



**INFORMATION TECHNOLOGY DIVISION**

SUB: Supply, Installation, commissioning and maintenance of Passbook printers and Dot Matrix Printers to our Branches/Administrative Office with 5 years warranty period.

**Tender Document Details:**

<b>Tender Reference Number and Date</b>	<b>RFP : KVGB/ITD/PRINTERS/2020 dated 31.08.2020</b>
Last date for seeking Clarifications	08/09/2020
Date for submitting the Bid documents	15/09/2020 upto 16:00 hours
Date of opening of Bids	15/09/2020 at 16.30 hours
Earnest Money Deposit/Bid Security	₹5.00 Lakh valid for 6 months from the last date of submission of Bids in the form of Bank Guarantee.
RFP Cost	Non-refundable ₹10,000/- in the form of DD.

This RFP document is available at our Bank's website, [www.kvgbank.com](http://www.kvgbank.com) and can be downloaded from the website. Clarifications, Modifications and date of Extensions, if any, will also be posted on the same website and no paper publication will be done for the same.

**Issued by:**

Assistant General Manager  
Karnataka Vikas Grameena Bank  
Information & Technology Division  
Head Office, Belgaum Road  
Dharwad- 580008

**Contact Numbers:**

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**To**  
ALL ELIGIBLE BIDDERS

Dear Sir,

**SUB: Supply, Installation, Commissioning and maintenance of Passbook Printers and Dot matrix printers with a warranty period of five years for our Branches and Offices.**

We request you to submit your best quotes for the supply and installation of pass book printers and dot matrix printers as per the details furnished in this document, for use in Branches and Offices of Karnataka Vikas Grameena Bank:.

**BRIEF DESCRIPTION OF THE REQUIREMENTS:**

Sl.No	Description	Qty
1	Passbook Printer	300
2	80 Column Dot Matrix Printer	180
	TOTAL:	480

**Pre-Qualification Criteria:**

- Bidder should be a registered company in India. **Submit certified copy of the certificate of incorporation issued by registrar of Companies and certificate of commencement of business issued by the registrar of companies (for public limited company).**
- Bidder should be a OEM/Authorised partner of OEMs of the printers proposed to supply as per the scope of RFP. **Submit undertaking letter that bidder is OEM for printers for last 3 years or certificate from OEM as Bidder is authorised partner.**
- Bidder should have supplied and installed 100 numbers each of Passbook and dot matrix printers in single/multiple orders during the period (2017,2018,2019) to Bank/Financial Institutions/Central or State GOVT/PSU. **As documentary proof, letters issued by the Organisation where it is supplied, with No. of locations, quantity and its satisfactory performance are to be submitted along with purchase order no and date.**
- The Bidder should not have been Black listed by any Government Authority or Public-Sector undertaking (PSUs) and Public Sector banks due to lack of support / Services, poor hardware quality and malpractices as on the date of Submission of Bid. The Bidder shall give an undertaking that they have not been Black listed by any of the Govt. Authority, PSUs, and PSBs as on date of Submission of the Tender, otherwise their Bid will not be considered. **It should be a notarized undertaking.**
- The bidder should be a profit making company/firm during the last 3 consecutive financial years(2017,2018,2019) with positive net worth in the business of Hardware alone. **As documentary proof, audited Balance Sheet & Profit &**

**Loss statement are to be submitted for the last 3 consecutive financial years.**

- Existing Vendors, who have supplied Hardware to our branches, should have satisfactory record of service support. The Bank reserves the right to consider any vendor as technically non-responsive whose service support is not up to the mark and the pending complaints from our Branches/Offices are not resolved within the stipulated time frame.
- The Bank also reserves the right to consider any vendor as technically non-responsive, if they had on earlier occasions during previous year, defaulted in supplying hardware/peripherals as per RFP terms and conditions. Incidences of the above nature would have been brought to the notice of the vendor/s already through mail/letters/etc.
- The Bidder should have at least 10 support offices/Support centres in Bank's Regional Office locations listed below and for other locations vendor should have Service support centres / Franchisee within 100 Kms from our Regional Offices.  
**Proof of the same is to be enclosed.**

<b>BAGALKOT</b>	<b>BELGAUM</b>	<b>BIJAPUR</b>	<b>CHIKODI</b>	<b>DHARWAD</b>	<b>GADAG</b>
<b>HAVERI</b>	<b>KUMTA</b>	<b>MANGALORE</b>	<b>GOKAK</b>		

**The Bidder should submit proof in support of all Pre-Qualification Criteria while submitting the bid proposals.** Failing which, the Bid proposal will be treated as technically non-responsive.

**Disclaimer:**

This RFP is not an offer by Karnataka Vikas Grameena Bank, but an invitation to receive response from vendors. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorised officers of Karnataka Vikas Grameena Bank with the vendors.

**Authorization to Bid :**

The proposal/Bid being submitted would be binding on the Vendor. As such it is necessary that authorized personnel of the firm or organization sign the BID. The designated personnel should be authorized by a senior official of the organization having authority to do so. The proposal must be accompanied with an undertaking letter duly signed by the designated personnel providing a Bid commitment. The letter should also indicate the complete name and designation of the designated personnel. Necessary resolutions/authority/ Power of Attorney available shall be enclosed. In case the principal vendors authorise their business partners or authorised distributors to bid on their behalf, a separate authorisation letter as per format enclosed, with a commitment to fulfil the terms of the RFP should be submitted. It is mandatory that such of those business partners/authorised distributors should have service support centres on all India basis.

