

**STATE BANK OF INDIA**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**PROCUREMENT OF ANDROID TABLETS**

**RFP NO LHO/ITS/2018-19/2 DATED 29.11.2018**

**The Assistant General Manager  
STATE BANK OF INDIA  
ITS Dept, LHO, Poojappura,  
Thiruvananthapuram**

<b>SR. NO</b>	<b>SUBJECT</b>	<b>PAGE NO</b>
1	INVITATION TO BID	5
2	INSTRUCTIONS TO BIDDER	7
3	BID FORM (ANNEXURE- A)	15
4	TECHNICAL SPECIFICATIONS (ANNEXURE-I)	19
5	TERMS AND CONDITIONS (ANNEXURE-II)	20
6	PRE QUALIFICATION CRITERIA FOR BIDDERS (ANNEXURE-III)	22
7	COMPLIANCE STATEMENT (ANNEXURE-IV)	24
8	SERVICE SUPPORT DETAIL (ANNEXURE-V)	25
9	PERFORMANCE STATEMENT (ANNEXURE-VI)	26
10	COMMERCIAL STATEMENT (ANNEXURE-VII)	27
11	CHECK LIST (ANNEXURE-VIII)	28
12	PROFORMA FOR THE PERFORMANCE BANK GUARANTEE	29

Date of Commencement of Tender Download	29/11/2018
Last date & time for Technical bid submission along with supporting documents	15/12/2018 till 15.00 Hrs
Date /time of technical bid opening	15/12/2018 17.00 Hrs
Date of eReverse Auction	19/12/2018 (Tentatively)
Place of opening of Bids	STATE BANK OF INDIA, ITS, LHO, Poojappura, Thiruvananthapuram 695012
Address for communication	As above Tel 0471-2192245 Email : <a href="mailto:cmhwits.lhotri@sbi.co.in">cmhwits.lhotri@sbi.co.in</a> <a href="mailto:agmits.lhotri@sbi.co.in">agmits.lhotri@sbi.co.in</a>
Earnest Money Deposit Amount	Rs.25,000 (Twenty five thousand only) should be submitted before last date of bid submission or in the form of Demand Draft in favor of STATE BANK OF INDIA, payable at Thiruvananthapuram. Or online remittance to the following bank account duly mentioning the name of the bidder  IFSC Code : SBIN0070502 Bank & Branch : STATE BANK OF INDIA, New Administrative Complex Branch Poojappura Account No. 67038250075 (Proof of printout of the transaction to be submitted along with the bid documents). In case of unsuccessful bidder, EMD will be returned after completion of the bid process (without interest).
Contact of Bidders	Interested Bidders are requested to send the email to <a href="mailto:agmits.lhotri@sbi.co.in">agmits.lhotri@sbi.co.in</a> ; <a href="mailto:cmhwits.lhotri@sbi.co.in">cmhwits.lhotri@sbi.co.in</a> containing following information, so that in case of any clarification same may be issued to them:  Name of company, contact person, Mailing address with Pin Code, Telephone No., Fax No., email address, Mobile No. etc.

**Note:**

- 1) Technical Bids will be opened in physical format. Commercial bid will be opened through e-reverse auction only; Bidders may view the details through their terminal using their eprocurement [<https://bank.sbi>] or [<https://etender.sbi/>] registration login.
- 2) Any Bidder, who wish to participate in this tender and not registered earlier in our eprocurement site, would have to register with our e-procurement site.
- 3) All the technical supporting documents should be given in physical form only.

## 1. Invitation to Bid:

- 1.1. **The State Bank of India** (hereinafter referred to as “**SBI/ the Bank**” is the largest Bank of the country, having its Corporate Centre at Mumbai and among others a Local Head Office (LHO) at Thiruvananthapuram through its ITS Department at LHO, Thiruvananthapuram issue this Request for Proposal (RFP) for selection of Vendor(s) (hereinafter referred to as the Vendor/Service Provider) for supply of Tablets at various branches / offices in the Thiruvananthapuram Circle of the Bank. The Bid Form is as given in **Annexure-‘A’**.
- 1.2. The purpose of this RFP is to invite proposals from experienced Service Providers of repute and credentials for supply of Tablets. The Bank reserve the right to add more centers/ locations, if so required by the Bank in future.
- 1.3. The Bidder shall mean any entity (i.e. juristic person) who meets the eligibility criteria given in **Annexure-(III)** of this RFP and willing to provide the services as required in this bidding document. The interested Bidders who agree to all the terms and conditions contained in this document may submit their Bids with the information desired in this bidding document (Request for Proposal) as per the prescribed Bid Form. The duly submitted bids will be evaluated as per the technical evaluation criteria mentioned in **Annexure(I)**.
- 1.4. The schedule of events, address for submission of Bids, contact details including email address for sending communications, etc., are given in **Part II** of this RFP document.
- 1.5. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- 1.6. Interested Bidders are advised to go through the entire document before submission of Bids to avoid any chance of elimination or rejection. The eligible Bidders desirous of supplying Tablets to SBI are invited to submit their technical and indicative price bid proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be in accordance with this RFP document and the Bank reserve the right to make changes or addition to such criteria as per the changing requirements of the Bank or for any other valid reason. This RFP seeks proposal only from the interested Bidders who have the necessary qualification, expertise, capability & experience to provide the proposed services adhering to Bank’s requirements outlined in this RFP.
- 1.7. The final commercial evaluation to ascertain the L1 Bidder / Successful Bidder is to be done through reverse auction.

