

Ref: CO:ITD:PROC:2268/R1:2020-21
Date: 08/04/2020
Request for Quotation for Supply, Installation and Maintenance of 25 nos. of All in One Desktop PCs.

Indian Bank invites e-tenders for supply, installation and maintenance of 25 nos. of All in One Desktop PCs for our Bank. This tendering process shall follow two-part bidding. Bid shall be submitted in two parts, i.e. Technical Bid and Indicative Price Bid followed by an online reverse auction. Lowest Quoted (L1) bidder will be finalized through online reverse auction process.

I. SCHEDULE

1)	Tender Reference Number and Date	CO:ITD:PROC:2268/R1:2020-21 dated 08/04/2020
2)	Last date for seeking clarifications/queries through email @ himanshu.singh2@indianbank.co.in krishna.prasad2@indianbank.co.in skkarna55966@indianbank.co.in	20/04/2020
3)	Last Date, Time for submission of Bids in Online Mode and documents to be uploaded online by Bidders	04/05/2020 at 03:00 PM a. Eligibility Criteria, along with all supporting documents required. b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages. c. All supporting documents and product literature in support of Technical specifications. d. Relevant brochures f. Compliance to Technical Specifications as per Annexure I. g. Any other information sought by the Bank with relevant to this tender
4)	Last Date, Time for submission of Physical Documents and documents to be submitted physically by Bidders (Offline Mode)	04/05/2020 at 03:00 PM to be submitted to Chief Manager (Premises & Expenditure) Indian Bank Corporate Office Premises & Expenditure Department 254-260, Avvai Shanmugam Salai, Royapettah Chennai – 600 014 1. Earnest Money Deposit/Bid Security 2. DD towards Cost of bid document Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2



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5)	Earnest Money Deposit/Bid Security	₹1,00,000/- (Rupees One Lakh only) valid for 135 days from the last date of submission of bid in the form of Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank. (Mode of Submission: Offline)
6)	RFQ Cost	Non-refundable ₹2,000/- in the form of DD favouring "Indian Bank". (Mode of submission: Offline)
7)	Date of opening of Technical Bids (Online & Offline) & Conformity to Eligibility Criteria	04/05/2020 at 03:30 PM Indian Bank 254-260, Avvai Shanmugam Salai Royapettah Chennai – 600 014
8)	Date of opening of Indicative Commercial Bids (Online& Offline) and Online Reverse Auction	Will be intimated after technical evaluation of the bids submitted.
9)	Online Bid Submission Details	This RFQ will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e-Procurement service provider M/s Nextenders (India) Pvt. Ltd. through website https://indianbankeprocure.etenders.in .

This RFQ document can be downloaded from the website: <https://indianbank.in/tenders> & e-procurement portal: <https://indianbankeprocure.etenders.in>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same website & e-procurement portal and no paper publication will be done for the same.

II. ACCESSIBILITY OF TENDER DOCUMENT

Interested bidders may download the tender document for supply, installation and maintenance of 25 nos. of All in One Desktop PCs from the website <https://indianbank.in/tenders> & e-procurement portal <https://indianbankeprocure.etenders.in>. Please note that your e-tender is subject to the terms and conditions mentioned below.

III. LAST DATE FOR SEEKING CLARIFICATIONS/QUERIES THROUGH EMAIL

The bidders are requested to submit any queries/clarifications to the Bank on or before 20/04/2020 to the following mail ids.

himanshu.singh2@indianbank.co.in

krishna.prasad2@indianbank.co.in

skkarna55966@indianbank.co.in

The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in website-<https://indianbank.in/tenders> & e-procurement portal <https://indianbankeprocure.etenders.in> and informed vide mail to the bidders who have raised queries.



Ref: CO:ITD:PROC:2268/R1:2020-21**Date: 08/04/2020****IV. COST OF BID DOCUMENT AND BID SECURITY (EARNEST MONEY DEPOSIT)**

Cost of Bid Document Rs.2,000/- (Rupees Two Thousand only, non-refundable) in the form of DD favouring Indian Bank, payable at Chennai to be uploaded at the time of online submission of Bid.

The Bidder should upload at the time of online submission of Bid, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of Rs.1,00,000/- (Rupees One Lakh only) and valid for 135 days from the last date for submission of Bid in the format provided in Annexure IV, Bank may seek extension of Bank Guarantee, if required.

Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.

The successful Bidder's Bid Security will be discharged upon the Bidders signing the Contract and furnishing the Performance Security.

The bidder will forfeit the Bid Security in following cases:

- a) if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.
- Or
- b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.