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Following instructions may please be taken note of in this connection.

Offer shall be submitted for printers for the full schedule of requirements. Price bids are to be submitted separately as detailed in item No. 4 to 7 below.

### **1) BID SECURITY:**

#### **I. BID SECURITY :**

- A) The Bidder shall furnish, as part of its Bid, a Bid security for an amount of **Rs 5,00,000/- (Rupees Five Lakhs only)** in the form of Bank Guarantee issued by a reputed Bank in India other than Karnataka Vikas Grameena Bank and acceptable to the Bank in the format enclosed for a period of 6 months from the last date of submission of bid documents and to be submitted along with the Non-price Bid.
- B) The successful Bidder's bid security will be discharged upon the Bidders signing the contract Agreement & furnishing the performance security for 10% of the contract value valid till the end of warranty period plus 3 months grace period. Unsuccessful Bidder's bid security will be discharged or returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the purchaser.
- C) The Bidder has to submit non-refundable RFP Cost of **Rs 10,000/- (Rupees Ten thousand Only)** in the form of Demand Draft(DD)

#### *2) The Bid security may be forfeited:*

- i) If a Bidder withdraws its Bid during the period of Bid validity; or  
ii) In case of a successful Bidder, if the Bidder fails:  
a) To sign the Contract / SLA within the stipulated time or  
b) To furnish Performance Security valid till the end of warranty period within the stipulated time.

- 3) Bid shall be submitted in 2 (two) separate sealed envelopes, one 'Non Price Bid' (Technical Offer) and other 'Price Bid' (Commercial Offer) clearly mentioning on top of the envelope 'Non-Price Bid' or 'Price Bid', duly superscribing the envelope with the reference number of this letter, due date, name of the Bidder, Offer reference number etc.

All Bid Documents are to be properly filed in a box file and all pages of the non-price/price bids should be numbered serially (1/xxx, 2/xxx (where xxx is last page number of Bid document)) and should bear the company's seal and signature/s of the authorized person/s on all pages.

#### **ENVELOPE-I: Non-Price Bid (Technical Offer):**

The Non-Price Bid (Technical offer) should be complete in all respects and contain all information asked for, except prices. The technical offer should not contain any price information. The Technical Offer should be complete and indicate that all products and services asked for are quoted. For example, the Technical Offer should mention that AMC charges are included in the Commercial Offer, without mentioning the actual amounts in the Non-Price Bid and terms of Payment,

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Delivery and any other conditions, which may appear in the Price Bid. The Bidder should enclose a copy of the Masked Price Bid as per price schedule without the prices (please put 'x' mark wherever prices are quoted) along with other bid documents for evaluation purpose.

ENVELOPE-II: Price Bids (Commercial Offer):

The Price Bids (Commercial Offer) as per **Annexure-C** should give all relevant price information and should not contradict the Technical Offer in any manner. ***Please note that if any envelope is found to contain both technical and commercial offer together, that offer will be rejected summarily.***

Thereafter, both envelopes shall be placed inside another envelope and properly closed and sealed. The final envelope should be super scribed as **"Supply, Installation, commissioning and Maintenance of Pass Book Printers and Dot Matrix Printers"** in response to RFP No: **KVGB/ITD/PRINTERS/2020 dated 31.08.2020** (includes separately sealed 'Technical Proposal' and 'Commercial Bid') on the top of the envelope.

The best and firm price should only be quoted (as per the Proforma enclosed).

- 4) The Technical Bid (Non-Price Bid) will be opened first for evaluation. The Price Bids will be opened only if the Technical Bid is found responsive. The technical bid should necessarily contain all Technical details and terms of Payment, Delivery and any other conditions.
  - Bidder's proposal should strictly conform to the Technical specifications and other terms and conditions.
  - Proposals not conforming to the specifications will be rejected summarily.  
*Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.*
- 5) The details required as per Annexure shall also be enclosed with out fail. The Bank may reject any proposal not containing all the requirements called for in various Annexure. Technical/Commercial Bids must contain required/relevant information on all the items including optional items, if any without fail.
- 6) The last date for submitting the proposals along with Bid security is **15/09/2020 by 16.00 hours** at this office. Any proposal received after the due date and time will not be considered. Both Price and Non-Price bids complete in all aspects should be submitted to **Assistant General Manager, Karnataka Vikas Grameena Bank, Head Office, Belgaum Road, DHARWAD-580 008** within the above stipulated date and time.
- 7) The Bid should consist of the following documents:
  - a. Price Bid in a separate cover.
  - b. Non-Price Bid (Masked price Bid) consisting of all technical specifications and other commercial terms/annexure as per RFP and original Bid security (*copy of the price bid with out the prices (masked price bid) should be enclosed*).
  - c. An undertaking as per clause no.21 of this RFP.
  - d. Manufacturers Authorisation form as per **Annexure-E**, if applicable.

