

NOTICE INVITING TENDER (NIT):

NOTICE INVITING TENDER for Supply and Installation of approx. 10(Ten) nos of Desktop Computer to be installed at different Locations mentioned below of the Bank in West Bengal .

Name of work:-Supply, installation and onsite support Service for three (03) years from the date of Installation of Desktop Computer
Equipment Sheet

SI. No.	Particular	Approx. Quantity
1	Technical specifications as per Annexure A [Part A] [Only those bidders who are comply in Annexure A are requested to participate]	10 Nos (07 nos at HO and 2 Nos at Dinhata & 1 No at Mathabhanga Branch under Coochbehar Region)

Critical Date Sheet

SI. No.	Particulars	Date	Time
1	Date of Online Publication of Tender	15/07/2024	3 P.,M.
2	Tender Document Download Start Date	15/07/2024	4 P.M.
3	Bid Submission Start Date	16/07/2024	10 A.M.
4	Bid Submission Close Date through Online	26/07/2024	4 P.M.
5	Opening of Technical Bids	29/07/2024	11 A.M.
6	Opening of Financial Bid(To be notified later)		

IMPORTANT NOTES TO THE BIDDER:

- Prospective bid applicants are advised to read carefully the minimum qualification criteria as mentioned in '**Instructions to Bidders**' .
- Tenders shall be submitted in 2 parts-Technical Bid and Financial bid.
- Loss or damage in transit will be solely borne by the supplier. The suppliers may, if he/she so desires, get the goods insured and include such charges in the tendered rate.
- No Advance Payment will be made in favour of any supplier under this tender. The bidders are requested to not to mention any such clause for advance payments in their bid documents and if there is anything in this regard, the same will be ignored for consideration and no communication will be done in this regard.
- The bidders must submit necessary valid documentary proof/s of their Firm's Registration/Authorization along with their GST and other Service Tax Registration No. and PAN details along with the quotation.
- The Bank reserves the right to verify and confirm all necessary documents as submitted by the vendors in support of their tender bids along with their credentials/documents required for the eligibility criteria. In any case, any information as furnished by the bidder/s if found fabricated or mala-fide or false or incorrect, the tender bids will be rejected and necessary legal proceedings may be taken against the bidders.

Once the Bank authority confirms its Purchase Order (PO) to the respective winning bidder either through email or by issue of a formal Work Order, as the case may appear, the item/s is to be delivered and installed accordingly within a period of Seven(07) days from the date of issuance or placement of such purchase order. If delivery does not happen within 10 (Ten)days, the Bank reserves the right to cancel the PO.

- Normally the payment may be made to the vendor agency within a period of 15 days from the date of successful installation of equipment and submission of proper Invoice along with the warranty and installation certificate duly signed by supplier. For online payment, the bidders are requested to provide a copy of cancelled cheque along with their Invoice.
- If the last date of tender submission falls on holiday/stike/Bandh etc., the last date for submission of tender will be extended up to the next working day.

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9. This tender is floated for procurement of the Desktop Computer System and the stated quantity for the same is indicative ones and their actual quantity for purchase may vary as per the requirement of the Bank.
10. The bidder firms /Agencies should have a **Minimum Average Annual Turnover** of 1 (one) Crore for the last three(03) previous years viz., F.Y. 2020-21, F.Y. 2021-22 and F.Y. 2022-23.

