submitted along with the bill and one to be retained by the vendor.
- 7.3 The products will be accepted by NBSC only after the completion of installation and due signing of the installation reports. The vendor shall insure the products against any damage arising due to transportation and handling at both vendor location as well as delivery location.
- 7.4 If the vendor fails to deliver all the products ordered within the stipulated time schedule or by the date extended by NBSC, it will be a breach of contract. In such case, NBSC may foreclose bid security amount without any notice.

## **8. Two Part Offer:**

- 8.1 The offer will be in two parts: Technical Bid & Commercial Bid. Both the parts must be submitted at the same time but in separate sealed covers, giving full particulars, addressed to The Principal, National Bank Staff College, Sector H, LDA Colony, Kanpur Road, Lucknow - 226012 duly super-scribed on each envelope “Quotation for Supply, Installation, Testing & Commissioning (SITC) of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow” and “Quotation for Desktop PCs, Printers, LCD Projectors and ADF Scanner s -COMMERCIAL BID”, respectively.
- 8.2 The Commercial Bid (CB) should give all relevant price information and quote prices only in Indian Rupees. The CB should not contradict the Technical Bid (TB) in any manner. The CB should comprise of Bill of Material as per **Annexure-D**. This must contain all price information. **The commercial offer should not be conditional.**
- 8.3 The offers must reach our office on or before 15:00 hrs on 20<sup>th</sup> November 2018

## **9. Offer Validity Period**

The offer should remain valid for a minimum period of 120 days from the date of opening of price bid. NBSC reserves the right to request the vendors for extension of offer validity.

## **10. Technical Bid (TB)**

- 10.1 The Technical Bid (TB) as per annexure C should be complete in all respects and contain all information asked for in this document. It should not contain any price information. However, TB should confirm that all required rates have been quoted in Commercial Bid (CB), without showing the actual amounts in the TB. Any software(s) or component supplied free along with the system must be indicated separately and specifically. Complete details must be mentioned. Comments like “Yes”, “Complied”, “OK” may lead to rejection of the offer.
- 10.2 The TB must be submitted in an organized and structured manner. No brochures / leaflets, etc. should be submitted in loose form.
- 10.3 The TB should comprise of following.
- (i) Acceptance of Terms and Conditions (Refer Annexure – A).
  - (ii) Organisational profile duly filled in (Refer Annexure – B).
  - iii. Photocopies of relevant documents / certificates as proof in support of various information submitted in aforesaid annexures and other claims made by the vendor. These should be filed separately and properly indexed for easy reference.
  - iv. Applicable Bid security (Pl. refer Clause 4.1), in the form of a e-transfer.

- v. Letter from the principal vendor addressed to NBSC, certifying that the vendor is an Authorised Reseller and authorized to enter the service agreement on behalf of the OEM. (As per Annexure G)

**11. Erasures or Alterations**

- 11.1 Technical details and commercial quotes must be completely filled up and should be typed neatly. Handwritten information will not be accepted. The corrections or alterations, if any should be authenticated. In the case of the corrections / alteration not properly authenticated, the offer will be liable for rejection.

**12. Price Composition**

- 12.1 The prices should be quoted only in Indian Rupees.  
12.2 The prices should be inclusive of all taxes, duties, local levies, etc.

**13. No Price Variations**

- 13.1 The commercial offer shall be on a fixed price basis. No upward revision in the prices would be considered during the offer validity period.

**14. Evaluation process**

- 14.1 Only offers received on or before the stipulated date and time for responding to the RFQ will be considered for evaluation.
- 14.2 Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in the RFQ. Commercial offers of only those vendors, who qualify in the technical evaluation, would be opened. If required, L1 bidder shall be decided separately for Desktop PCs, Printers, LCD Projectors and ADF Scanner.
- 14.3 NBSC reserves the right to reject any or all offers under any of the following circumstances:-
- i. Bid security / bid document fee is not submitted
  - ii. Offer is incomplete and / or not accompanied by all stipulated documents
  - iii. Offer is not in conformity with the terms and conditions stipulated in this document and letter as per Annexure A is not submitted.

