

**Tender for Procurement of Color Multifunction Print / Copy / Scan / Fax Machine
in CSMC model**

A. BRIEF PROJECT REQUIREMENT

Bank of Baroda has a requirement for one Color Multifunction Print / Copy / Scan / Fax Machine in CSMC model at our Mumbai Office.

B. PURPOSE

Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051 (hereinafter referred to as the "Bank") which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns), intends to issue this bid document, hereinafter called Tender, to eligible Vendors, hereafter called as 'Bidders / Vendors', to participate in the competitive bidding towards procurement of one Color Multifunction Print / Copy / Scan / Fax Machine in CSMC model at our Mumbai Office.

The Bank, for this purpose, invites proposal from Vendors who are interested in participating in this Tender and who fulfill the criteria mentioned in this document. The participating vendor must agree to all our terms & conditions mentioned under this Tender document.

C. E-PROCUREMENT GUIDELINES

The vendors are requested to submit their Eligibility/Commercial proposal for above mentioned procurement through website link provided below as part of e-tendering only. e-tendering / online tendering is the simulation of the manual tendering process on the internet i.e. the eligible bidders / tenders can log on to the internet website specified using a unique user name & password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e procurement Technologies Ltd. personnel on the methodology of submitting the bids online using a digital signature/electronic key / password at the date and time specified. The bids placed by the bidders are confidential and will be opened by the authorized Bank of Baroda officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

Minimum requirement:

- 1) Computer/Laptop with internet connection
- 2) Operating System – Windows XP Service pack - 3 / Vista / Windows 7
- 3) Digital Certificate - Class II or III, signing + Encryption and it should be organizational certificate.
- 4) Vendor registration can be done online by opening Website <https://bobtenders.abcprocure.com/EPROC/> Click on Registration link, create User Id and Password and attach your Digital certificate.

D. IMPORTANT DATES

Schedule of Tender	
Tender No.	BCC:IT:PROC:110:39

Date of Viewing Tender	20 th August 2018
Date of Pre - Bid Meeting	11:00 AM on 27 th August 2018
Last Date & Time of Submission of Bids	02:30 PM on 4 th September 2018
Date & Time of opening of Part-I Eligibility / Technical Bid	03:00 PM on 4 th September 2018
Date & Time of opening of Part-II Commercial Bid	To be communicated Later
Earnest Money Deposit	Not Applicable
Address for online submission and opening of bids (technical as well as commercial bids)	Bid must be submitted online on https://bobtenders.abcprocure.com/EPROC/
All letters must be addressed to the	Chief Technology Officer Bank of Baroda, Baroda Sun Tower C-34, G-Block, BKC, Mumbai-400051
Contact Details of Online Portal facilitator	M/s e-Procurement Technologies Limited Mr. Yashrajsinh Rathod Email: yashrajsinh@auctiontiger.net Phone: +91-79-40016815/6824/6861

E. SUBMISSION DETAILS

As part of the submission the bidder should submit the following documents through our eProcurement portal:

- a) **Undertaking Letter from Principal Bidder / OEM (If OEM is bidding directly)** – A letter of undertaking from the vendor on the following points:
 - i) Agreeing to all terms & conditions as detailed in the tender.
 - ii) The organisation is in the business of Multifunctional Printer at least for a period of last 3 years.
 - iii) The model offered meets all the technical requirements mentioned in Annexure 1.
 - iv) Sufficient quantity of spares will be kept as stock during the warranty / AMC period at the Vendor's office in Mumbai.
 - v) Any technical problem would be resolved within 24 hours of call reported (including time for procuring spare parts) and having technically qualified engineers to service the Multifunctional Printer in Mumbai.
 - vi) Escalation Matrix with First Level Support, Second Level Support, Regional & Zonal head, Country Head Details along with their Name, Contact Number (LL & Mobile), E-Mail ID.
- b) **Undertaking Letter from OEM if submitting tender as a partner** - on the following points:
 - i) Letter of authorisation from the principal vendor or OEM.