11. INSTRUCTIONS/GUIDELINES TO THE BIDDERS

1. **Collection of Tender Documents:** The bidder can search and download the Tender Documents from the website i.e Wbtenders.gov.in and also upload the required documents electronically within the stipulated dates mentioned earlier. The bidders may visit the Bank's website www.wbstcb.com
2. Tenders shall be submitted in 2 Parts :-Part "A"/Annexure "A" (Technical Bid)and Part "B" (Financial bid)
3. **Warranty:** As per the Original Equipment Manufacturer(OEM)/manufacturer terms and conditions. for three (03) years from the date of Installation of all the equipments
4. The intending bidder/s must quote their price for their different items of the work within the BOQ.
5. **Time Extension:** Generally no extension of time will be allowed. At unavoidable circumstances, any extension of time is subject to the consideration of the Tender Inviting Authority.
6. **Penalty Charges:** Penalty charges will be imposed @ 5 % (Five)per week on the tendered amount subject to Maximum @ 10% of the tendered amount, if the work will not be completed within stipulated time period of the tender.
7. **Document Verification:** The bidders may be called on to be present at the Bank for evaluation, verification, and clarifications, if any and may be asked to bring their original documents for satisfaction of the authority. If the bidders fail to produce the same within the stipulated time frame, their bid/s will be liable to rejection.
11. **Rejection Bids:**
 - a) Incomplete bids are liable to be rejected.
 - b) Unsigned tenders/bids, unattested corrections and overwriting by bidders are also liable for rejection.
 - c) The schedule for accepting the tenders shall be strictly followed-late tenders shall not be accepted.
 - d) Bids submitted without supporting documents as mentioned or required to submit with bids are liable to be rejected.
 - e) The bidder/s must confirm in their bid acceptance in full of the terms and conditions in this enquiry. Any non-acceptance or deviations from the terms and conditions must be clearly brought out. However, bidders must note carefully that any conditional offer or any deviation from the terms and conditions of this enquiry may render the quotation liable for rejection.
 - f) Each page of the tender document including annexure duly stamped and signed by the bidder must be submitted along with the tender bid and the tender should be page-numbered.
12. **OEM AUTHORIZATION:** BID Specific authorization (MAF) is mandatory with letter head including contact person name, mail ID and Phone number.
13. **The selected bidder must deposited 10% of the quoted price in the form of DD/BG in favour of the Bank before awarding of work order and that will be returned after completion of the whole job ;**
14. The bidder service office must be located within Kolkata, West Bengal and if required provide the support Services during the warranty period without making any charges .
15. Bids are invited from Manufacturers or their Authorized Resellers.
16. Bidder should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service centre in city of Kolkata, West Bengal for attending the after sales service. Details of Service Centres are to be uploaded along with the bid with Service Center contact detail.
17. Bidder should have service centre in West Bengal.
18. **TECHNICAL COMPLIANCE & OS UNDERTAKING :-** Bidder should provide bid specific technical compliance and OS declaration on OEM letter head with signature and seal by the authorized signatory of the OEM.

19. Please submit all the requisite documents & No further clarification allowed.

20. That the selected bidder will provide details of contact person, telephone number, email Id, facsimile number for providing service support in the respective sites during the time of warranty period and technical expertise to solve the issue related to the supplied items ;

21. All the supplied Hardware accessories are same make including SSD/Hard Disk/Ram/Motherboard/Keyboard and mouse etc and all the

Sl.No.	Category	Sub Category	Sub-Category Description
A	Certificates	Certificates	PAN Card
			Last 3 years audited balance sheet along with IT Return
			GST Registration Certificate
			Valid Trade License
			ISO Certificate will be required from OEM
			Certificate of sole Authorized agent (OEM Certificate)
B	Financial	Last 3 years Audited Balance sheet	

Note: Failure of submission of the above-mentioned documents by any bidder, the bidder will summarily be rejected .

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Technical & Financial Documents

23(A) Submission of Copy and Opening of Tender: All tender documents should be uploaded (all relevant documents) in the website www.wbtenders.gov.in . Any bid through the Email or Telegraphic/fax offer will not be considered as valid bid and will be ignored straight way. Any submission of the tender documents after the specified date and time shall not be considered.

- a) The selected bidders will deposit 10% of the work order value (Excluding GST) as a performances guarantee and should be released after the warranty period i.e after 3 (Three) years from the date of Installation .
- b) The Bank can cancel the said Tender Notice at any time without giving the reasons
- c) Vendors should clearly submit both the Technical ,Financial and other certifications For Supply & Installation of Desktop computer at Bank “ and “Financial / Technical Bid” on the respective bids .