**15. No commitment to accept lowest or any tender**

- 15.1 NBSC shall be under no obligation to accept the lowest or any other offer received in response to this RFQ and shall be entitled to reject any or all offers without assigning any reason whatsoever.

**16. Right to alter quantities**

- 16.1 NBSC will be free to either reduce or increase the quantity to be purchased on the same terms and conditions. NBSC reserves the right to alter quantities.
- 16.2 NBSC also reserves the right to place further / repeat order at the special rates offered.

**17. Payment Terms**

- B) No payment will be made in advance.
- C) 90% (Ninety Percent) of the payment due upon successful delivery and installation of the products against submission of Bills Invoice, delivery challan and Installation reports
- D) Remaining 10% of the payment and the EMD will be retained as Retention Money Deposit and will be released upon submission of (Letter of Indemnity and Undertaking) as per Annexure – H and bank guarantee (Annexure F), after a period of six weeks from the date of installation.
- E) All payments will be made electronically.

**18. Order Cancellation**

- 18.1 If the vendor fails to deliver all the products ordered within the stipulated time schedule or by the date indicated by NBSC, it will be a breach of contract. In such case, NBSC reserves the right to cancel the order without assigning any reason therefore and may foreclose bid security amount without any notice.

**19. Confidentiality**

- 19.1 Any publicity by the vendor in which the name of NBSC is to be used should be done only with the explicit written permission from NBSC. The vendor should not disclose the technical / commercials offers to NBSC and also the terms & conditions to any other third party without prior written permission of NBSC.

**20. Force Majeure**

- 20.1 In case either party is prevented from performing any of its obligations due to any cause beyond its control, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, systemic breakdown, failure of electricity supply, accident and labour trouble, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other party of any such factors or inability to perform and resume performance as soon as such factors disappear or are circumvented. Decision of NBSC in this regard shall be final and shall not be questioned in arbitration or other legal proceedings.

**21. Indemnity**

- 21.1 The vendor shall indemnify NBSC against all claims in respect of patent rights, design, trademarks of name or other protected rights in respect of the required licenses and from against all claims, demands proceedings, damages, costs, charges and expenses whatsoever in respect thereof or in relation thereto. The vendor shall defend all actions arising from such claims, before any such infringement and receive their permission to proceed, and shall himself pay all royalties, license fees, damages, costs and charges of all and every sort that may be legally incurred in respect thereof. The successful vendor is required to submit a “Letter of Indemnity and Undertaking” as per the prescribed format at “Annexure G” within thirty (30) days of delivering the products to NBSC.

## **22. Dispute Resolution**

- 22.1 All disputes and differences of any kind whatsoever, arising out of or in connection with this Agreement or in the discharge of any obligation arising under this Agreement (Whether during the course of execution of the order or after completion and whether before or after termination, abandonment or breach of the Agreement) shall be resolved amicably.
- 22.2 In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then such unsettled dispute or difference shall be referred to arbitration by sole arbitrator mutually agreed in accordance with the Arbitration and Conciliation Act, 1996. If no agreement is arrived at within 30 days from the date of notice as to who shall be the sole arbitrator, then the sole arbitrator shall be appointed as hereinafter provided.
- 22.3 In case vendor raises a dispute and the same is referred to arbitration, NBSC shall send to vendor a list of three names of persons who shall be presently unconnected with NBSC or vendor. Vendor shall, on receipt of the names as aforesaid, select any one person so named to be appointed as sole arbitrator and communicate his name to NBSC within 30 days of receipt of the names. Vendor shall thereupon without delay appoint the said person as the sole arbitrator. If vendor fails to select the person as sole arbitrator within 30 days of receipt of the panel NBSC shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to vendor. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever, another person shall be appointed by NBSC from the above list of persons.
- 22.4 In case NBSC raises a dispute and the same is referred to arbitration, vendor shall send to NBSC a list of three names of persons who shall be presently unconnected with vendor or NBSC. NBSC shall, on receipt of the names as aforesaid, select any one person out of the panel of three so named to be appointed as sole arbitrator and communicate his name to vendor within 30 days of receipt of the names. Vendor shall thereupon without delay appoint the said person as the sole arbitrator. If NBSC fails to select the person as sole arbitrator within 30 days of receipt of the panel, vendor shall be entitled to appoint one of the persons from the panel as sole arbitrator and communicate his name to NBSC. If the person so appointed is unable or unwilling to act or refuses his appointment or vacates his office due to any reason whatsoever, another person shall be appointed by vendor from the above list of persons.
- 23.4 The Arbitration shall be governed by the Arbitration and Conciliation Act, 1996 as in force and as amended from time to time. Where the parties appoint an Arbitrator, as per the procedure mentioned hereinabove, the award of the Arbitrator shall be final and binding on the parties. It is hereby agreed that in all disputes referred to the Arbitration, the Arbitrator shall give a separate award in respect of each dispute or difference in accordance with the terms of reference and the award shall be a reasoned award. It is hereby agreed that the Arbitrator shall not have powers to order any interim measures whatsoever during the course of arbitration.