- e. Technical Specifications as per **Annexure I-A & I-B** are to be furnished item wise. Please furnish full details, ensuring strict conformity with the specifications in every respect, in order to avoid ambiguity. The software, if any, shall be supplied with Media, Manual and Licence. Relevant *Detailed Product Brochures* shall be submitted for each item with the proposal.
- f. Furnish AMC charges per annum for 5 years after the free warranty period of 5 years. Annual Maintenance cost for five years quoted by the Vendor will be added to the Total cost quoted after discounting to net present value at a discount rate of 8% Per annum for evaluation purpose. If the AMC rate is less than 6% of the basic cost of the system or free period is more than 5 years, AMC value of 6% of the basic cost, discounted at 8% and a free warranty period of 5 years will be considered for the purpose of evaluation. However, the actual payment will be only at the rates quoted. All the above information will be used in computing the competitive cost of the Quotation.
- g. The bidder/OEM should have own/franchise service centre at 10 regional offices of the bank for lodging complaints, maintenance of printers apart from call centre facility, if any, available with the bidder. Bidder's representative and local office at Hubli/Dharwad will be the contact point for the bank.
- h. Share the Detailed Escalation matrix for lodgement of complaint. Bidder should have helpdesk facility and details of the same are to be provided.
- i. A list of Service Centres in the entire 10 regional office jurisdiction shall be furnished as per **Annexure-G**.

**8) Delivery Period:**

The Bank reserves the right to stagger the deliveries depending upon the readiness of sites at various locations. The exact delivery locations/branches list will be communicated in the purchase order to successful bidder. However bidders are to consider that the printers are to be delivered across all the branches of 10 regional offices of the bank.

The bidder shall deliver printers within 3 weeks, from the date of issuing of Purchase Order for the same inclusive of completion of the pre-shipment testing. Wherever Road permits are required one additional week will be provided.

**Liquidated Damages:** For any delay in delivery, installation and commissioning beyond 3 weeks for non-road permit locations and for road permit locations additional one week, from the date of the delivery instructions issued by the Bank, the Bank reserves the right to charge a LD (Liquidated Damages) at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).

*If the items delivered could not be installed for reasons attributable to the Bank, the same should be recorded and submitted to our office.*

**9) HARDWARE INSTALLATION:**

The Supplier is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware/Peripheral units and connecting to power supplies. The Supplier will test all operations and accomplish all adjustments necessary for successful and continuous operation of the Hardware/Peripherals at all installation sites. The supplier is also responsible for installation/integration of the Hardware and for establishing connectivity to the existing network, if any.



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In case the Bank wants the equipment to be shifted to a location other than the originally indicated location, the vendor should do the necessary configuration changes in the equipment suitable to the new location and install the same at the new location.

### **10) Payment terms are as under:**

- i) On Delivery:** Seventy(70) % of the Contract price of the purchase order.
- a) 2(Two) copies of the supplier's invoice, inclusive of original, showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. of the system/s etc, Unique identification code provided by the bank while awarding the order etc.
  - b) Details of the shipments made with their pricing are to be provided in the bank's prescribed format in both Hard & Soft (MS Excel), a copy of which will be provided by the bank along with the order.
  - c) Original delivery note signed by consignee or acknowledgement of receipt of goods from the consignee.
  - d) Insurance Certificate as per clause 6 (Annexure A , Page No.12) mentioned below.
  - e) Manufacturer's/Supplier's Warranty certificate.
  - f) Supplier's factory inspection report/Inspection testing certificate issued by testing Agency.
  - g) Pre shipment test certificate from third party Testing agency(Testing agency name and address will be communicated separately), if the equipment costs beyond Rs.50,000/- per item.
  - h) Delivery of Software Licenses (Paper), if any, at Karnataka Vikas Grameena Bank, Head Office, Dharwad.
- ii) On Final Acceptance:** Thirty (30) % on submitting the Installation report duly signed by the Bank's representative, and submission of performance security in the form of Bank Guarantee of 10% of the purchase order value.

However, if for any reason, the installation and commissioning is delayed due to non-readiness of infrastructure and hence acceptance certificate cannot be issued, the above 70% of the Total Contract Price shall be paid, within 30 days from the date of receipt of goods at the respective locations. In such a case, the Supplier shall have to produce document showing "Site not Ready" status from the representatives of Karnataka Vikas Grameena Bank at respective locations and to undertake to install and successfully commission the equipments within 15 days of confirmation of readiness of infrastructure by the Purchaser. This, however, does not preclude the Purchaser from invoking the Performance Guarantee if warranted, as per the terms of this Bid Document

### **11) Warranty and Payment for Annual Maintenance Charges/ Submission of Bank Guarantee:**

Pass book printers, Dot Matrix printers, and Peripherals shall carry a free comprehensive, onsite warranty for a minimum period of Five (5) Years and AMC for next Five (5) Years from 6<sup>th</sup> year to 10<sup>th</sup> Year.