Both the demand draft towards cost of bid document and bank guarantee towards bid security have to be submitted offline also **on or before 04/05/2020, 03.00 PM to the address mentioned under schedule 4 of this tender.**

V. PROCEDURE FOR SUBMISSION OF QUOTATION

- 1) Bidders should enroll/ register before participating through website - <https://indianbankprocure.etenders.in>. Bids have to be submitted online only at the above mentioned website. All the documents mentioned in schedule 3 are to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted except for the documents asked to be submitted physically by bidders (Offline Mode) mentioned under schedule 4 of this tender.
- 2) Technical bid contains
 - a. Eligibility Criteria, along with all supporting documents required.
 - b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
 - c. All supporting documents and product literature in support of Technical specifications.
 - d. Relevant brochures
 - f. Compliance to Technical Specifications as per Annexure I.
 - g. Any other information sought by the Bank with relevant to this tender



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- 3) Indicative price breakup details to be submitted as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid. The indicative commercial bid of the technically qualified bidders will be opened by Bank Officials on the date of online reverse auction. The indicative price to be quoted should include cost of All in One Desktop PCs, accessories duties, levies, freight, insurance, delivery, installation charges and Labour charges, Warranty, AMC etc. and other specifications mentioned in Annexure I, but exclusive of GST only.
- 4) Technical bid to be uploaded should be duly signed by the Authorised Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the e-tender will be liable for rejection. The indicative price quoted should be unconditional and should not contain any strings attached thereto. e-tenders, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the supplier.
- 5) Documents mentioned under schedule 4 shall be submitted in a single sealed envelope duly super-scribing the envelope with the reference number of this RFQ, due date, name of the Bidder, Quotation reference number etc.

VI. SIGNING OF TENDER

Signature should be done electronically as per e tender system. In addition, authorised signatory should sign all the pages of the tender and other supporting documents. Power of Attorney or resolution of the Board supporting the same should be uploaded along with the e-tender.

Bank has the right to accept or reject any e-tender/cancel the e-tender at its sole discretion without assigning any reason thereof.

Either OEM or authorized Agents (SI) on behalf of OEM can bid in e-tender but not both.

Benefits to Micro and Small Enterprises (MSEs) as per the guidelines of Public procurement Policy issued by Government of India:

- As per the above policy, Bank reserves the rights to procure 20% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the tender, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.
- If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the tender.
- In case of more than one such MSE, the supply shall be shared proportionately to tender quantity.



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- Special provision for Micro & Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 20% shall be allotted to such MSEs, if participated in the tender.
- MSEs are also exempted from payment of cost of bid document and submission of bid security.
- To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or Udyog Aadhar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) and upload the same during submission of the technical bids.

VII. QUALIFICATION CRITERIA FOR THE BIDDERS

The bidder must satisfy the following minimum criteria

- The Bidder should be Limited Company and should be in existence in India for the last 3 years as on 31/03/2020 (Certificate of Incorporation to be submitted).
- The Bidder should be a Net profit earning organization with positive net worth for the last three financial years (2016-17, 2017-18 and 2018-19) (Copy of Audited balance sheet to be submitted).
- The annual turnover of the Bidder should be more than Rs. 1 Crore or above during each of last three financial years (2016-17, 2017-18 and 2018-19) (Copy of Audited balance sheet to be submitted).
- The Bidder should have supplied minimum of 20 nos. of Laptops/Desktops in a single order in each of the last two financial years of the bidder (2017-18 and 2018-19) to Banks/Financial Institutions/Govt. Organizations in India. (Copies of Purchase Orders issued to the bidder to be submitted)
- The Bidder should not have been blacklisted by any Government Dept / PSU / Banks currently. (Self-declaration to be submitted as per the format provided in Annexure VIII)

VIII. WARRANTY & AMC

The All in One Desktop PCs including power adapter, external mouse, keyboard and other accessories should be under a comprehensive onsite warranty for thirty six (36) months from the date of installation or for forty two (42) months after the date of receipt of shipment at the destination, whichever period concludes earlier.

Onsite Comprehensive AMC has to be renewed for subsequent 2 years after warranty.



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If any equipment supplied by the supplier ceases to work during normal usage while in Warranty, the supplier has to replace the equipment at no cost to the Bank.

AMC will be payable annually in advance.

IX. EVALUATION

The Technical bid uploaded, should be complete in all respects and contain all information asked for. The Technical bid should indicate that all products and services asked for are considered. The technical bid should not contain any price details/information, as the Bank will be calling for indicative commercial bid opening before online reverse auction.