- 23.5 The fees, if any, of the Arbitrator shall initially be paid in equal proportion by each of the parties. The cost of the reference and of the award including the fees, if any, of the Arbitrator shall be directed to be finally borne and paid by such party or parties to the dispute in such manner or proportion as may be directed by the Arbitrator as the case may be in the award.
- 23.6 All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Lucknow only and Courts in Lucknow only shall have jurisdiction to determine the same.

**23. Limitation of Liability**

The maximum average liability of the vendor will be to the extent of the purchase order value. All indirect and consequential damages under this agreement are excluded except for the warranties and representations expressly stated herein.

**24. Right to Accept/Reject the Offer**

- 24.1 NBSC reserves the right to accept or reject any offer submitted in response to this RFQ and to annul the process at any time prior to placing of purchase order, without thereby incurring any liability to the affected vendor or any obligation to inform the affected vendors of the grounds for NBSC's action.

--END--

**Annexure – A**  
**(Acceptance of Terms and conditions)**  
(Letter on the vendor's letterhead)

To  
Principal  
National Bank Staff College  
Sector H, LDA Colony, Kanpur Road  
Lucknow - 226012

**Dear Sir,**

**Sub: RFQ for “SITC of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow”**

With reference to the above RFQ, having examined and understood the instructions, terms and conditions forming part of the RFQ, we hereby enclose our offer for the supply of **Desktop PCs, Printers, LCD Projectors and ADF Scanner** as detailed in your above referred RFQ.

2. We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFQ and all required information as per Annexure B. We have enclosed a technical and commercial bid as per the format indicated in the RFQ.
3. We also confirm that our offer remains valid for 120 days from the date of opening of price bids. We also understand that NBSC is not bound to accept the offer either in part or in full and that it has right to reject the offer in full or in part without assigning any reasons whatsoever.
4. We furnish here under the details of e-transfer submitted towards RFQ document fees and bid security.

Bid Security Details	
E-receipt No.	
Date	
Name of the Issuing Bank	
Name of the Branch	
Amount	

Yours faithfully,

Authorised Signatories  
(Name & Designation, seal of the firm)

Date:

**Annexure - B**  
**(Organization Profile)**

The details filled in this form must be truthful and complete. The vendor should be able to provide sufficient documentary evidence, if sought, failing which the offer will be rejected summarily.

<b>SNo.</b>	<b>Details</b>	<b>Response</b>	<b>Remarks</b>
1.	Name of the Vendor		
2.	Address of the Registered Office	Address: Telephone: Email:	
3.	Address of the office at Lucknow	Address: Telephone: Email:	
4.	Name and Designation of the authorized to make commitments to the Bank	Name: Designation: Mobile: Email:	
5.	Category of the Firm OEM  Authorised Dealer  Distributor of OEM  Gold partners   Any Other		
6.	Authorisation Certificate from the Manufacturer (MAF) is Attached (Yes  No)	Yes   No	
7.	i. GSTN Number ii. Income Tax Number iii. PAN		
8.	Number of years in Computer Hardware		
9.	Number of years in the Business as Authorised dealer for the OEM whose products are quoted		