**WARRANTY:**

- a) The Supplier warrants that the Goods supplied under the Contract are new, unused and shall have no defect arising from design, materials or workmanship.
- b) This warranty shall remain valid for a minimum period of 60 (Sixty) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the Contract, or for minimum period of 69 (Sixty Nine) months after the date of delivery, whichever period concludes earlier.
- c) Within Twenty (20) days of the receipt of format of notification of award from the Purchaser, the successful Bidder shall furnish the **performance security (BG) for 10% (ten percent)** of the contract value for the warranty period plus 3 months grace period *in the format prescribed.*
  - ✓ *If BG is not submitted within stipulated time, a penalty at the rate of 0.50% of the cost of the systems per week subject to a maximum of 10% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).*

**AMC Charges:**

The Annual Maintenance Cost shall be paid in advance in equal half yearly instalments within thirty days of receipt of claim at the start of each year, after completion of warranty/ maintenance obligations of the previous year, at the rates quoted, on receipt of a Bank Guarantee for 10% of the cost of the equipment (excluding Annual Maintenance Cost), valid for a period of 5 years from the date of completion of free warranty period - with 3 months grace period. The Bank Guarantee submitted towards performance guarantee taken during warranty period will be released only after receipt of the above. Non-submission of AMC Bank Guarantee at least 15 days before the expiry of Performance Bank Guarantee will be sufficient reason for invoking the performance guarantee. No separate AMC Agreement needs to be executed. However, all the systems shall be properly maintained irrespective of Non-claiming/Non-renewal of AMC by the vendor in time.

12) **HARDWARE MAINTENANCE :**

The Bidder will assume total responsibility for the fault free operation of hardware, software, required/mandatory drivers and maintenance during the warranty and post warranty (AMC) period. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware function without defect or interruption.

During the warranty period the vendor should undertake to provide the Bank, free maintenance service (which will include repair and maintenance of all systems, kits or parts, spare parts etc as and when required) from the date of commissioning of the Systems. The vendor should maintain critical components. If any critical component of the entire configuration is out of service for more than three days, the Supplier shall either immediately replace the defective unit or replace it at its own cost so that the required uptime is not compromised.



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In case the supply is not according to the order or if the components, if any, are found to be varying from the order in any respect, the vendor will undertake to replace at no extra cost to the Bank, during the period of use after the warranty also.

On lodgement of complaint, service should be provided and rectification of reported problem within twenty four (24) hours in Semi-Urban/ Rural centre, within Twenty four (24) hours in Urban/Metropolitan centres and within 48 hours for Island branches (without any extra charges like TA/HA). In case any part is found defective & needs to be taken to the Vendor's Premises/lab for repairs, the Vendor should either ensure the required parts is replaced or a standby equipment is provided in place of defective equipment within 24 hours or next business day.

In case of failure of the vendor in both the above cases, the vendor will be liable for penalty of Rs.500/- per day for Urban Centres and Rs 250/- per day for Semi-Urban/Rural centres. The amount of penalty will be recovered from the vendor from payments due to them or by invoking Bank Guarantees provided for warranty/maintenance.

The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption as per the above condition.

However, if the Hardware/Peripheral is down due to the reasons attribute to the Bank, the vendor has to submit proof for the same for not levying the penalty.

- 13) The supplier shall buy back the System from the Purchaser at a depreciated cost in the event of the Model/System supplied by the supplier being replaced by a more advanced system. The details of such buy back can be arrived at, on mutually agreed terms at the time of buy back. The purchaser reserves the rights to go for buy back or otherwise.
- 14) The Bank may at its discretion,
  - ✓ Increase the requirement and place orders subsequently within the validity or the extended validity of the Bid up to 35%, or
  - ✓ Decrease the requirement up to 35%.
- 15) The vendor has to submit various formats mentioned in Annexure-A along with all other annexure of this RFP on Company's letter head with seal and signature. All pages are to be serially numbered. Relevant proof, if required is to be enclosed.
- 16) A Softcopy of the bid proposal (both Technical and Masked price bid) must be submitted along with the respective sealed bid/s.
- 17) Please note that an Indian Agent on behalf of the Foreign Principal or the Foreign Principal directly can bid in a tender but not both. In case of Bidding by both, Bid submitted by Foreign Principal will be considered for evaluation. Also in cases where an Agent participates in a tender on behalf of one manufacturer, he is not allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

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- 18) *Bank reserves the right to reject this invitation to offer in part or full, or cancel the entire procurement process at any stage without assigning any reason.*
- 19) In case of delivery of equipment to States where Road Permit is required for transportation of goods, it is the responsibility of vendors to provide the same making all the arrangements required in advance. However, Bank will provide any letter, if required by the vendors for carrying out the task.
- 20) If the vendor needs any clarification on any of the aspects of the Bid Document, they can seek clarifications on or before **08/09/2020** through e-mail to [kvgbdit@kvgbank.com](mailto:kvgbdit@kvgbank.com) with the subject: "**Clarification for RFP ref :KVGB/ITD/PRINTERS/2020 dated 31.08.2020**". The Bank reserves the right to make amendments to the RFP before the last date prescribed for submission of the responses. Such clarifications, amendments to our RFP, if any, will also be hosted on our website. Vendors are requested to take note of the same.
- 21) Undertaking that **all material including Software Licenses** to be supplied is original and Brand New and if required proof of purchase can be produced. This undertaking is to be signed by a Director or Head of Marketing of the Company.
- 22) In case the equipments offered or any part thereof are imported, the price quoted in the Bid by the vendor will be firm & final and any fluctuation in foreign exchange rates shall not have any bearing on the price quoted in the Bid.
- 23) All disputes and differences of any kind whatsoever arising out of or in connection with the purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement each party may appoint an arbitrator and such arbitrators shall appoint an Umpire before entering on the reference. The decision of the Umpire shall be final. Such arbitration to be governed by the provisions of Indian Arbitration and Conciliation Act 1996.
- 24) Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at **Dharwad**.