- ii) Under taking from OEM to support the product in Warranty / CSMC as well as in AMC period if vendor's integrator fails to do so.
- c) **Executive Summary:** The Executive Summary should be limited to a maximum of five pages and should summarize the content of the response. The Executive Summary should initially provide an overview of the vendor's organization and position. A summary of the Vendor's services related to the product should be provided as a part of this procurement. A brief description of the unique qualifications of the Vendor should then be provided followed by a summary on capabilities such as past experience of providing such product. Information provided in the Executive Summary is to be presented in a clear and concise manner.
- d) **Eligibility Criteria:** The Vendor should submit documentary evidence for complying following Eligibility Criteria:
- i) The vendor should be a Government organization / PSU / PSE / partnership firm / LLP or limited company.
- ii) The Vendor should have valid ISO 9001 / ISO 14001 certifications and the product OEM should have valid ISO 9001 & ISO 14001 for the products for which the tender is submitted.
- iii) The vendor must provide references of any two clients for whom the vendor has installed the proposed or higher model of color Multifunction Print / Copy / Scan / Fax Machine during the last 2 years as on the date of submission of the bid.
- e) **Technical Requirements Compliance:** The proposed product of the vendor's proposal must consist of a response to the technical requirements in Annexure 1. The vendor's response must explain the technical specifications wherever required.
- f) **Commercial Bid - Commercial Bid for Color Multifunction Print / Copy / Scan / Fax Machine in CSMC model should be strictly as per Commercial bid format (Annexure - 2). Any commercial bid submitted not in conformity with Annexure – 2 and provided along with the Eligibility bid, then whole bid will be rejected outright.**

Commercial bid needs to be sealed & signed by the bidder's authorised signatory strictly as per Annexure - 2 and encrypted using e-signer tool (available on our e-procurement website <https://bobtenders.abcprocure.com/EPROC/> for download) before uploading it to the website.

F. EVALUATION METHODOLOGY

The competitive bids shall be evaluated in two stages:

Stage 1 – Eligibility cum Technical Bid

Stage 2 – Commercial Bid

Stage 1 - The Eligibility Cum Technical Proposal will be evaluated for all the vendors who have submitted their proposal. The vendor as part of the technical evaluation

should arrange a demo of the quoted model in Mumbai, at our office. The demo needs to be arranged at the cost of the vendor.

Stage 2 - Bank will evaluate the commercials of only those vendors who have qualified after stage 1 of Eligibility & Technical evaluation. The vendor quoting the lowest commercial shall qualify as the L1 vendor. The vendor is expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Total Amount quoted should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid as per actual.

G. NORMALIZATION OF BIDS

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that vendors are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the empanelled vendors to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization process at every stage of bid submission or till the Bank is satisfied. The vendors agree that they have no reservation or objection to the normalization process and all the vendors will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The vendors, by submitting the response to this tender, agree to the process and conditions of the normalization process.

H. OTHER TERMS

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier, etc within the stipulated time. Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank.

Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

I. PAYMENT TERMS

The payment will be released as follows:

Payment for Hardware:

- 70% of the Total Cost on delivery and installation of Hardware plus 100% of GST.
- 20% of the Total cost after one month of successful installation and satisfactory functioning.
- Balance amount of 10% will be released after one month on completion of warranty period or against a Performance Bank Guarantee of scheduled

commercial Bank preferably public sector bank, other than Bank of Baroda, for three years and one month (i.e. one month beyond the warranty period).

Payment for CSMC Charge:

- The payment will be made on quarterly basis, at the end of each quarter on production of original invoice.

The payment will be released from IT Dept., BCC as per the payment terms on submission of related documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.

The Vendor must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the vendor in the price bid against such activity / item.

J. DELIVERY AND INSTALLATION TIMELINES

Delivery of required one Color Multifunction Print / Copy / Scan / Fax Machine in CSMC model at our Mumbai Office should be within 2 weeks from the date of purchase order and should be installed within 3 days from the date of delivery.

K. WARRANTY

Vendor will have to provide a post-installation comprehensive warranty as per the terms of CSMC Model (Comprehensive Service Maintenance Contract) - Annexure 2 for 36 Months from the date of installation or 37 months from the date of the delivery whichever is earlier.

