

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**SUPPLY, INSTALLATION, MAINTENANCE OF DESKTOPS AND  
LAPTOPS  
AT IDRBT, HYDERABAD**



**Institute for Development and Research in Banking Technology**  
**IDRBT, Castle Hills, Road No.1, Masab Tank, Hyderabad – 500057, A.P.,**  
<http://www.idrbt.ac.in>

## Introduction

Institute for Development & Research in Banking Technology is an Autonomous body Established by Reserve Bank of India to offer research and training activities in banking technologies for Indian Banking sector.

IDRBT invites technically complete and commercially competitive proposals from reputed vendors for supply, installation and maintenance of 32 Laptops and 40 Desktops for IDRBT, Hyderabad. The Technical Specifications for Desktops and Laptops is enclosed in the Annexure I.

Important Instructions for the tender are as under: -

Tender Reference number	<b>IDRBT/SYS/GR/13.10/850/2015-2016 dated 18 November 2015.</b>
Pre-Bid meeting with Vendors	<b>10 days after issuance of RFP date</b>
Time and Last Date for receipts of bids	<b>11:30 hours on 14-12-2015</b>
Time and Date of Opening of the bids	<b>11:45 hours on 14-12-2015</b>
Place of Opening tender offers	<b>Institute for Development and Research in Banking Technology, Road No. 1, Castle Hills, Masab Tank, Hyderabad –500057</b>
Address of Communication	<b>As above</b>
Contact Telephone Numbers	<b>Phone : 040 – 23294309 Fax: 040 – 23536370</b>

## Bid Submission

The Technical and Commercial bids shall be submitted in separate sealed envelopes clearly super scribing on the envelope “Technical Bid for supply, installation and maintenance of Desktops and Laptops at IDRBT, Hyderabad as per Tender No IDRBT/SYS/GR/13.10/850/2015-2016 & “Commercial Bid for supply, installation and maintenance of Desktops and Laptops at IDRBT Hyderabad as per Tender No. IDRBT/SYS/GR/13.10/850/2015-2016, dated Nov 18, 2015 on or before **11:30 hours of Dec 14, 2015.**

### The Commercial Bid should contain the following:

The vendors are required to submit a copy of the Technical Bid highlighting the features to be supplied along with the Commercial Bid. The format of Commercial Bids to be submitted is as follows:



## **Bidders Eligibility Criteria**

Bidders must meet the following eligibility requirements. Bids of non-compliant bidders will not be technically or financially evaluated.

1. The Bidder shall provide evidence that it is a current legal entity.
2. The Bidder/System Integrator should be the authorized representative / dealer/ Distributor of the OEM. The proof in support of the same must be enclosed along with the technical bid as per the Annexure -II of RFP.
3. Bidder must have back-to-back support relation with the OEM's whose products are offered by the bidder to IDRBT. The proof in support of the same must be enclosed.
4. The bidders and its associates should be able to arrange adequate inventory of the spares and other related equipments in Hyderabad to ensure minimum downtime.
5. The bidder should be profit-making company.
6. The last three financial years' audited Balance Sheet and Profit and Loss reports shall be provided.
7. The Bidder must organize the bid in accordance with the format specified in the tender document.
8. The cost of bidding and submission of tender documents is the responsibility of bidders, regardless of the conduct or outcome of the tendering process.

## **Terms & Conditions:**

1. All bids and supporting documentation shall be submitted in English.
2. IDRBT will not take into consideration, any variation in the \$ price.
3. All costs and charges, related to the bid, shall be expressed in Indian Rupees only and the above total cost is inclusive of installation charges and customization charges.
4. Entry/Octroi will be paid at actuals on production of invoices for the same and should not be included in the total amount.
5. The supply of 40 Desktops and 32 Laptops should be done within 04 (Four) weeks from the date of purchase order.
6. The Bidder is liable to be rejected if any commercial details are found along with the technical bid.
7. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
8. Three years on-site comprehensive warranty should be provided.
9. After the warranty period, the vendor has to provide the acceptance for extending AMC support for further 3 years.
10. OEM to quote directly, however, top 4/5 channel partners of OEM may also quote
11. The name, address and contact numbers of the channel partners quoting should be informed to IDRBT.
12. 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 furnished as enclosed in Annexure II.

13. IDRBT reserves the right to reject all or any of the quotations without assigning any reason thereof.
14. Each category will be evaluated as a separate tender L1 vendor for each category will be worked out separately.
15. The decision of IDRBT shall be final.

### **Period of Validity**

All the prices and other terms and conditions of the offer proposed by the Bidder should be **Valid** for a **minimum** period of **Three months**.

### **Correction of Errors**

Arithmetic errors in bids will be treated as follows:

Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.

Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of IDRBT, there is obviously a gross error such as misplacement of a decimal point, in which case the line item total will govern.

Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Bill of Material, the amount obtained on totaling the line items in the Bill of Materials will govern.

The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

### **Acceptance or Rejection of the Bid**

IDRBT reserves the right not to accept any bid, or to accept or reject a particular bid at its sole discretion without assigning any reason whatsoever. The tenders not submitted in the prescribed format or incomplete in any sense are likely to be rejected.

### **Confidentiality**

Bidder / Vendor agrees that all mails, data, financial, mail architecture and personnel data relating to IDRBT' s business and other information identified as confidential by the IDRBT (IDRBT Confidential), the same shall be kept confidential and shall not be shared with any third party without prior written approval from IDRBT

### **Site Visits**

Visits to reference sites may be sought at the discretion of IDRBT. Bidder shall provide, in addition to customer sites, an invitation to IDRBT to visit Bidder's own site.

### **Right to Verification**

The IDRBT reserves the right to verify any or all statements made by the Vendor in the

tender document and to inspect the Vendor' s facility, if necessary, to establish to its satisfaction about the Vendor' s capacity to perform the job.

### **Insurance**

Insurance for all the hardware components supplied under the contract shall be arranged by the Bidder at his own risk and cost through out the period of delivery, implementation and final acceptance process.

IDRBT will not be responsible for any loss/damage/theft of any systems/goods due to any reasons whatsoever, claims etc., if the Bidder himself will deal any. Evidence of the insurance policy shall be submitted to IDRBT.

### **Payment Terms:**

- a) A payment of 90 percent (90%) of the contracted sum, would be payable on successful installation, integration and issue of acceptance certificate to that effect by the Institute.
- b) 10 percent (10%), would be payable against PBG of the contracted sum valid for 3 years.
- b) All payments will be released based on separate invoices submitted to Institute by the vendor.

### **1. 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 **02** weeks from the date of Purchase Order.

### **2. Penalty for Delay in supply:**

For any delay in installation and commissioning of the equipments beyond the specific period, IDRBT will charge penalty @ 0.5% of the order per week or part thereof, subject to a maximum of 6%. In case, the amount equal to 6% of the order value is deductible as penalty and the vendor is still unable to complete successful Installation, the Institute reserves the right to cancel the order and no payment will be made to the vendor.

### **3. Penalty for downtime**

Any equipment that is reported to be down should be either fully repaired or replaced by temporary substitute (of equivalent configuration) within 3 working days.

In case vendor fails to meet the above standards of maintenance, there will be a penalty chargeable in **rupees per day** from 4th day of the problem complained as specified in the table below.

<b>Sl.No.</b>	<b>Item</b>	<b>Penalty chargeable per day (Rs)</b>
1	Laptops and Desktops	100 per laptop/desktop

The contractor shall provide on site service of the equipment (except spares) once in every

3 months during the warranty period.

#### **4. Repeated failure**

During the warranty period if any system as a whole or any subsystem has any failure on two or more occasions in a period of 3 months, it shall be replaced by equivalent new equipment or any alternative steps are to be taken which would serve the purpose to the Institute. Every quarterly engineer has to visit and check the server performance or any corrective maintenance or patch updates required for smoother operation and also as and when desired by the institute for technical help or installation help.

Three years on-site comprehensive warranty should be provided by the vendor for all the equipments quoted.

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** furnish as enclosed in **Annexure II without which the bid may be rejected**.

The vendors are required to adhere to tendering norms and no undue explanation, request for change in due date of bid submission, etc. will be offered by the Institute. Any request of any kind from the vendor before the bid submission due date must be forwarded to the undersigned in writing. The Institute reserves the right to accept or reject the vendor request without offering any explanation or reason for the 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

**For any questions/clarifications related to requirements, please contact us at**  
[GRaghuraj@idrbt.ac.in](mailto:GRaghuraj@idrbt.ac.in)