Yours faithfully,

**(Shrikant Hegde)**  
**Assistant General Manager**

**ANNEXURE-A**  
**OTHER IMPORTANT TERMS AND CONDITIONS**

**1 MANUFACTURERS AUTHORISATION FORM:**

In the case of a Bidder offering to supply goods under contract which the Bidder did not manufacture or otherwise produce, the Bidder should produce a certificate as per the format enclosed that they have been duly authorized by the goods' manufacturer or producer to supply the goods and assuring full guarantee and warranty obligations. If proposals are submitted through the business partners or authorised distributors etc., a separate "LETTER OF AUTHORISATION TO BID" on behalf of the main vendor/s should be enclosed along with the technical bid. Proposals received without the authorisation letter/s will summarily be rejected. However, the bidder should confirm that they have a national presence to extend support for the systems supplied and also submit a list of such *service support centres*.

**2 TECHNICAL DETAILS FORM:**

Bidders should furnish an item-by-item commentary on the Purchaser's Technical Specifications demonstrating substantial responsiveness of the goods and services to those specifications, or a statement of deviations and exceptions to the provisions of the Technical Specifications as per format furnished in Annexure I.

**3 CONTRACT FORM & PERFORMANCE SECURITY:**

- 3.1** Within Twenty (20) days of receipt of the Purchase Order & Format of *Contract Form/SLA*, which will be sent along with the notification of award, the successful Bidder shall sign and date the Contract/SLA and return it to the Purchaser. The Bidder however may submit the *Contract/SLA Form they like to execute*. *It is the prerogative of the Bank to accept the same or to modify. It is reiterated that the Contract/SLA to be entered in to by the successful Bidder shall be as approved by the Bank only.*
- 3.2** Within twenty (20) days of the receipt of format of notification of award/purchase order from the Purchaser, the successful Bidder shall furnish the *Performance Security (Bank Guarantee) for 10% (Ten percent) of the Contract Value or purchase order value* valid till the end of warranty period plus an additional grace period of 3 months in the format prescribed. *If BG is not submitted within stipulated time, a penalty at the rate of 0.50% of the cost of the systems per week subject to a maximum of 8% of the Total Basic Cost of the Equipment/s (Excluding AMC Charges).*
- 3.3** Failure of the successful Bidder to comply with the requirement of accepting the purchase order/executing Contract and/or submitting Performance Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the Purchaser may make the award to the next lowest evaluated bidder or call for new bids.

**4 INSPECTIONS AND TESTS:**

- 4.1** The Purchaser or its representative shall have the right to inspect and/or to test the Goods to confirm their conformity to the Contract specifications at no extra cost to the purchaser.
- 4.2** The inspections and test may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and/or at the final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.
- 4.3** Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements free of cost to the Purchaser.
- 4.4 Pre-shipment testing of equipment by the approved agency:** In case of purchase of equipment beyond Rs.50,000/- per item, the vendor/s will have to provide a pre-shipment test certificate from the third party testing agency at his own cost regarding the quality and specifications to be in conformity with the Purchase Order issued to them. Bank will inform the name and address of the third party testing agency in the purchase order.

**5) TERMINATION FOR DEFAULT:**

- 5.1** The Purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, may terminate this Contract in whole or in part:
- 5.1.1** If the Supplier fails to deliver any hardware within the period(s) specified in the Contract or within any extension thereof granted by the Purchaser.
- 5.1.2** If the Supplier fails to perform any other obligation(s) under the Contract
- 5.2** In the event the Purchaser terminates the Contract in whole or in part, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered and the Supplier shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

**6 INSURANCE:**

The insurance shall be for an amount equal to 110% of the CIF value of the goods delivered at the respective branches covering all risks (fire, burglary, SRCC, natural calamities such as earth quake, flood etc) for a period covering the transit period and also minimum 4 months from the date of delivery.

**7 SUPPLIER'S OBLIGATIONS:**

- 7.1** The Supplier is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
- 7.2** The Supplier's representative & local office at Hubli/Bangalore will be the contact point for the purchaser and all the authentic status of Delivery and Installation should be made available in writing at least twice in a week.
- 7.3** The Supplier will treat as confidential all data and information about the Purchaser, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Purchaser.

**8. Incompetent Engineers attending to installation, configuration and troubleshooting:**

In case it comes to the notice of the Bank that incompetent engineers are attending to installation/configuration and troubleshooting of the PCs and Peripherals at Administrative Offices/Branches, the Bank has the right to recover penalty from the vendor at the rates already mentioned in Hardware Maintenance clause, if written complaint is received from the Administrative Offices regarding such incidents.

**9 TECHNICAL SPECIFICATIONS:**

- 9.1** Detailed Technical Specification of the items required is attached as **Annexure- I-A & Annexure-I-B.**
- 9.2** The Bidder is required to submit the following documents, as applicable, along with the offer. The following list is only indicative and not exhaustive.
  - a) The manuals and technical brochures, specific names of components/items excluded from the purview of warranty/ AMC and its cost are required to be submitted for all items, including all accessories and devices, included in the package for which a bid is being submitted.
  - b) Technical brochures for individual Components
- 9.3** Technical details form must be complete in all respects. Correct technical information of the product being offered must be filled in. Any additional information available, though not included in the form, may also be submitted. *Terms like OK, accepted, noted, as given in brochure/manual or more etc., are not to be used and are not acceptable.*

**10. FORCE MAJEURE:**

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's

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fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of the Bank either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such conditions and the cause thereof immediately. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and the Bidder shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding the above, the decision of the Bank shall be final and binding on the Bidder.



