



Institute for Development and Research in Banking Technology

(Established by Reserve Bank of India)

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Tender for Procurement of ZERO Client -25 No's with necessary accessories for Class room setup

Tender No: IDRBT/IFN/GR/22/941/2013-2014, November 11, 2013

IDRBT, the premier Institute of Banking Technology in the country, invites technically complete and commercially competitive proposals from reputed vendors for supply and installation of 25 (twenty five) ZERO Client solution for its Banking Technology class room.

The Bill of materials and their detailed Technical Specifications are given at **Annex - I**.

Interested vendors may submit an original copy of the **Technical Bid** highlighting the features of the equipment to be supplied along with the **Commercial Bid**. The formats of the Technical Bid and Commercial Bid are as under:

I) Format of Product specification (Technical Bid): -

<i>S.No</i>	<i>Part No</i>	<i>Make And Model</i>	<i>Description</i>	<i>Quantity</i>
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The technical bid should also include the product literature, manual and a short description of the product proposed to be supplied. In case, the product as specified in the BOM is end of life or not being manufactured by the OEM, the vendor is required to provide sufficient proof of such claim and is allowed to quote for an alternate product with such similar working capability. Technical bids should be duly attested by the OEM.

Vendors in such similar line of business and having adequate experience in such similar projects may only submit the bids.

The bids received from vendors who do not have adequate experience in executing such similar projects would be rejected and the Institute would offer no explanation. The Institute also reserves the right to request for proof of experience from vendors submitting the bids, in case it is required.

II) Format of Commercial Bid

S.No.	Part No.	Make & Model	Description	Qty -25 No's	Amount in Rs.	
					Unit Price	Total Amount (Inclusive of All Taxes)
1.						
	Sub total of the product					

	Taxes as Applicable (Please quote the description of the tax charged and the rate applicable)	
	Installation, commissioning & integration charges	
	Any other additional Charges applicable	
	Grand Total of the product	

Taxes if any should be explicitly stated in the Commercial Bid along with the delivery schedule. The vendors are required to submit the commercial bid strictly in the format specified above. Commercial bids received in any other format or without proper inputs will not be evaluated.

Terms & Conditions:

1. Technical and commercial bids should be submitted duly signed and stamped by the vendor's authorized signatory **on or before Dec 06, 2013 by 3.00PM.**
2. All bids and supporting documentation shall be submitted in English.
3. IDRBT will not take into consideration, any variation in the exchange rate of foreign currency.
4. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost will be inclusive of all taxes, installation charges and customization charges.
5. Any item in addition to what is stated in the bill of material may be quoted as optional item in the commercial bid.
6. The Prices quoted in the commercial bids will be treated as full and final for the commercial evaluation of the bids.
7. The commercial bid should explicitly mention the unit price for each component, total price of the hardware, all taxes as applicable, Installation, Customization & Integration charges and AMC charges strictly in the format mentioned above. In case of failure to do so, the bid is liable to be rejected.
8. Entry Tax /Octroi will be paid at actual amount paid on production of invoices for the same and should not be included in the total amount.
9. The supply of the quoted equipments should be done within 03 - 04 weeks from the date of acceptance of purchase order. Installation should be completed within one week from date of delivery.
10. All bids should be accompanied by authorization from the original equipment manufacturer (OEM) as per the format given in Annex II.

11. Payment Terms:

- a. In case of the vendor being selected and the order being placed on the vendor, the payment terms would be as under: -
- b. A payment of ninety percent (**90%**) of the contracted sum, would be payable on successful installation, integration and issue of acceptance certificate to that effect by Institute.
- c. A payment of 10% of the order value would be payable to the supplier on expiry of the warranty period or against bank guarantee of the same amount valid till the last date of the warranty period.
- d. All payments will be released based on separate invoices submitted to Institute by the vendor.

12. Order Cancellation:

- a. IDRBT reserves its right to cancel the order in the event of one or more of the following situations:

- b. Delay in delivery beyond the specified period.
- c. Delay in installation beyond **04** weeks from the date of acceptance of Purchase Order.
- d. No payment will be made to the Vendor on cancellation of the order.

13. Penalty for Delay:

For any delay in supply or installation and commissioning of the equipments beyond the specific period, IDRBT will charge penalty @ 0.5% of the value of the order per week or part thereof.

14. Penalty for downtime

- a. Any equipment that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 3 days.
- b. If the problem is not resolved even after a week from the day of making the complaint, then the Institute reserves the right to invoke the bank guarantee or the equivalent amount will be deducted from the 5% of the total amount withheld by IDRBT till the completion of warranty period.
- c. The contractor shall provide onsite service of the equipment (except spares) once in every 3 months during the warranty period.

15. Repeated failure:

If, during the warranty period, the system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, the entire system shall be replaced by equivalent new equipment and a suitable substitute shall be provided in the interregnum to keep the operations going.