**Annexure I**

Laptop Count for CMB	27 Laptops	
<b>Component</b>	<b>Specifications</b>	<b>Compliance Y/N</b>
Processor	Intel Core i7 5500U or better	
Memory	8 GB DDR3 RAM, 1600 MHz, expandable to 16 GB	
HDD	1 TB HDD with Hard Disk protection capability. Protection system should detect sudden changes in motion and free fall and temporarily stop the Hard drive to help protect the data from crashes.	
DVD drive	DVD R/RW (internal)	
Display	15.6" with LED1366*768 or higher	
Graphics controller	Integrated Intel HD Graphics Media Accelerator	
Battery	Li-Ion / Polymer Battery with 7 hours backup or above	
Ethernet Card	10/100/1000 Mbps inbuilt Ethernet card	
Speakers	Integrated Audio, Internal speakers, Internal Microphone	
Ports	2 USB 3.0, 2 USB 2.0, 1 HDMI, 1 headphone/microphone combo, 1 AC power, 1 RJ-45, 1 VGA, Media card reader	
Wireless Card	Wireless LAN Card with necessary driver ( 802.11 n)	
Keyboard	OEM standard spill resistant Keyboard and Built in touch Pad/track point	
Web camera	Integrated 720P or HD	
Design	Glass Fiber/Magnesium body with Metallic Hinges	
OS	Windows 8.1 Professional 64 bit preloaded with recovery DVD media or Disk Recovery System upgradeable to Windows 10	
Certification	Energy Star 5.2 or above Compliance. EPEAT-Gold Certified. Preload Windows 8.1 professional, Preloaded Microsoft OS must be genuine. RoHS compliant Green Peace rating of 5 or above/an equivalent /similar environmental rating which aims at green brand Laptop.	



<b>Laptop Count for CMB</b>	<b>3</b>	
<b>Component</b>	<b>Specifications</b>	<b>Compliance(Y/N)</b>
Brand & Item model number	Apple, MD101HN/A	
Colour	SILVER	
Item Height	24 Millimeters	
Item Width	32.5 Centimeters	
Screen Size	13 Inches	
Notebook Display Technology	LED-backlit display with IPS technology	
Maximum Display Resolution	1280x800	
Product Dimensions	22.7 x 32.5 x 2.4 cm	
Batteries:	1 Lithium ion batteries required. (included)	
Processor Brand	Intel	
Processor Type	Core i5	
Processor Speed	2.5 GHz	
Processor Count	1	
RAM Size	4 GB	
Memory Technology	DDR3	
Computer Memory Type	DDR3 SDRAM	
Hard Drive Size	500 GB	
Hard Disk Technology	Solid State Drive	
Hard Drive Interface	Serial ATA	
Audio Details	Headphones & Speakers & USB & Built-In Stereo Speaker	
Graphics Coprocessor	Intel Integrated Graphics	
Graphics Card Description	Integrated Graphics Card	
Wireless Type	802.11n	
Number of USB 3.0 Ports	2	
Number of Ethernet Ports	1	
Optical Drive Type	Dvd	
Hardware Platform	Mac	
Operating System	Mac OS X Mavericks	
Average Battery Life (in hrs)	6	
Included Components	MacBookPro,magsafe power adapter,AC wallplug & powerlead	

Laptop Count for Cyber Security Lab	2 Laptops	
<b>Component</b>	<b>Specifications</b>	<b>Compliance(Y/N)</b>
Processor	Intel Core i7 5500U or better	
Memory	32 GB DDR3 RAM, 1600 MHz or better	
HDD	1 TB HDD with Hard Disk protection capability. Protection system should detect sudden changes in motion and free fall and temporarily stop the Hard drive to help protect the data from crashes.	
DVD drive	DVD R/RW (internal)	
Display	15.4"/15.6" with LED1366*768 or higher	
Graphics controller	Integrated Intel HD Graphics Media Accelerator	
Battery	Li-Ion / Polymer Battery with 7 hours backup or above	
Ethernet Card	10/100/1000 Mbps inbuilt Ethernet card	
Graphics Card	4GB GDDR5 with integrated interface (Nvidia, Radeon or companies with similar capabilities)	
Speakers	Integrated Audio, Internal speakers, Internal Microphone	
Ports	2 USB 3.0, 2 USB 2.0, 1 HDMI, 1 headphone/microphone combo, 1 AC power, 1 RJ-45, 1 VGA, Media card reader	
Wireless Card	Wireless LAN Card with necessary driver ( 802.11 n)	
Keyboard	OEM standard spill resistant Keyboard and Built in touch Pad/track point	
Web camera	Integrated 720P or HD	
Design	Glass Fiber//Magnesium body with Metallic Hinges	
OS	Windows 8.1 Professional 64 bit preloaded with recovery DVD media or Disk Recovery System upgradeable to Windows 10	
Certification	Energy Star 5.2 or above Compliance. EPEAT-Gold Certified. Preload Windows 8.1 professional, Preloaded Microsoft OS must be genuine. Green Peace rating of 5 or above/an equivalent /similar environmental rating which aims at green brand PC/Laptop. RoHS support	