**ANNEXURE-B**  
**BID FORM**

Ref No.....

Place:.....

Date:.....2020

The General Manager  
KARNATAKA VIKAS GRAMEENA BANK,  
Head Office, Belgaum Road,  
**DHARWAD-580 008**

Dear Sir,

Having examined the Request for Proposal (RFP): KVGB/ITD/PRINTERS/2020 dated 31/08/2020, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver and install the items mentioned in the schedule of requirements for your Branches/ Offices in conformity with the said RFP for the sum mentioned in the Price Bid or such other sums as may be ascertained in accordance with the Schedule of Prices attached and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the goods in accordance with the Delivery Schedule specified.

If our bid is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 10 % of the Contract Price for the due performance of the Contract, in the form prescribed by the Purchaser.

We agree to abide by this bid for a period of 180 days from the last date of submission of Bid and shall remain binding upon us and may be accepted at any time before the expiration of that period.

*We further confirm that,*

- 1 In case we offer system and/or other software manufactured by another company, such software operates effectively on the system offered by us and we are willing to accept responsibility for its successful operations
- 2 That similar or compatible hardware will be made available in the Purchaser's site to provide adequate emergency processing arrangements; and

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your Notification of Award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

Commissions or gratuities, if any paid or to be paid by us to agents relating to this Bid, and to contract execution if we are awarded the contract, are listed below:

Name & address of agent Amount & currency Purpose of commission or gratuity  
b) (If none, state none)

We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this ..... day of ..... 2020

(Signature)

(In the capacity of) Duly Authorised to sign bid for & on behalf of (Name & Address of the Bidder)

**ANNEXURE-C****PRICE SCHEDULE & ANNUAL MAINTENANCE AFTER WARRANTY PERIOD**

(Amount in Rupees)

Item No	Item Description (a)	Qty (Nos) (b)	Unit Price (c)	Total Price ( for delivery at final destination) (d) = (b) * (c)	GST Payable if contract is awarded
<b>A</b>	<b>BASIC COST</b>				
1					
	<b>Sub Total (T1)</b>				
<b>B</b>	<b>AMC for 5 Years after Warranty of 5 Years</b>				
	Item Description (a)	Qty (Nos.) (b)	Unit AMC Price/Year (c)	Total AMC Price for 5 Years (d) = (b) * (c) * 5	Remarks
1					
	<b>Sub Total (T2)</b>				
<b>C</b>	<b>Grand Totals (T1+T2)</b> ( including 5 years Warranty & AMC for 5 years)				
<b>D</b>	Amount in Words : Rupees.				

**Notes:**

- 1) Price of each item should be quoted separately as per Annexure C.(Individual Quotes for Pass book printer and 80column dot matrix printer)
- 2) In case of discrepancy between unit price and total price, the unit price shall prevail.
- 3) **T1 price of the individual item & Peripherals as per the table cited above Figure is to be taken to determine for L1 status.**
- 4) Annual maintenance charges should be for five years after warranty period of five years should be quoted in the price schedule.
- 5) The Bidder should enclose a copy of the Masked Price Bid as per price schedule without the prices (please put 'x' mark wherever prices are quoted ) along with other bid documents for evaluation purpose.
- 6) Applicable GST, at actual, is payable extra.
- 7) The free warranty and AMC shall cover a total period of 10 years. Bidder must quote AMC price for each item and **AMC quote will not be considered to determine the L1 price.**

**ANNEXURE-D**  
**BID SECURITY FORM**

Whereas \_\_\_\_\_ (herein after called "the Bidder") has submitted its Bid dated \_\_\_\_\_ 2020 for the supply of \_\_\_\_\_ (hereinafter called "the Bid")

KNOW ALL PEOPLE by these presents that WE \_\_\_\_\_ having our Registered Office at \_\_\_\_\_ (hereinafter called "the VENDOR") are bound unto KARNATAKA VIKAS GRAMEENA BANK, Head Office, Belgaum Road, DHARWAD-580 008 (hereinafter called "the Purchaser") in the sum of \_\_\_\_\_ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Affixed with the Seal of the said Bank this \_\_\_\_ day of \_\_\_\_\_ 2020.

THE CONDITIONS of this obligation are:

- 1 If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- 2 If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity:
  - a) Fails or refuses to execute the Contract Form if required; or
  - b) Fails or refuses to furnish the Performance Security, in accordance with the terms of the Bid;

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including -----, 2020, and any demand in respect thereof should reach the Bank not later than the above date.

\_\_\_\_\_  
(Signature and Seal of Bank)

**ANNEXURE -E**  
**MANUFACTURERS' AUTHORISATION FORM**

No. ....