16. Three year on-site comprehensive warranty and support should be provided by the vendor for all the BOM quoted.

17. The Vendors should be the original manufacturer of the equipments or authorized supplier/representative in India. An Authorization letter from the manufacturer to this effect should be *compulsorily* furnished as per the pro-forma at **Annex - II** without which the bid shall be liable to be rejected.

18. IDRBT reserves the right to reject all or any of the quotations without assigning any reason there for.

19. IDRBT reserves the right to split the order.

20. The decision of IDRBT in the entire procurement process shall be final.

Vendors are required to adhere to tendering norms. Any request of any kind from the vendor before the due date for submission of bids must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the vendor's request without offering any explanation or reason for acceptance or rejection. However, in case of any change/amendment in the tender content, all

vendors participating in the tendering process would be informed in writing and sufficient time would be provided to adhere to such change/amendment

The bids should strictly be submitted on or before the due date. No change in the due date & time of submission of the bid will be allowed.

Technical and commercial bids should be submitted duly signed and stamped by the vendor's authorized signatory **on or before Dec 06, 2013 by 3.00 PM.** The bids should be submitted in separate sealed envelopes clearly super scribing on the envelope "**Technical Bid** for supply and installation of 25 ZERO Clients with necessary Accessories for "Class Room" as per Tender No "**IDRBT/INF/GR/22/941/2013-2014, dated Dec 06, 2013**" and "**Commercial Bid** for Procuring 25 ZERO Clients with necessary Accessories for "Class Room" as per Tender No "**IDRBT/INF/GR/22/941/2013-2014, dated Dec 06, 2013**" and address it to **The Director, Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad – 500057.**

In case the vendor requires any further information/clarification, they may contact the undersigned in writing on or before the submission due date & time.

Yours sincerely,

G. Raghuraj
General Manager

Annex - I

Requirements for Zero Client Machines

- i. Allow multiuser to share a single host PC/Server through a Shared Computing Technology using Virtualization software with security in the administration console. Should have provision for online Virtualization software update or upgrade (Remote update via management console included).
- ii. Operating systems to be supported are Windows latest versions and Linux latest versions.
 - a. Microsoft Windows 2012 Server
 - i. Require One Microsoft Windows 2012 server (*can be standard/Datacenter edition*) software. The server software and the zero client software should support minimum 100 Zero Client users.
 - ii. Require remote desktop licenses (if required for connection) and CALs **for each device** connection between Zero Client and Windows Server. The number of licenses should depend on the units of Zero Clients user basis.
 - b. Linux Based Server
 - i. Zero Clients should also support latest version of Linux based server software.
- iii. Software license for central administration and zero clients should be life time and should be bundled as part of the quote.
- iv. Solution should support Office Suite (MS), Internet and all other application software installation as available for the server OS.
- v. The device should have 3 or more USB ports with USB 1.1 or higher support. Each port should identify the external storage devices like pen drive and hard disk. USB function can be disabled for security from the administration console.
- vi. Should have provision for Speaker/MIC Output, USB Mouse and USB Keyboard output. SVGA Monitor output and RJ 45 Connection Port.
- vii. Each user should connect with independent monitor, key board, and mouse. The provided monitor, key board and mouse should be compatible with zero client devices.
- viii. Vendor has to supply branded 18.5” or bigger LED monitor (all of same size), USB QWERTY 108 Keys Keyboard and USB

Optical Mouse. The Monitor, keyboard and mouse should be same brand. Monitor, Keyboard, Mouse and Zero client devices should have 3 year replacement warranty.

- ix. RJ 45 Port should support ≥ 100 Mbps speed.
- x. Graphics/Multimedia, Logout. Video resolution should support in normal resolution 640x480, 800x600, 1024x768, 1280x1024, and 1600x1200 and for Wide Screen Resolution 1280x720, 1280x800, 1360x768, 1366x768, 1440x900, 1680x1050, and 1920x1080 all feature up to 16-bit or 24-bit color support.
- xi. Device should have the following feature like, High-availability login, Express deployment tools, etc. and include Central management console.
- xii. Device should be in solid-state design. No moving parts, no fans, no local user storage. Firmware (no local user OS), No local data storage on device. Should have rich PC experience and Quality Multimedia output.
- xiii. Each kit includes an access device, power supply/cord, Desktop. Virtualization software CD/license, software.
- xiv. Installation & user's guide, Quick Install Guide, monitor mounting bracket.
- xv. Bidders to provide Manufacturer's Authorization Letter from technology OEM as per terms and conditions of this tender document.
- xvi. Certification/ Compliance (s): ISO 9001, FCC Class B, MIC, Restriction of Hazardous Substances (RoHS) compliant.
- xvii. **Installation and Support to be taken care by the supplier.**

Annex - II

MANUFACTURER'S AUTHORISATION FORM (MAF)

No. _____

Dated _____

To

We _____ who are established and reputable manufactures of _____ having offices at _____ and _____ do hereby authorize M/S _____ (Name and address of Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

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

Yours faithfully,

(Name)

for and on behalf of M/s _____

(Name of manufacturers)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.