## 2. Disclaimer:

- 2.1 The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of State Bank of India (Bank), is subject to the terms and conditions set out in this RFP document.
- 2.2 This RFP is not an offer by the State Bank of India, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is duly signed and executed by authorized official(s) of State Bank of India with the selected Bidder.
- 2.3 The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may

require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and may seek necessary clarifications, if need be. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

- 2.4 The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- 2.5 The Bank also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- 2.6 The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- 2.7 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respects will be at the Bidder's risk and may result in rejection of the Bid.
- 2.8 The Bidder shall bear all cost in connection with bidding.

### 3. Definitions:

In this connection, the following terms shall be interpreted as indicated below:

- 3.1 **"The Bank"** means the State Bank of India constituted under the State of India Act, 1955, which through its ITS Department at LHO, Thiruvananthapuram has invited the bids for procuring Tablets from the eligible vendors. Bank also refers to branch / LCPC/DAC/LHO/ Department/ Offices of the Bank as the context may require.
- 3.2 **"Bidder/Service Provider"** means an eligible entity/ firm submitting the Bid in response to this RFP.
- 3.3 **"Bid"** means the written reply or submission of response to this RFP in accordance with the stipulations herein.
- 3.4 **"The Contract"** means the agreement entered into and executed between the Bank and the Successful Vendor, as per the Contract Form approved by the Bank, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 3.5 **"Vendor/Service Provider"** is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1-Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by the Bank.
- 3.6 **"The Contract Price/Project Cost"** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- 3.7 **"The Services"** means the supply of Tablets as per this RFP and all services ancillary and

related to the same.

- 3.8 **“The Project”** means the supply and installation of Tablets as per this RFP that the selected vendor has to be performed in accordance with the Contract and this RFP.

## **INSTRUCTIONS TO BIDDER**

### **1. INTRODUCTION**

This invitation of Bids is open to all Original Equipment Manufacturers (OEM) having presence in India or their Authorized Representative in India, provided firms fulfill the minimum qualification criteria as mentioned in bid document . In case of authorized representative a letter of authorization to this effect from OEM must be furnished. **Joint bid will not be accepted by Bank. One OEM should be represented by one representative only.**

**The estimated tentative requirement of items for the year will be as under:**

Sl. No.	Items Description	Tentative Requirement for 1 Year from the date of rate contract
1	Tablets (Android)	116

**The quantities indicated are tentative only and actual quantities may vary depending upon the actual requirement.**

### **2. ELIGIBILITY CRITERIA:**

Please refer Annexure-III for eligibility criteria.

### **3. SCOPE OF WORK**

#### **3.1 For Tablets:-**

- 3.1.1 To supply and support to agree for defect replacement warranty during the warranty period of one year for the Dual camera Tablets with Android OS 4.3 or higher. The Tablets should be of at least 8.0 "display screen with Main camera of minimum 5MP, with Wi-Fi and 3G enablement or higher,
- 3.1.2 **The vendor will enter into a rate contract with the bank for supply of equipments as per models and specifications approved by the bank. The rate will be valid for a period of ONE YEAR from the date of agreement signed with the Bank, if not revised during the period. Bank at its own discretion may extend the contract for a further period of 3 months or any other period subject to satisfactory performance of vendor and mutual agreement on the terms and conditions.**
- 3.1.3 During the contract period, bidders have to pass on the benefit of discount / reduction in prices / Govt. duties, if any, to the Bank voluntarily. In case of failure, Bank reserves the right to terminate the rate contract with immediate effect.
- 3.1.4 Bank will have periodic review of technology. In case any of the models becomes

obsolete, then Bank will consider the alternate model in consultation with the OEM. The Vendor will also provide the latest model available, if there is upward revision in the model offered, at no extra cost to Bank.