10.	Turnover a. 2015-16 b. 2016-17 c. 2017-18 NB: Provide only the figures		
11.	Profit a. 2015-16 b. 2016-17 c. 2017-18 NB: Provide Only the Figures		
12.	Details of customers whom similar products were supplied in the past two years including client details like contact person/number etc. (NB:- Indicate only customers to		
		Contact Details	No. of Desktop PCs/Printers/Scanner/ LCD Projectors
	Customer (1)		
	Customer (2)		
	Customer (3)		
13.	Name and address of Banker		

**Annexure – C  
(Technical Offer)**

**Conventional Desktop (Windows)**

**Brand:** \_\_\_\_\_

**Model No.:** \_\_\_\_\_

<b>S.No</b>	<b>Item</b>	<b>Minimum Specifications</b>	<b>Specification offered by Vendor</b>
1	CPU	Minimum Intel i5-7500 Processor with 3.4 GHz or equivalent	
2	Memory	8 GB or above (DDR4)	
3	Chipset	Intel Q 270 Chipset Motherboard with onboard Graphics sound card and Ethernet port or equivalent	
4	Monitor	Minimum 18.5"	
5	HDD	256 GB SSD(Solid State Drive) or above	
6	Ports	6 USB (at least 2 on the Front Side and at least 2 USB 3.0)	
7	Key Board/Mouse	Standard Key board and USB Optical/ Laser Scroll Mouse	
8	Operating System	Windows 10 Professional (No volume based licenses allowed)	
9	Compliance	Energy Star Compliance, ROHS, TPM 2.0 or equivalent	
10	Warranty	One-year Comprehensive On-site warranty provided by OEM	

\* Give complete details

Authorised Signatories  
(Name & Designation, seal of the firm)

**Annexure – C  
(Technical Offer)**

**Network Laser Printer (Type-A4 size print output)**

**Brand:** \_\_\_\_\_

**Model No.:** \_\_\_\_\_

<b>S.No.</b>	<b>Feature</b>	<b>Minimum Specification</b>	<b>Specification offered by Vendor</b>
1	Resolution	1200 × 1200 dots per inch (dpi)	
2	Print Speed	28 pages per minute or above	
5	Duplex Printing	Automatic two sided Printing	
6	Connectivity	Hi Speed USB 2.0 and Ethernet 10/100	
7	Warranty	01 years Comprehensive onsite warranty from OEM	

\* Give complete details

Authorised Signatories  
(Name & Designation, seal of the firm)

**Annexure – C  
(Technical Offer)**

**3 in 1 (Print, Copy & Scan) Laser Printer (Type-A4 size print output)**

**Brand:** \_\_\_\_\_

**Model No.:** \_\_\_\_\_

<b>S.No.</b>	<b>Feature</b>	<b>Minimum Specification</b>	<b>Specification offered by Vendor</b>
1	Resolution	1200 × 1200 dots per inch (dpi)	
2	Print Speed	28 pages per minute or above	
5	Duplex Printing	Automatic two sided Printing	
7	Connectivity	Hi Speed USB 2.0 and Ethernet 10/100	
14	Warranty	01 years Comprehensive onsite warranty from OEM	

\* Give complete details

Authorised Signatories  
(Name & Designation, seal of the firm)

**Annexure – C  
(Technical Offer)**

**Network Colour Laser Printer (Type-A4 size print output)**

**Brand:** \_\_\_\_\_

**Model No.:** \_\_\_\_\_

<b>S.No.</b>	<b>Feature</b>	<b>Minimum Specification</b>	<b>Specification offered by Vendor</b>
1	Resolution	1200 × 1200 dots per inch (dpi) for both Colour and B/W	
2	Print Speed	Up to 14 pages per minute for B/W ; 12 PPM for Colour	
3	Duplex Printing	Automatic two sided Printing	
4	Memory	64 MB or above	
5	Duty Cycle	Up to 30,000 pages or higher	
6	Input tray	150 sheets or above	
7	Connectivity	Hi Speed USB 2.0 and Ethernet 10/100	
8	Warranty	01 years Comprehensive onsite warranty from OEM	

\* Give complete details

Authorised Signatories  
(Name & Designation, seal of the firm)