The Technical Bids will be opened online and offline as per date, time and venue mentioned under schedule 7 of this tender by a tender opening committee. In the first instance, the technical bids shall be evaluated by the Bank. At the second stage, only the technically qualified bidders will be allowed to participate in the indicative commercial bid opening (The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid) and Online Reverse Auction process to determine the L1 bidder, for which the date and time will be intimated later.

The All in One Desktop PCs offered should meet all the technical specifications as stipulated in the quote (Annexure I). The bidder should agree all Terms and Conditions. If the Technical bid of the quote uploaded by the bidder is not complying, then they will not be eligible to participate in indicative commercial bid opening and online reverse auction. Technically qualified bidders will be informed about the date and time of the indicative commercial bid opening and online reverse auction process. Business rules for the auction and the details of the agency who shall conduct the reverse auction will be intimated before online reverse auction process. L1 bidder will be identified through Online Reverse Auction process.

The indicative price and online reverse auction price shall be quoted in Indian Rupee only.

X. DELIVERY LOCATION AND DELIVERY SCHEDULE

The All in One Desktop PCs should be delivered at the below mentioned location within 4 weeks of issue of purchase order and installed within 1 week from the date of delivery.

**Indian Bank
Corporate Office
254-260, Avvai Shanmugam Salai
Royapettah,
Chennai – 600 014**

XI. LIQUIDATED DAMAGES

If the Supplier fails to deliver any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Purchaser shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.5% of the invoice price of undelivered All in One Desktop PCs to a location for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%.



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If the equipments are not delivered in time, the Purchaser may consider termination of the contract.

XII. PAYMENT TERMS

The Supplier will have to submit the Documents at our office along with request letter for payment.

On Delivery: Eighty (80)% of the invoice price will be paid within 30 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of transit insurance policy for an amount equal to 110 percent of the invoice value, storage cum erection insurance policy for a period of three months from the last date of delivery of All in One Desktop PCs.

On Installation: Twenty (20)% of the invoice price will be paid within 30 days on submission of Installation Certificate (Annexure V) by the Supplier, duly counter-signed by the Purchaser's Representative. If the All in One Desktop PCs are not installed within the period specified in the order, due to reasons attributed to Bank, payment shall be released to the supplier on production of Site Not Ready Certificate from concerned office where the All in One Desktop PCs are delivered. In such cases, All in One Desktop PCs shall be installed by the supplier as and when required by the Bank at no additional cost.

XIII. PENALTY FOR DOWNTIME

During the Warranty period the fault should be rectified before the end of next working day and replacements if any should be provided within two working days from the reported day. If the systems could not be rectified within two working days, standby systems with equal or higher configuration should be provided on next business day morning. If Standby system is provided, then the faulty system must be repaired or replaced with equal or higher configuration within 3 working days excluding the day of reporting. If there is delay, Rs.500/- (Rupees Five hundred only) per day per All in One Desktop PC will be levied as penalty from third day onwards. The penalty for non compliance of the above mentioned terms will be deducted from the payment due to the vendor. If no payment is due for the penalty calculated and agreed upon should be paid to the bank by successful bidder before the expiry of the contract. If the successful bidder fails to pay the penalty by end of contract period, bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank.

XIV. INSURANCE

The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes. The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the last date of delivery of All in One Desktop PCs. If any damage happens to the system due to non availability of storage cum erection policy, the supplier has to bear the losses.

If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the last date of delivery of All in One Desktop PCs then 0.1% of the invoice value will be deducted from the payment for each insurance and payment towards delivery and



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installation will be made after completion of three months from last date of delivery of All in One Desktop PCs.

XV. PERFORMANCE GUARANTEE

Within 15 days of issue of Purchase Order, the successful bidder shall furnish to the Purchaser the Performance Guarantee (Annexure VII) equivalent to 10% of total purchase order value (exclusive of taxes) in the form of a Bank Guarantee, valid for 63 months with further one month claim period.

The performance guarantee submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the successful bidder's failure in completing their obligations under the Contract.

The Performance guarantee will be discharged by the Purchaser and returned to the successful bidder after expiry of claim period.

XVI. NEGOTIATION

Bank reserves the right to negotiate on the price offered with the L1 bidder under exceptional circumstances.

XVII. MANUALS

Manuals explaining the features of the equipment and recovery media on USB stick for each All in One PC shall be supplied along with the equipment at no extra cost. Statutory licenses are to be provided to the bank, wherever applicable at no additional cost.

XVIII. INDEMNITY CLAUSE

If at the time of your supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf.

XIX. TERMINATION FOR CONVENIENCE

The Bank, by 30 days written notice sent to the successful bidder, may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the successful bidder under the Contract is terminated, and the date upon which such termination becomes effective.