Dated:        /        /2020

The General Manager  
KARNATAKA VIKAS GRAMEENA BANK,  
Head Office, Belgaum Road,  
**DHARWAD-580 008**

Dear Sir,

**Sub: KVGB/ITD/PRINTERS/2020 dated 31/08/2020.**

We ..... who are established and reputable manufacturers of Pass book and Dot matrix Printers having manufacturing factories at ..... and ..... do hereby authorize M/s. .... (Name and Address of Agents) to submit a bid, and sign the contract with you for the goods manufactured by us against the above RFP.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully,

(Signature of authorized person)  
(Name of manufacturers)

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

**ANNEXURE-F**  
**LETTER OF AUTHORISATION TO BID**

No. ....

Dated:        /        /2020

The General Manager  
KARNATAKA VIKAS GRAMEENA BANK,  
Head Office, Belgaum Road,  
**DHARWAD-580 008**

Dear Sir,

Sub: Letter of Authorisation to bid for Karnataka Vikas Grameena Bank's Passbook printer, Dot matrix printer and Peripherals Requirements

We M/s ..... (Name and address of the principal) hereby authorize M/s. .... (Name and Address of Agents), our Business Partner/Authorised Distributors to submit a bid, and sign the contract on behalf of us for all the systems/goods required by the bank as called for vide the bank's request for proposal reference no KVGB/ITD/PRINTERS/2020 dated 31/08/2020.

We hereby extend our full guarantee and warranty as per Clauses of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully,

(Signature of authorized person)  
(Name of principal vendor on whose  
behalf the proposal is submitted)

Note: *This letter of authority should be on the letterhead of the principal on whose behalf the proposal is submitted and should be signed by a person competent and having the power of attorney to bind the principal. It should be included by the Bidder in its bid.*

**ANNEXURE –G**  
**SERVICE SUPPORT FORM**

		<i>Nearest Service Center</i>						
<b>S No</b>	<i>Description of goods</i>	Address, Phone and Telex/Fax Nos of centre.	Name & Distance from Banks RO	Name of Service Engineers & Contact No	No. Of Admn staff	Value of Minimum Stock of spares available at all time	List of Model of items serviced in last two years	Accessibility time from nearest service centre to destination of goods

**NOTES:**

- Bidders are required to mention specifically the Name, Address, and Telephone Number of their Service Centre, Mobile No. Email ID etc for after Sales Service at the delivery location.
- Escalation Matrix is to be provided for all the locations.



**ANNEXURE –H**  
**SCHEDULE OF REQUIREMENTS**

**I. Printers & Peripherals for Branches/Offices:**

<b>Sl no.</b>	<b>Particulars</b>	<b>Quantity (Nos.)</b>
1.	Passbook Printer(PBP)	300
2.	80 column Dotmatrix Printer	180

**II. POINTS FOR VENDORS (FOR SUBMISSION OF BIDS):**

- a. Vendor has to invariably submit Annexure P on compliance of various terms and conditions.
- b. Submission of requirements for technical evaluation should be systematic and the requirements should be clubbed item wise. For example: for Printers: Technical compliance sheet as per our format, Technical specifications chart, literature on technical parts like Mother Board, key board, etc., Brochures, Certification details along with print proofs, etc.
- c. All papers both 'Technical and Price Bids' should invariably be stamped, and signed by the personnel authorized to submit the Bid.
- d. Bid documents are to be numbered serially like Page 1 of 50, Page 2 of 50 etc.
- e. All documents meant for submissions should be properly filed either with spiral binding or in a box file to facilitate easy handling.

**Annexure-I-A**  
**TECHNICAL SPECIFICATIONS FOR PASSBOOK PRINTER**

<b>Pass Book Printer – (PBP)</b>		<b>Complie d</b>	<b>Deviations , if any</b>
1. Make & Model	Must be specified. All the relevant product brochures and manuals must be		
2. Print head	24 pin.		
3. Print Head life	Minimum 350 Million Characters or		
3. Print Speed	Minimum 400 cps @ 10 cpi in High speed draft mode or more.		
4. Print Modes	Draft, Normal and Quality, NLQ		
5. Print width	90 columns or more @ 10 cpi.		
6. Interface	Serial, Parallel, USB 2.0, interface cable should be provided		
7. Emulation	IBM / Olivetti / EPSON		
8. Alignment	Auto document alignment – left		
9. Print Method	Horizontal/Vertical.		
10. Ribbon life	Minimum 3 Million Characters		
11. Reliability – Mean Time Between Failure(MTBF)	8000 POH or more		
12. Noise Level	Less than 55 dB		
13. Diagnostics	Preferred built-in.		
14. Dust Cover	Good quality dust cover must be		
15. Printer	Must be specified ( width/height/weight		
16. Electrical Specifications	Power supply voltage AC 220V to 240V, 50 Hz (+/- 2Hz) and should be provided with the Indian adapter.		

**Note –**

1. The passbook printer offered must be from a stable and mature product line with a clear product number, printed documentation and evidence of high reliability and capable to print when attached to a Network.
2. The Pass Book printer should be supplied with interface cable for parallel Port, Serial Port and USB 2.0 & above for Printing and OEM Drivers for Windows 2007/2008/2010 and Windows Server 2003, 2008 & above, Unix / Linux and Centralized Banking Solution based Network printing.
3. The bidder has to demonstrate pass book printer should work seamlessly with the core banking solutions of the Bank.
4. Bidders have to replace all the parts during warranty period

Additional font availability on the printer offered. (Resident & Optional). Different cut sheet use options and limitations.  
Additional emulation features available. Features like paper parking Zero tear off.