Desktop Count for Cyber Security	15	
<b>Component</b>	<b>Specifications</b>	<b>Compliance(Y/N)</b>
CPU	Core i7 4790, 3.3 GHz ,6 MBL3 cache or better	
Memory	8x4 GB DDR3 RAM 1600 MHz or better	
Motherboard	Intel Q series or Higher express chipset	
Monitor	23" W LED Monitor, 1366*768 or higher with same make/OEM as CPU	
Display Controller	Intel HD Graphics Media Accelerator	
HD Drive	1 TB SATA III HDD with 7200 RPM OEM own make	
DVD ROM	8x DVD R/W or higher	
Bays	2 Bays	
Ports	8 or more USB Ports (4 in front panel), 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port.	
Graphics card	4GB GDDR5 with integrated interface (Nvidia, Radeon or companies with similar capabilities) CUDA and OpenCL support	
Keyboard	OEM Standard keyboard same as the CPU make	
Mouse	Optical Scroll Mouse same make as CPU and Monitor	
Mouse pad	Good Quality Mouse pad	
Security	TPM security chip feature	
Ethernet Card	Integrated or Intel 1/10 Gbps support	
Wireless Card	Wireless LAN Card with necessary driver ( 802.11 n)	
Operating System	Windows 8.1 Professional 64 bit preloaded with recovery DVD media or Disk Recovery System and upgradable to MS Window 10.	
Power Management & Environmental standards	Energy Star 6.0 or above Compliance, Screen Blanking, Hard Disk and System Idle Mode in, Power On, Set up Password. Power Supply Surge protected. EPEAT -Gold Certified. Green Peace 4.6 certified. RoHS certified.	
Certificate	Certified to preload Windows 8.1 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.	

Desktop Count for Analytics Center	23	
<b>Component</b>	<b>Specifications</b>	<b>Compliance(Y/N)</b>
CPU	Core i7 4790, 3.3 GHz ,6 MBL3 cache or better	
Memory	8x4 GB DDR3 RAM 1600 MHz or better	
SSD	2.5" SATA III 256 GB Internal SSD	
Motherboard	Intel Q Series or Higher express chipset	
Monitor	18" LED Monitor, 1366*768 or higher with same make as CPU OEM	
Display Controller	Intel HD Graphics Media Accelerator	
HD Drive	1 TB SATA III HDD with 7200 RPM OEM own make	
DVD ROM	8x DVD R/W or higher	
Bays	2 Bays	
Ports	8 or more USB Ports (4 in front panel), 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port.	
Keyboard	Standard keyboard with same make as CPU OEM	
Mouse	Optical Scroll Mouse with same make as CPU OEM	
Mouse pad	Good Quality Mouse pad	
Security	TPM security chip feature	
Ethernet Card	Integrated or Intel 10/100/1000 Ethernet	
Operating System	Windows 8.1 Professional 64 bit preloaded with recovery DVD media or Disk Recovery System and upgradable to MS Window 10.	
Power Management & Environmental standards	Energy Star 6.0 or above Compliance, Screen Blanking, Hard Disk and System Idle Mode in, Power On, Set up Password. Power Supply Surge protected. EPEAT -Gold Certified. Green Peace 4.6 certified. RoHS certified.	
Certificate	Certified to preload Windows 8.1 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.	

Desktop Count for Analytics Center	2	
<b>Component</b>	<b>Specifications</b>	<b>Compliance(Y/N)</b>
CPU	Core i7 4790, 3.3 GHz ,6 MBL3 cache or better	
Memory	8x4 GB DDR3 RAM 1600 MHz or better	
SSD	2.5" SATA III 256 GB Internal SSD	
Motherboard	Intel Q Series or Higher express chipset	
Monitor	18" LED Monitor, 1366*768 or higher with same make as CPU OEM	
Display Controller	Intel HD Graphics Media Accelerator	
HD Drive	1 TB SATA III HDD with 7200 RPM OEM own make	
DVD ROM	8x DVD R/W or higher	
Bays	2 Bays	
Ports	8 or more USB Ports (4 in front panel), 1 Serial Port, 1 Parallel port, RJ45 port, VGA, 2 Display port.	
Keyboard	Standard keyboard with same make as CPU OEM	
Mouse	Optical Scroll Mouse with same make as CPU OEM	
Mouse pad	Good Quality Mouse pad	
Security	TPM security chip feature	
Ethernet Card	Integrated or Intel 10/100/1000 Ethernet Card.	
Graphics card	2GB GDDR5 with integrated interface (Nvidia, Radeon or companies with similar capabilities) CUDA and OpenCL support	
Operating System	Windows 8.1 Professional 64 bit preloaded with recovery DVD media or Disk Recovery System and upgradable to MS Window 10.	
Power Management & Environmental standards	Energy Star 6.0 or above Compliance, Screen Blanking, Hard Disk and System Idle Mode in, Power On, Set up Password. Power Supply Surge protected. EPEAT -Gold Certified. Green Peace 4.6 certified. RoHS certified.	
Certificate	Certified to preload Windows 8.1 professional, Digital certificate of authenticity of Preloaded Microsoft OS to be given.	

**Annexure 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.