- 3.1.5 The Bank can use the Android Tablets supplied by the vendor at any location at the point of need which may be very remote areas and the vendor would be required to provide support at that location.
- 3.1.6 Bidder should provide defect replacement warranty during the warranty period, comprehensive on-site warranty for 1 **Years** for Tablets ordered including battery.
- 3.1.7 Bidder should undertake to provide maintenance support to Tablets and arrange for spare parts for a minimum period of 1 years from the date of supply.
- 3.1.8 Hardware vendor will generate the configuration / specification report from the Tablets and include the printout of same along with installation report to the branch/office for their verification & signatures.
- 3.1.9 Vendor has to undertake BIOS upgrade wherever the requirement is felt by the Bank.
- 3.1.10 Obtaining of the eWay Bill will be the sole responsibility of the successful bidder. However, Bank will sign the necessary forms as Bank as per the requirements.
- 3.1.11 The Tablet should have following capabilities

- 1. Tablets with shock proof and rugged cover, power adapter, USB Cable etc.
- 2. Tablet should be able to scan the documents (hand written, printed) and photo and convert them to standard file format.
- 3. Feature to use available Network including 3G or higher, Wi-Fi with appropriate Security as per the industry standards for data transmission (including Video, Wherever network supports) is to be made available. However, the network / data Transmission charges will be borne by the Bank.
- 4. Store the acquired data on internal storage of the device.
- 5. Tablet should be accessed securely by authorized user identified by Bank.
- 6. Tablet should Support 3G or higher Enabled SIM.
- 7. Support External battery along with charger unit (power bank) for extended Hours of functioning i.e. minimum 4 Hrs, apart from in built battery and online patches / updates..

- 3.1.12 Warranty would cover maintenance patches/bug fixes (available from the Original software vendor) for system software & firmware/ operating system Patches/bug fixes, if any, for hardware.

#### **4. SUPPORT LEVEL FOR TABLETS :-**

The successful bidder will be required to provide efficient and effective support services from standard support terms from 9 AM to 6 PM on all working days of the Bank. A written commitment to this effect signed by a senior official of the company should be furnished.

#### **5. PERFORMANCE BANK GUARANTEE [PBG]**

The successful bidder has to submit the Performance Bank Guarantee of 10% of



Total Project Cost Amount valid for 1 years within 15 days from the date of issuance of offer letter. In case vendor/respective vendor fail to perform the contract, Bank shall invoke the Performance Bank Guarantee [PBG] to recover penalty/damages.

#### **6. COST OF BIDDING**

The Bidder shall bear all the costs associated with the preparation and submission of its bid and the Bank, will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **7. BIDDING DOCUMENT**

The Bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or submission of a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidders" risk and may result in the rejection of its bid. Bidder should strictly submit the bid as per RFP failing which bid will be rejected as nonresponsive.

#### **8. AMENDMENT OF BIDDING DOCUMENTS**

At any time prior to the deadline for submission of bids, the Bank may, for any reason, modify the Bidding Documents through amendments at the sole discretion of the Bank. Amendment will be conveyed through mail to all prospective bidders, who have received the bidding documents and the amendments will be binding on them. In order to provide prospective Bidders a reasonable time to take the amendments into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids if so required..

#### **9. PERIOD OF VALIDITY OF BID**

Bids shall remain valid for a period of **6 months** from the date of bid opening prescribed by the Bank. A bid valid for shorter period shall be rejected by the Bank as non-responsive.

In exceptional circumstances, the Bank may solicit the Bidders" consent to an extension of the period of validity. The request and response thereto shall be made in writing/e-mail/fax. The Bidder shall have to option to accept or refuse the request for such extention of period. A bidder accepting the request will not be required nor permitted to modify its bid for the extended period.

#### **10. RELIABILITY**

Since the equipment shall be installed at critical sites, the equipment so offered should be robust and reliable.

#### **11. BID CURRENCY**

The Prices in the bid document shall be expressed in Indian Rupees only.

## **12. BIDDING PROCESS (TWO STAGES)**

For the purpose of the present job, a two-part bidding process will be followed.

The response to the present tender will be submitted in two parts:

- Technical bid and indicative price bid (Part-I)
- Commercial bid (Part-II) online e-reverse auction

The bidders will have to submit the technical bid and indicative price bid in two separate envelopes in hard copy.

### **TECHNICAL BID (Part –I)**

TECHNICAL BID will contain the Compliance statement as per the Terms & Conditions mentioned in the RFP, and indicative price bid in a separate cover.

In the first stage, only TECHNICAL BIDs will be opened and evaluated. Indicative price bids of those bidders who are confirming compliance to all the terms & conditions of RFP document shall be short-listed for commercial stage.

### **COMMERCIAL BID (Part –II) online e-reverse auction**

Under the second stage, the COMMERCIAL BID of only those bidders, whose technical bids are responsive and qualify the technical evaluation criteria, will be eligible to participate in e-reverse auction. The bid shall be signed using Digital Certificate by the Bidder to bind the bidder to the contract.