L. EXTENSION OF CSMC AFTER EXPIRY OF 3 YEARS PERIOD

The vendor will support multifunctional printer under CSMS agreement for a minimum period of - 2 - (Two) years, with the Bank after the expiry of the -3- years warranty from the date of purchase at the discretion of the Bank.

M. INSTALLATION

Installation at our office, including unpacking of cartons/ boxes, will be the responsibility of the vendor. Vendor will have to install the system and hand it over to BOB for acceptance testing within 3 days from the date of receipt of the system at our office.

Vendor will have to pay liquidated damages to BOB @ 1% of the total value per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to the vendor.

BOB reserves the right to shift multifunctional printer to new locations and warranty / AMC will continue to be in force at the new location

N. DOCUMENTATION

Vendor will have to supply all necessary documents in English related to the Color Multifunction Print / Copy / Scan / Fax Machine in CSMC model at our Mumbai Office along with their bid submission.

O. TRAINING

The vendor shall provide training to officials of BOB. The training should cover features of the multifunctional printer and include hands-on training. Training will have to be provided at BOB's premises (where the machines are delivered) or external sites acceptable to BOB, at vendor's cost.

P. UPTIME GUARANTEE

Vendor will have to guarantee a minimum uptime of 99%, calculated on a monthly basis.

Uptime percentage - 100% less Downtime Percentage

Downtime percentage - Unavailable Time divided by Total Available Time, calculated on a monthly basis.

Total Available Time – Two shifts a day (8am to 8pm) for six days a week

Unavailable Time - Time involved while any part of the core configuration or system software component is inoperative or operates inconsistently or erratically.

If Vendor fails to meet the uptime guarantee in any quarter then the Vendor will have to pay 1% of cost of the hardware as damages for every 1% downtime than the agreed 95% to a maximum of 10% damages during the warranty / CSMC period OR the warranty /CSMC period will have to be extended by one month. The Vendor should immediately provide Bank with an equivalent standby system in case of failures.

Note: If equivalent standby is provided that will not be considered as downtime to the maximum period of 7 working Days

Q. FORCE MAJEURE

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, 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 of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter

while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

R. ARBITRATION

In the event of a dispute or difference of any nature whatsoever between Bank and the vendor during the course of the assignment arising as a result of this proposal, the same will be settled through the process of arbitration conducted by a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. Bank and Vendor will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at Bank's office that placed the order. The provisions of Indian Arbitration Act 1996 shall apply to the Arbitration proceeding.

S. INDEMNITY

The vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. in respect of the Color Multifunction Print / Copy / Scan / Fax Machine in CSMC model supplied by him.

T. CONFIDENTIALITY

The Vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without consent in writing by Bank. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by Bank. Further, Bank shall have right to regulate vendor staff.

U. INFORMATION AND SECRECY

The Vendor must provide a written undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity of the internal controls of the bank.

V. PUBLICITY

The vendor shall not advertise or publicly announce that he is undertaking work for Bank without written consent of the Bank.

W. STANDARDS

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

X. TRANSPORTATION AND INSURANCE

All the costs should include cost, insurance and freight (c.i.f). However, the vendor has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the vendor till the acceptance of the

Multifunctional printer by BOB. The vendor should also assure that the goods would be replaced with no cost to BOB in case insurance cover is not provided.

Y. MAINTENANCE

Maintenance services shall be available on all working days of the Bank's offices from Monday to Saturday. The services should be available from 8 AM to 8 PM.

Any call logged during the working hours should be attended on the same day, through repair or replacement by a substitute (of equivalent configuration). Also, any call reported after 5.30 p.m. should be repaired / replaced by next working day before 12 noon.

Vendor shall carry out preventive maintenance at least once in quarter in consultation with the officials of the concerned departments where the multifunctional printer is in use, during the warranty period as well as the subsequent AMC period. Preventive Maintenance will include cleaning and servicing of multifunctional printer, replacement of worn-out parts, checking diagnostic software.

Vendor will have to maintain and support the multifunctional printer after the CSMC period, for minimum period of 2 Years at the discretion of the bank.

In case multifunctional printer, is taken away for repairs, the vendor shall provide a standby multifunctional printer (of equivalent configuration), so that the work of the user is not affected.