24. Delivery & installation : The equipments should be delivered and installed at Bank , within a time period of Seven(07) days from the date of receipt of Work Order or Purchase Order if any extension otherwise is not allowed. If any material is not delivered within the time period specified in the Work Order, the Bank Authority reserves the right, without incurring any liability, to cancel the work order, and there by, to purchase the same from another vendor. Any provision thereof for delivery by installment shall not be construed as obligatory unless agreed upon by both the parties. If the vendor is unable to complete the work performance at the time specified for delivery, by reason of strikes, labor disputes, riot, war fire or other causes beyond the Vendor's reasonable control, the vendor will be allowed to extend the period of the Work Order.

25. The selected bidder will provide first level support within 04 Hours on any Working day's during warranty period for 3 years from the date of installation of items.The supplied Accessories should conform to detailed technical specification mentioned in Annexure A ;

26. That the all Hardware delivered by selected bidder must be covered by a comprehensive warranty for a minimum period of three (03)years from the date of installation and supplied Accessories will provide 99% uptime during the warranty period ;

27. That the selected bidder will bear all expenses for repair/replacement of the supplied accessories/system during the warranty period and this Bank will not make any separate payment for any such expenses to be incurred within the comprehensive warranty period & all the replacement materials are original & same make ;

28. That the selected bidder will transfer ownership of the equipments in favour of the Bank and the same shall be effected as soon as the equipments is brought to the sites of the Bank's premises, installed thereafter and accepted by the bank;

29. The Selected bidder will give a training to the Bank's s employee regarding the supplied items along with free of Costs

30. The selected bidder will provide first level support within 24 Hours on any Working day's during warranty period for 3 years from the date of delivery of items . The supplied Computers should conform to the detailed technical specification mentioned in Annexure A[Technical Documents] ;

31. That selected bidder will be responsible to give the call logging facility with the OEM , if any kind of problem arises in the supplied accessories within the warranty period & to provide the physical support services of the installed Desktop Computer including the installed operating System [OS] at the premises of Bank along with free of cost;

32 . Clause of Bank Guarantee/EMD value

That the vendor shall agree to furnish a Bank Guarantee (BG) for 3(three) years validity for a maximum amount of 10% of all Hardware cost excluding the GST Charges .The said BG will be forfeited by Bank and realized by Bank , in the following cases :-

- i) That if at any time the vendor's performances are considered unsatisfactory by the Purchaser in regard to maintenance of service or supply of spares or any related matter affecting operational efficiency of the Desktop Computers System operation, the Purchaser Bank shall be at liberty to terminate the contract after issuing 15 day's notice on the vendor and the Purchaser Bank shall be at liberty to invoke the Bank guarantee furnished by the vendor for liquidated damage @ 05 % (five) per week subject to maximum of 10% of the contract value.
- ii) In case of break down or glitches or snags of the Desktop Computer System , vendor will be under obligation to restore the services of the system after receiving intimation from the Purchaser Bank either in writing or by Fax or telephonically or email during the period of warranty period failing which the vendor firm shall pay liquidated damages @ 05 %(five)per Week of the contract value in respect of the projects subject to a maximum of 10% of the cost of work order value executed by the vendor;
- iii). If any Emergency Situations , the vendor will give the support Services in any Holiday/beyond the Office Hours without the extra charges to the Bank;
- iv). That vendor will bear all expenses for repair/replacement of the Desktop Computer System installed by you instantly and this Bank will not make any separate payment for any such expenses to be incurred by you within the comprehensive warranty period for Desktop Computer System (provided the breakdown is not due to negligence, faulty electrical points/ mains, act of nature & others including unprepared/ unclean site) but the purchaser bank will not bear the cost of labour Charges for Desktop Computer System during warranty period ;
- v). That this Bank may like to arrange for independent/outside and/or in-house team for testing and certification of hardware supplied by the selected bidder ;
- (vi) The call related to the problem of the supplied Desktop Computer System will be given by Bank personnel to the selected bidder either through email/Phone no/Whatsapp given by the said vendor and Vendor's responsibility will be restored the said problem within 04 Hours from the time of call logging by the Bank with free of costs during the warranty period ;