XX. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Successful bidder, may terminate this contract in whole or in part:



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- a) if the successful bidder fails to deliver any or all of the deliverables within the period(s) specified in the contract, or within any extension thereof granted by the Bank; or
- b) if the successful bidder fails to perform any other obligation(s) under the contract
- c) If the successful bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the successful bidder shall continue performance of the Contract to the extent not terminated.

XXI. SETTLEMENT OF DISPUTES

- If any dispute or difference of any kind whatsoever shall arise between the Bank and the bidder in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the bidder may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

(a) In case of dispute or difference arising between the Bank and a domestic Bidder relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Bank and the Bidder; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be appointed by the Indian Banks Association, India which appointment shall be final and binding on the parties.

(b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, both in cases of the Foreign Bidder as well as Indian Bidder, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.



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(c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

(e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

- Notwithstanding any reference to arbitration herein,
 - a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
 - b. the Bank shall pay the bidder any monies due to the bidder.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

XXII. JURISDICTION

Any dispute arising out of this contract will be under the jurisdiction of Courts of Law in Chennai.

XXIII. PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for the period of 90 days after the last date for submission of bid prescribed. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity, if required.

XXIV. BANK'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD

The Bank may at its discretion,

- a) Increase the requirement up to 25% at the time of placing order with vendor and, Or
- b) Decrease the requirement up to 25% at the time of placing order with vendor.

Repeat Order for increasing the quantity upto 25% will be placed within 6 months in addition to the clause mentioned in Point (a) from the date of original Purchase Order. However, the overall quantity will not exceed more than 150% of original quantity.

XXV. IT ACT 2000

The equipments to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.



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Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. This limit shall not apply to third party claims for

- a. IP Infringement indemnity.
- b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.

XXVII. AUTHORIZATION LETTER FROM OEM

The bidder has to obtain and upload Authorization letter from Original Equipment Manufacturer (OEM) in the format provided in Annexure VI. If bidder is OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be uploaded.

XXVIII. ACCEPTANCE OF PURCHASE ORDER AND CONTRACT FORM

Purchase Order will be placed with qualified L1 bidder. Duplicate of the purchase order shall be returned within seven days of receipt of the order, duly signed by Authorized Signatory, for having accepted the terms and conditions of the order. Copy of power of attorney or resolution of Board mentioning the authorised signatory should be enclosed. Within fifteen (15) days of issue of Purchase order, the successful bidder shall sign the Contract in the format provided in Annexure III and return it to the Bank.

XXIX. MAKE IN INDIA

The tender is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017.



SPECIAL INSTRUCTIONS TO BIDDERS FOR E-TENDERING**1. GENERAL**

These Instructions for e-Tendering supplement other terms and conditions of this tender.

2. INSTRUCTIONS**2.1. RULES FOR WEB PORTAL ACCESS**

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://indianbankeprocure.etenders.in> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.
9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 4, however physical documents, to be submitted offline, can be submitted on the next working day up to the appointed time as



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mentioned in schedule 9. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.

11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

2.2. REGISTRATION

To use the Bank's e-tendering Portal (<https://indianbankeprocure.etenders.in>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e-tendering portal
- The registered User will receive the Activation link on the registered Email id. The user is now required to activate by clicking on "Click Here" link sent to registered Email id
- Login with the User id and Password to the e-tendering Portal where the registered users are required to upload the scan copy of the PAN Card and GST Registration certificate to map the DSCs
- After the Signing and Encryption/Decryption certificates are mapped to the login ID and successful verification of Encryption/Decryption, go to event management and proceed for bidding process by uploading necessary documents
- Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Nextenders (India) Pvt. Ltd.

Note: Please contact M/s. Nextenders Pvt. Ltd.'s support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Nextenders (India) Pvt. Ltd
Yuchit, Juhu Tara Road
Mumbai – 400 049.

Support Contact No. 020-25315555 Ext no 8 then 8
Support Email: support.indianbank@nextenders.com

2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- Eligibility Criteria, along with all supporting documents required.
- All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.



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- c. All supporting documents and product literature in support of Technical specifications.
- d. Relevant brochures
- f. Compliance to Technical Specifications as per Part I
- g. Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

2.4. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

2.5. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- a) Earnest Money Deposit/Bid Security
- b) DD towards Cost of bid document

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document and EMD.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 04/05/2020 , 03.00 PM to the address mentioned under schedule 4 of this tender. The envelope shall be super scribed as "Request for Quotation (RFQ) for Supply, installation and Maintenance of 25 nos. of All in One Desktop PCs." and the words 'DO NOT OPEN BEFORE (04/05/2020 at 03.30 PM)'.

2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://indianbankeprocure.etenders.in>), click on System Requirement Manual/ User Manual.