The vendor shall give an undertaking that sufficient quantity of spares will be kept as stock during the warranty / AMC period at their office in Mumbai

Z. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part, if the Vendor fails to perform any obligation(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar services.

AA. AUDIT

Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access Bank documents, records or transaction or any other information given to, stored or processed by Vendor in relation to the services hereunder within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI.

Vendor should allow the Reserve Bank of India (RBI) to conduct audits or inspection of its Books and account with regard to Bank documents by one or more RBI officials or employees or other persons duly authorized by RBI.

BB. NO EMPLOYER EMPLOYEE RELATIONSHIP

The Vendor or any of its holding / subsidiary / joint venture / affiliate / group / client companies / or any of their employees / officers / staff / personnel / representatives /

agents / shall not under any circumstances be deemed to have any employer – employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

CC. AUTHORIZED SIGNATORY

The Vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The Vendor shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Vendor shall furnish proof of signature identification for above purposes as required by the Bank.

For any further clarifications you may contact:

Contact Person Name	Designation	Contact No.
Mr. Kalpesh Prajapati	Officer (IT Procurement)	022 6698 3256
Mr. Deepak Mehra	Manager (IT Procurement)	022 6698 3232
Ms. Archana Save	Chief Manager (IT Procurement)	022 6698 1556

E-mail your queries to:

- rfp.it.procurement@bankofbaroda.com
- it.fms.bcc@bankofbaroda.com
- deepak.mehra@bankofbaroda.com

Annexure 1 - Technical Specifications of Color Multifunctional Print / Copier / Scan / Fax Machine

Description		Compliance (Y/N)	Remarks
Functions	Color scanning, Color digital sending, Color Printing, Black-and-White printing, Color Copying, Black-and-White copying, Color & Black-and-White faxing		
	It should have Multitasking Capability		
Printing Specifications	Print Speed Black / Color (Normal Quality Mode)	Min 45 / 45 PPM	
	First Page Out (Color / B&W)	Full Color - Max 8 Sec & B&W - Max 6.5 Sec	
	Processor Speed	Min 1.5 Ghz	
	Print Technology	Laser	
	Print Quality (Resolution)	Min 1200x1200 dpi	
	Monthly Duty Cycle	2,00,000 pages	
	Duplex Printing	Automatic (Standard)	
Paper Handling / Media	Paper Tray Standard	Standard Multipurpose Tray - 2 / with Bypass	
	Paper Tray Minimum	4 (including standard multipurpose tray with bypass)	
	Input Capacity Standard	Min 1000 Sheets	
	Total Input Capacity	Min 2100 Sheets	
	Total Output Capacity	Max 500 Sheets	
	Printing Paper Size	A3 Size	
Memory / Print Languages / Font Support	Memory Standard	4 GB	
	HDD	Min 250 GB	
	Memory Slots	Min 1 DIMM Slots, Min 1 Front USB Port	
	Printing Languages	PCL, Post Script and other compatible languages	
Digital Sending Specs	Printing Font Support	True Type Font Support	
	Standard Features	Scan to Email, Scan to Folder, Scan to Printer	
Scanner Specifications	Support File Formats	PDF, JPG, TIF, etc.	
	Scanner Type	Flatbed, RADF	
	Scan Resolution, enhanced	Upto 600x600 dpi	
	Speed BW / Color	min 45 / 45 PPM	
	Scan mode	Color scanning	
	RADF Capacity	standard 100 sheets	
	Scan paper size	A3 Size	
Copier Specifications	Support File Formats	PDF, JPG, TIF.	
	Copy Resolution, B/W	Upto 600x600 dpi	
	copy reduce/enlarge	25-400%	
	Maximum no of copies	999	
Fax Specifications	Copier paper size	A3 Size	
	Fax Resolution, B/W	upto 300x300 dpi	
	Fax memory	Min 1000 Pages	
	Fax Broadcast	100	
	Fax Forwarding	Yes	
	Speed Dials Max. Nos	Upto 100 Numbers	
	Junk fax barrier	Yes	
General	Fax Modem	33.6 kbps	
	Connectivity	USB, Ethernet, Wifi Direct	
	Certifications	Energy Star Certification	
	Warranty	3 Yrs + 2 Yrs CSMC Model	