33. Payment Terms :-

The Bank will release payment in the following manner:-

- i) 90% of the billed amount will be released by the Purchaser Bank on receiving delivery and installation of the supplied items and the hardware supplied by the vendor should be strictly in conformity with the specification of the order under Annexure A duly certified by Concern Officer and being free from operational defect;
- ii) Further 10% of the billed amount for Hardware is to be released 7 day's after the date of installation and furnishing of bank guarantee of 10% of the work order value [excluding the Taxes] ;

34.All the jurisdiction are within the limit of Honorable Kolkata High Court Only

35. The Bank was not bound to accept the lowest bidder (L1) and any time Bank may Cancel the said Notice inviting Tender [NIT]

36. Regarding Financial Bid:

- i) The Financial Bid submitted by the bidders should contain the price of the material required to be uploaded as given in the BOQ format by bank
- ii) All costs should be given in the exact figures and words. All the Govt. levies like sales tax, Custom Duties, and educational CESS, service tax ,GST etc., if any, should be included within quoted amount for each item or component in the BOQ.
- iii) Prices shall not be subject to any escalation in the future prices
- iv) Prices should be exclusively for the Bank, including installation charges[If any] should be specified separately.
- v) Bank may increase/decrease the quantity of the items mentioned in Annexure A
- Vi) All the amount which will be mention in the Financial bid are including of all the Taxes

(S. Sarkar)
Managing Director

ANNEXURE-A(Part-A)

Technical specifications to be filled by bidder**Part I :Desktop Computer Core i3 :: Approx. Total Quantity Required :- Four(04) Nos**

#	Component	Specification & Description	Comply (Y/N)
1	Processor	Intel i3-Latest Generation (Processor launched date not before year 2024)	
2	Chipset	Intel B or Q series Chipset in the motherboard	
3	Motherboard	Original OEM motherboard as manufactured /Certified by processor manufacturer/ OEM logo of the PC manufacturer should be embossed in the motherboard (Sticker not allowed)	
4	Memory	Minimum 1x8GB DDR5 with support for expansion up to 64 GB or higher. Minimum 1-slot must be free for future expansion.	
5	RAM Type	8 GB DDR5 with 4400 MHz or higher.	
6	DIMMs & Expansion Slots	2 DIMM slots or higher	
7	Hard Disk Controller	Serial ATA - III with minimum 7200 RPM or higher. (Integrated On-Board Hard Disk Controller supporting Serial ATA Interfaces).	
8	Connectivity	Wi-Fi 5 + Bluetooth 5.0 or higher	
9	Hard Disk & SSD Capacity	M.2 1 TB PCIeNVMe Solid State Drive	
10	Graphics	Integrated/ Dedicated Graphics (UHD/ 4K).	
11	Network	10/100/1000 on-board integrated Network Port.	
12	USB Ports	USB Port: Minimum 8 nos (Minimum 4 nos USB 3.20) 1. 2. Minimum 4 USB ports in front of the Cabinet.	
13	HDMI/VGA/ Display Ports	Minimum 2 nos. Display output Port (1x HDMI 1x Display-Port / VGA Port)	
14	Audio	Universal Audio Jack (No additional converter should be used for compliance), Line out.	
15	Cabinet	Small Form Factor with 10L chassis or lesser.	
16	SMPS	Minimum 180 W or above. Should be capable of supporting fully configured PC. With 85% Efficiency	
17	Operating system	Windows 11Pro (Includes Windows 11Pro License) 64 Bit with latest build, to be preloaded in SSD drive. Windows 11Pro License Certificate.	
18	Recovery and Backup	In-built Recovery Image to be created; Bootable OS Media in Pen Drive to be supplied with each Desktop or cloud recovery option	
19	Manageability	System Serial No, OEM Name to be programmed into BIOS (CMOS); Same information to be provided on the side of the Cabinet for easy readability. Hardware Diagnostic tool to be provided.	
20	Monitor/ Display	Monitor with LED Backlight with minimum Screen size 21.5" or higher IPS/VA/TN anti-glare display,	
		CPU & Monitor (Same OEM Logo and same color as base CPU) and monitor should support CPU output	
21	Keyboard	Wired or Wireless Keyboard (Same OEM Logo and same color as base CPU) with Min 104-keys	