**Annexure-I-B**  
**TECHNICAL SPECIFICATIONS FOR 80Col Dot Matrix Printer**

<b>DMP-80 - Dot Matrix Printers –80 Column</b>		<b>Complied Yes / No</b>	<b>Deviation s, if</b>
1. Make & Model	Must be specified. All the relevant product brochures and manuals must be submitted.		
2. Print head	24 pins.		
3. Print head life	350 million characters or more		
4. Print Speed	300 CPS in 10 CPI high Speed Draft		
5. Print Modes	Draft and NLQ.		
6. Print width	80-column minimum.		
7. Print Method	Bi-directional Logic seeking for text / Uni- directional for Image and Graphics Printing.		
8. Interface	Bi directional Parallel. Should be supplied with appropriate interface cable like serial, parallel and USB 2.0 and above is mandatory		
9. Data buffer	10 KB (minimum)		
10. Emulation	EPSON IBM Pro Printer		
11. Character Set	EPSON IBM & international (Minimum).		
12. Paper feed	Both Friction and Tractor with Push		
13. Paper Type	Cut sheet and Fan-Fold continuous stationary		
14. Ribbon life	Minimum 2 million characters.		
15. Print	Bold. Italics, underline, wide-font attributes, super and sub-scripting		
16. Mean Time Between Failure(MTBF)	6000 PoH (Minimum)		
17. Paper Tear Bar	Integrated Mettallic/Hard plastic		
18. Electrical Specifications	Power supply voltage AC 220V to 240V, 50 Hz (+/- 2Hz) and should be provided with the Indian adapter.		

**Notes: –**

1. The 80CL printer offered must be from a stable and mature product line with a clear product number, printed documentation and evidence of high reliability and capable to print when attached to a Network.
2. The printer should be supplied with interface cable for parallel Port and USB Printing and OEM Drivers for Windows Server 2003 ,2008 & above, Windows OS 2007, 2008, 2010 Unix / Linux and Centralized Banking Solution based Network printing.
3. The bidder has to demonstrate 80CL Dot matrix printer should work seamlessly with the core banking solutions of the Bank.
4. Bidders have to replace all the parts during warranty period.

**ANNEXURE-N:**

**DETAILS OF DOWN TIME**

(To be furnished for item mentioned in the Schedule of Requirements)

No.	ITEM	NO. OF DAY OF MAX. DOWN TIME

**Notes:**

1. The average down time of each item should not exceed half the maximum down time.
2. If the maximum down time during use in warranty/ maintenance period exceeds the maximum down time as specified in the bid, the supplier should arrange immediate replacement. Failure to arrange for the immediate replacement shall render the supplier liable to a penalty.

It is expected that the average downtime of an item will be less than half the maximum downtime (i.e. defined as number of days for which an item of equipment is not usable because of inability of the supplier to repair it) as mentioned in the form of technical details. In case an item is not usable beyond the stipulated maximum downtime the supplier will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/replacement will be liable for a penalty of Rs. 500/- per day per item. The amount of penalty will be recovered from bank guarantee during warranty or annual maintenance period as the case may be.

Signature and Seal of the Manufacturer/Bidder

**ANNEXURE-O:**

**VENDORS PARTICULARS**

Sl. No.	Our requirement	Vendors remarks
1	Name of the Vendor	
2	Constitution	
3	Registered address	
4	Company's IT PAN number	
	Company's GST number	
5	Turnover of the company for the last 3 years	
6	The company should have in existence in the business for a minimum period of 5 years	
7	Total No. of Printers sold upto 31.03.2020. Mention Item(PB printers and Dotmatrix printers	
8	Name of the existing customers (Banks)	

We abide by the terms and conditions of the bid.

**SIGNATURE OF THE VENDOR WITH SEAL**

**ANNEXURE-P:****(TERMS AND CONDITIONS COMPLIANCE TABLE)**

<b>Term No.</b>	<b>Description</b>	<b>Complied Yes/No</b>	<b>Page No. of Bid Document</b>	<b>Detailed explanation about deviation, if not complied</b>
1	Pre-requisite qualification			
2	Power of Attorney from the Company to the Employee participating in the Bid			
3	Bid Security of Rs. 1,00,000/-			
4	Cost of RFP in the form of DD			
5	Undertaking as per Clause No.21(page no 10)			
6	Manufacturer's Authorisation Form - Annexure -E			
7	Letter of Authorisation to Bid - Annexure F			
8	Technical Details Form - Annexure I-A & Annexure I-B			
9	Contract Form & Performance Security - as per clause 3 of Annexure A			
10	Inspection & Tests (if applicable)- as per Clause 4 of Annexure A			
11	Warranty of Annexure A			
12	Termination for Default of Annexure A			
13	Insurance of Annexure A			
14	Supplier's Obligation of Annexure A			
15	Hardware Maintenance			
16	Payment Terms			
17	Delivery, Installation and Commissioning			
18	Order Cancellation			
19	Liquidated Damages			
20	Penalty for delayed service			
21	Annual Maintenance Charges			
22	Warranty/AMC Guarantees			
23	Technical specification			
24	Force Majeure of Annexure A			
25	Comply to Point no 7 of page no 5 of RFP			

Signature of the Vendor

NOTE: This annexure is an indicative list. Vendor has to comply all terms and other conditions as per RFP document.

----End of document-----