**Annexure – C  
(Technical Offer)**

**Automatic Document feeder (ADF) Scanner**

**Brand:** \_\_\_\_\_

**Model No.:** \_\_\_\_\_

<b>S.No.</b>	<b>Feature</b>	<b>Minimum Specification</b>	<b>Specification offered by Vendor</b>
1	Scan Type	Flatbed with ADF	
	Scan Size	A4, Letter	
3	Scan Resolution, Hardware	600 dpi/1200 dpi	
4	Scan Resolution, Optical	Up to 4800 dpi	
5	Bit Depth	24 bit colour and above	
6	Connectivity	Hi Speed USB 2.0 and Parallel Port (Optional)	
7	Software	Photo & Imaging Software with integrated IRIS, OCR and other Windows PC & Mac Software	
8	Required Features	Scan to PDF, Scan to email	
9	Warranty	01 years Comprehensive onsite warranty from OEM	

\* Give complete details

Authorised Signatories  
(Name & Designation, seal of the firm)

**Annexure – C  
(Technical Offer)**

**LCD Projector**

**Brand:** \_\_\_\_\_

**Model No.:** \_\_\_\_\_

Sl. No.	Feature	Minimum Specifications
1	Technology	LCD / DLP
2	Picture Brightness	3000 ANSI Lumens or above
3	Panel Resolution	1280 x 800 pixels (WXGA) and above
4	Projection Lamp	UHP 200w or above
5	Keystone Correction	U/D ratio 20:01 or $\pm$ 30%
6	Life of Lamp (standard Mode)	4000 hours or above
7	Contrast ratio	10000:1 (Full white / full black) or higher
8	Zoom / Focus	1.1x or above Manual Zoom / Manual Focus
9	Screen Size	Adjustable from 30" to 300 inches
10	Throw Distance	1.2 m. to 8 metres or better
11	Terminals /Interface	Computer Input / Output, Computer Audio Input, USB 3.0 compatible with USB 2.0, Computer control port, S – video input, AV input, Audio output, RJ-45, HDMI 1.4 cable with preferably length of at least 5 metres.
12	Color System	PAL / SECAM / NTSC / NTSC4.43 / PAL-M/N
13	Net Weight	Less than 4 kg
14	Wireless Connectivity	Wireless Capability along with Manufacturer's USB Wireless LAN adaptor (to be supplied as accessory with projector)
15	Standard Accessories	Computer Cable, Control Cable, Lens cover, Carrying Case, Remote control, Software, AC power supply cord, Laser Pointer, Dust Cover, etc.
16	External Projection Screen	May be purchased (of suitable size and model) as per requirement.
17	Warranty	1 year of Comprehensive On-site warranty

Authorised Signatories  
(Name & Designation, seal of the firm)

**Annexure – D  
(Commercial Offer)**

**Name of the Agency** : \_\_\_\_\_

**Permanent Address** : \_\_\_\_\_

**Local Address** : \_\_\_\_\_

**Name of the contact Person** : \_\_\_\_\_

**Telephone No.** : \_\_\_\_\_ **Mob.:** \_\_\_\_\_

**Email id** : \_\_\_\_\_

Offer by agency for new items:

S.No	Item	Unit Rate (Rs.)	No. of Units	Total (Inclusive of all taxes)(Rs.)	
				(In Figures)	(In words)
1	Desktop PCs		13		
2	Network Laser Printer(Type A4)		02		
3	Three in One Laser Printers (Type-A4)		16		
4	Network Colour Printer(Type-A4)		01		
5	ADF Scanner		01		
6	LCD Projector		06		

Buy-back offer by agency for old items:

S.No	Item	Unit Rate (Rs.)	No. of Units	Total (Inclusive of all taxes) (Rs.)	
				(In Figures)	(In words)
1	Desktops PCs		13		
2	Printers		16		
3	Projector		06		

**\* To be filled by vendor**

Technical details / pamphlets of the model quoted may be submitted along with quotation. Technical configuration must be submitted in the above format with all the specifications.

**NB:**

- i. Unit Price as well as the Total Cost must be quoted in WORDS AND FIGURES.

- ii. In case of any discrepancy, unit price quoted in words will be considered for computation of Total Cost.
- iii. The prices quoted should be inclusive of all applicable taxes, duties, octroi and local levies, however, the details of all these are to be mentioned clearly.