22	Mouse	Wired or Wireless 2 button Optical Scroll Mouse; Anti-static Mouse Pad to be provided.	
23	Production Unit, Certification and Compliance for the quoted model not for the quoted series	1. Energy Star 8.0 / Equivalent BEE Star. 2. EPEAT India, FCC , UL, CE 3. TC0-09 Certification for monitor 4. ISO 9001,14001,27001	
24	Warranty	On-site comprehensive warranty for (3) three years. Warranty status of the PC must be available in OEM website with model and serial no.	

Part II. Core i5(Total Qty:1 N0)

Sr. No.	Features	Minimum Specification	Comply(Y/N)
1	Processor	Intel Core i5	
2	Processor Generation	Latest Generation (Processor launched date not before year 2024)	
3	Core	10 or more	
4	Cache	Minimum 20 MB or more	
5	Turbo Frequency	Support 4.70 GHz or more	
6	Chipset	Intel B Series or Q Series chipset	
7	OS	Systems should be supplied with Factory Preloaded Genuine Microsoft Windows 11 Professional Operating System.	
8	RAM	Minimum 8GB, DDR5, 4400 MHz or better	
9	Total Number of DIMM Slots	Minimum 2 (One Populated and Minimum One Spare)	
10	RAM upgradable up to (GB)	64 or higher	
11	Total SSD Capacity (GB)	1 TB M.2 PCIe NVMe Solid State Drive	
12	Wi-Fi Adopter	Minimum Wi-Fi 6 with Bluetooth (Minimum Version 5.0)	
13	Type of Ethernet Port	10/100/1000 Integrated Network Port	
14	Cabinet Form Factor	Small form Factor Chassis (not more than 10L in volume)	
15	Audio - In/Microphone-In/Universal Audio Jack	Yes	
16	No. Of USB Ports	8 or more (Minimum 2 USB 3.2 Ports and 1 x USB 3.2 Type C port)	
17	Power supply	Not more than 200W , Energy Efficient power supply	
18	No of Display Port (integrated in the CPU)	1 or more	
19	No of HDMI Port (integrated in the CPU)	1 or more	
20	M.2 Slot	Minimum 2 nos .	
21	No. of PCI/PCIe Slots	Min 2 PCIe slots	
22	Monitor Size (Inches)	21.5 or higher	
23	Monitor Resolution	1920 * 1080 Full HD	
24	Monitor Technology	IPS/TN/VA Technology	

25	Ports in monitor	1 x DP, 1 x HDMI, 1 x VGA	
26	Monitor Stand	Height Adjustable	
27	TCO Certification	9.0 (Certificate to be attached) or higher	
28	Certification for OEM	ISO 9001, 14001, 27001	
29	OEM BIOS	BIOS on the desktops should be from the same Desktop OEM Developed (with Hardware diagnostics tool in the BIOS) & OEM managed only (No 3rd Party)	
30	Type of Mouse	Optical Wired Mouse (Same Desktop OEM Make)	
31	Regulatory Certification for the offered Desktop	FCC,UL,CE,Energy Star 8.0,Epeat India , Windows 11 and Linux (Ubuntu / Red Hat , SUSE)	
32	Keyboard	Wired Keyboard with (₹ symbol) from Same Desktop OEM make only	
33	Warranty	3 years onsite comprehensive OEM warranty (OEM supplied model warranty must be visible in the OEM website in respect to each product serial number)	
34	Additional Terms and Conditions	Monitor, Keyboard and Mouse should be from the same Desktop OEM.	
		Technical Compliance with the quoted model and offered component details from OEM required on their letter head.	
		Drivers should be available on OEM Website for download.	
		OEM logo embossed (No sticker) for all accessories like Motherboard, Monitor, Keyboard and Mouse .	
		Desktop Systems should be Microsoft Certified (need documentation regarding this along with the bid submission)	
		OEM must have online system hardware diagnostic facility.	
		Security : TPM 2.0 integrated security on the motherboard	

Part III. Desktop Computer Core I7 (Approx. Total Qty required :- 5 Nos)

Sr. No.	Features	Minimum Specification	Comply (Y/N)
1	Processor	Intel Core i7	
2	Processor Generation	Latest Generation (Processor launched date not before year 2024)	
3	Core	20 or more	
4	Cache	Minimum 33 MB or more	
5	Turbo Frequency	Support 5.40 GHz or more	
6	Chipset	Intel B Series or Q Series chipset	
7	OS	Systems should be supplied with Factory Preloaded Genuine Microsoft Windows 11 Professional Operating System.	
8	RAM	Minimum 16 GB, DDR5, 4400 MHz or better	
9	Total Number of DIMM Slots	Minimum 2 (One Populated and Minimum One Spare)	
10	RAM upgradable up to	64 or higher	

	(GB)		
11	Total SSD Capacity (GB)	1 TB M.2 PCIe NVMe Solid State Drive	
12	Wi-Fi Adopter	Minimum Wi-Fi 6 with Bluetooth (Minimum Version 5.0)	
13	Type of Ethernet Port	10/100/1000 Integrated Network Port	
14	Cabinet Form Factor	Tower form Factor Chassis (not more than 15L in volume)	
15	Audio - In/Microphone-In\Universal Audio Jack	Yes	
16	No. Of USB Ports	8 or more (Minimum 2 USB 3.2 Ports and 1 x USB 3.2 Type C port)	
17	Power supply	Not more than 200W , Energy Efficient power supply	
18	No of Display Port (integrated in the CPU)	1 or more	
19	No of HDMI Port (integrated in the CPU)	1 or more	
20	M.2 Slot	Minimum 2 nos .	
21	No. of PCI/PCIe Slots	Min 2 PCIe slots	
22	Monitor Size (Inches)	23.8 or higher	
23	Monitor Resolution	1920 * 1080 Full HD	
24	Monitor Technology	IPS/TN/VA Technology	
25	Ports in monitor	1 x DP, 1 x HDMI, 1 x VGA	
26	Monitor Stand	Height Adjustable	
27	TCO Certification	9.0 (Certificate to be attached) or higher	
28	Certification for OEM	ISO 9001, 14001, 27001	
29	OEM BIOS	BIOS on the desktops should be from the same Desktop OEM Developed (with Hardware diagnostics tool in the BIOS) & OEM managed only (No 3rd Party)	
30	Type of Mouse	Optical Wired Mouse (Same Desktop OEM Make)	
31	Regulatory Certification for the offered Desktop	FCC,UL,CE,Energy Star 8.0,Epeat India , Windows 11 and Linux (Ubuntu / Red Hat , SUSE)	
32	Keyboard	Wired Keyboard with (₹ symbol) from Same Desktop OEM make only	
33	Warranty	3 years onsite comprehensive OEM warranty (OEM supplied model warranty must be visible in the OEM website in respect to each product serial number)	
34	Additional Terms and Conditions	Monitor, Keyboard and Mouse should be from the same Desktop OEM.	
		Technical Compliance with the quoted model and offered component details from OEM required on their letter head.	
		Drivers should be available on OEM Website for download.	
		OEM logo embossed (No sticker) for all accessories like Motherboard, Monitor, Keyboard and Mouse .	
		Desktop Systems should be Microsoft Certified (need documentation regarding this along with the bid submission)	
		OEM must have online system hardware diagnostic facility.	
		Security : TPM 2.0 integrated security on the motherboard	