Authorised Signatories  
(Name & Designation, seal of the firm)

**Annexure – E**  
**(Configuration of PCs/Printers/Projectors under Buyback)**

<b>Make</b>	<b>Nos.</b>
<b>Desktops</b>	
<b>Old desktops of Acer, HCL &amp; HP make on as is where is basis</b>	<b>13 Nos.</b>
<b>Old Printers of HP/Samsung make on as is where is basis</b>	<b>16 Nos</b>
<b>Old Projectors of Panasonic/BenQ make on as is where is basis</b>	<b>06 Nos</b>

N.B. – Actual quantity may vary

**Annexure – F**  
**(Bank Guarantee in Lieu of RMD)**

To  
Principal  
National Bank Staff College  
Sector H, LDA Colony, Kanpur Road  
Lucknow - 226012

Dear Sir

WHEREAS the National Bank Staff College – Training Centre of NABARD (hereinafter referred to as “NBSC”, which expression shall include its successors and assigns) has invited tenders for supply of **“Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow”** (hereinafter referred to as “said Licensee”) at its office at Sector H, LDA Colony, Kanpur Road, Lucknow - 226012

- (2) WHEREAS M/s \_\_\_\_\_, who are our constituents, (hereinafter referred to as "the Vendor", which expression shall include the successors and assigns) have taken the RFQ for the said work.
- (3) AND WHEREAS it is one of the condition of the said RFQ that the vendor shall deposit with the NBSC 10 % of the total invoice amount (RMD), which shall not bear any interest and which shall be liable for forfeiture in the event of the vendor, failing to observe any of the terms and conditions of the RFQ or any disruption in the after sales service, vendor not providing services for the said products to the satisfaction of NBSC and / or its Consultants.
- (4) AND WHEREAS at the request of the vendor, NBSC has agreed not to insist for payment of the said RMD in cash and accept the guarantee from a Scheduled Commercial Bank in lieu thereof and have agreed to accept the same from us, the Bank, as hereinafter contained.
- (5) In the premises aforesaid and in consideration of NBSC having agreed at our request to exempt the vendor from depositing the said RMD in cash. We \_\_\_\_\_ Bank having our Head Office at \_\_\_\_\_ and Our Branch at \_\_\_\_\_ do hereby unconditionally and irrevocably guarantee unto the NBSC that the vendor will execute the Agreement soon upon acceptance of the bid by NBSC and will diligently, efficiently and satisfactorily perform all their obligations under the various terms and conditions of the said RFQ (read with any amendments made thereto by mutual consent of NBSC and the vendor) and supply the said products in the satisfaction of the NBSC / its Consultants within the time stipulated therein, which WE the \_\_\_\_\_ Bank shall, on demand and without demur, pay unto the NBSC the sum \_\_\_\_\_ at its office at Lucknow.
- (6) We \_\_\_\_\_ Bank further covenant that We shall pay the aforesaid sum on demand made in writing by NBSC without reference to the vendor and notwithstanding any dispute or difference that any exist or arise between the NBSC and the vendor;

- (a) that this guarantee shall be a continuing guarantee and shall not be revoked by us without prior consent in writing of NBSC for a period of one year.
- (b) that the decision of NBSC on the breach of any of the terms and conditions of the said contract / RFQ by the vendor or their failure to perform their obligations or discharge their duties under the said RFQ / contract shall be final and binding on us and shall not be disputed by us inside or outside the court, tribunal, arbitration or other authority;
- (c) that the notice of demand in writing issued by NBSC shall be conclusive proof as regards the amount due and payable to NBSC under this guarantee and it shall not be disputed by us either inside or outside the court, tribunal or arbitration or other authority;
- (d) that any neglect or forbearance on the part of NBSC in enforcing any of the terms and conditions of the said RFQ / contract or any indulgence shown by NBSC to the vendor or any variation in the said RFQ / contract terms made by mutual agreement between NBSC and the vendor or any other act or deed on the part of NBSC which but for this clause may have the effect of discharging us under the law relating to guarantee / sureties shall not discharge us from our obligations herein and we shall be discharged only by compliance by the vendor with all their obligations / duties under the said RFQ / contract or by payment of the sum.
- (e) that this guarantee shall not be effected by any infirmity or absence or irregularity in the exercise of the powers by or on behalf of the vendor to submit the said RFQ and enter into the said contract or any change in the constitution or dissolution of the vendor or change in its name;
- (f) that it shall not be necessary for NBSC to exhaust its remedies against the vendor before invoking this guarantee and the guarantee therein contained shall be enforceable against us notwithstanding any other security which the NBSC may have obtained or may hereafter be obtained from the vendor at the time when this guarantee is invoked is outstanding and unrealized;
- (g) that we hereby agree that this guarantee shall be valid and be in force for a period of three years i.e. upto \_\_\_\_\_. Any claim arising under this guarantee shall be preferred by NBSC within a period of three months from the aforesaid date of expiry and unless the claim is so preferred against us, we shall stand discharged of all our liabilities hereunder.

Yours faithfully  
For and on behalf of  
Bank (Authorized Official)

**Annexure - G**  
**(Manufacturer's Authorization Form [MAF])**  
**[to be submitted along with Technical Bid]**

Ref. No:

Date:

To

**Principal**

National Bank Staff College  
Sector H, LDA Colony, Kanpur Road  
Lucknow - 226012

Dear Sir,

**Sub: Supply of Desktop PCs, Printers, LCD Projectors and ADF Scanner at NBSC, Lucknow**

Ref: Your RFQ No.

Dated

We \_\_\_\_\_ who are established and reputable manufacturers of \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ having offices \_\_\_\_\_ at \_\_\_\_\_ and (Name and address of Agent/Dealer/Large Account Reseller) to offer their quotation, negotiate and conclude the contract with you against the above invitation for offer. M/s \_\_\_\_\_ is the enterprise vendor / partner / Large Reseller of \_\_\_\_\_

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

Yours faithfully

[            ]

Name and seal of the manufacturer

Note: This letter of authority should be signed by a person competent and having the power of attorney to bind the Manufacturer/OEM/Principal and it should be included by the vendor in the bid.



**Annexure - H**  
**(Letter of Indemnity and Undertaking)**  
**[To be submitted by the successful vendor after Issuance of PO]**  
**(To be stamped)**

To  
**Principal**  
National Bank Staff College  
Sector H, LDA Colony, Kanpur Road  
Lucknow - 226012

Dear Sir

NBSC's Request for Quotations (RFQ) for Supply of 13 Desktop PCs, 02 Network Laser Printer(Type A4), 16 Three in One Laser Printers (Type-A4), 01 Network Colour Printer(Type-A4) , 01 ADF Scanner and 06 LCD Projectors.

In consideration of National Bank Staff College (hereinafter referred to as 'NBSC') agreed to purchase 13 Desktop PCs, 02 Network Laser Printer(Type A4), 16 Three in One Laser Printers (Type-A4), 01 Network Colour Printer(Type-A4) , 01 ADF Scanner and 06 LCD Projectors with Windows 8 Professional OS for the various functions as per the Schedule hereunder written and which are hereinafter for brevity sake referred to as 'the said Licenses', subject to our furnishing declarations submit indemnity as contained hereafter.

NOW THEREFORE THIS LETTER OR INDEMNITY WITNESSETH THAT:

We, the \_\_\_\_\_ Limited hereby declare and certify that we are the Rightful Owners/ Authorized Resellers of the said Licenses offered for sale to NBSC and that the sale of the said Licenses to NBSC by us and the use thereof by NBSC does not infringe the property or other intellectual property or copy rights of any other person and that the same does not infringe the Copy of Rights Act, 1957 or any other Act for the time being in force.

We, the \_\_\_\_\_ Limited., hereby agree to indemnify and keep indemnified NBSC which includes its successors and assigns from all claims, suits, actions, losses, damages, judgments, costs and expenses sustained by NBSC for an infringement of a Covered Country patent, trademark or copyright by the licensed Product.

Yours faithfully

(Name and Designation)  
of Authorised Official

Signed and delivered by the within named  
In the presence of

- a. Witness I
- b. Witness II