## **13. SUBMISSION OF BIDS**

The bidders shall duly complete the formats of Technical Bid and Indicative Price bid in hard copy. Those bidders who become eligible only will participate in e-reverse auction.

**Bidders are also required to submit the attested true copies of technical supporting documents in physical form duly in sealed cover on or before date and time of bid submission.**

## **14. BID EARNEST MONEY**

Bidder has to submit the Bid Earnest Money of 25,000/- (Twenty five thousand only) either online or in the form of DD favoring STATE BANK OF INDIA or filling all the details in the format available for the same in our e-procurement system at website <https://bank.sbi>. In case of unsuccessful bidder, EMD shall be returned on completion of procurement process and no interest will be payable on EMD amount. The EMD will be returned to the successful bidder upon

## **15. DEADLINE FOR SUBMISSION OF BIDS**

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday for the Bank, the bids will be received up to the specified time in the next working day. The Bank may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Bank

and bidders, previously subject to the deadline, will thereafter be subject to the deadline extended. All the correspondence/bid should be addressed to Bank at the following address:

**The Assistant General Manager**  
**STATE BANK OF INDIA**  
**ITS Dept, LHO, Poojappura,**  
**Thiruvananthapuram 695012**

#### **16.NO INFLUENCE TO THE BANK**

Any effort by a bidder to influence the Bank in evaluation of the Bank's bid, bid comparison or contract award decision may result in the rejection of the Bidder's bid. Bank's decision will be final and without prejudice and will be binding on all parties.

#### **17.BANK'S RIGHT TO ACCEPT OR REJECT ANY BID OR ALLBIDS**

The Bank reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the Bank's action. In such case, the Bank reserve the right to apportion the contract to L2, L3 bidders provided they agree with L1 rate in the proposition, L1 will get 50% of the orders, L2 will get 30% of the orders, L3 will get 20% of the orders. However such apportioning will be only at the discretion of the Bank and the Bank will reserve the right to get 100% orders from the L1 alone. The Bank reserves the right to select more than one Bidder keeping in view its large requirements.

#### **18.BID OPENING AND EVALUATION**

In the event of the specified date of bid opening being declared a holiday for Bank, the bids shall be opened at the specified time and place on next working day. Those bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be declared technically qualified and will be eligible for commercial stage of evaluation. Decision of the Bank in this regard shall be final and binding on the bidders.

#### **19. TECHNICAL EVALUATION PROCESS:**

The technical bids shall be evaluated by a committee of experts from the Bank for the following:

- a. Compliance of Minimum eligibility criteria.
- b. Receipt of all/complete documents/information/undertakings etc.
- c. Compliance of technical specifications of the products quoted. ➤  
Adherence to support set up requirements.

In the first stage, only TECHNICAL BIDs will be opened and evaluation of Technical bids and only those bidders satisfying the technical requirements and accepting the terms and conditions of this document shall be short-listed for next

stage of evaluation.

Bank may, if it deems necessary, ask for presentations of the bidder or site visits of their facilities to assess and satisfy itself on manufacturing/supply chain and support capabilities of the bidders.

#### **PROCEDURE FOR FINALIZING L1 VENDOR:**

**The Bidders will be required to quote for all the items required by the Bank, failing which Bank will not consider the bid and it will be summarily rejected by the Bank as technically non-responsive.**

**L-1 Criteria for evaluation: The bidders would be ranked based on least of Total of Table A as mentioned in Annexure VIII.**

Bank may hold the reverse auction for Android Tablets price to decide the final L-1 bidder in case two or more bidders qualify for the commercial stage. In case of single bids, the bidder may be called for negotiation meeting, if the Bank so choose..

#### **Price Variation Factor (Pre-qualification for Reverse auction)**

“If a bidder quoting higher prices, higher by more than 40% as compared to the average quoted prices (of all technically qualified bidders) for all items in aggregate, the same bidder shall not be called for reverse auction process”. **If due to such price variation factor, a bidder is not found eligible to be called for reverse auction and only one bidder is left commercially eligible, in such a situation, bank reserves the right to negotiate with the L1 bidder.**

#### **20. CLARIFICATIONS OF BIDS**

To assist in the examination, evaluation and comparison of bids the Bank may, at its discretion, ask the bidder for clarification. The response should be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

#### **21. PRELIMINARY EXAMINATION**

The Bank will examine the commercial bids to determine whether they are complete; whether any computational errors have been made; whether required information has been provided as underlined in the bid document; whether the documents have been properly signed, and whether bids are generally in order. Bids from agents without proper authorization from the manufacturer as per the authorization form, shall be treated as non-responsive and will be outrightly rejected. Arithmetic errors will be rectified on the following basis. If there is a discrepancy between unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. The bid determined as not substantially responsive will be rejected by the Bank.

#### **22. DELAYS IN THE SUPPLIER'S PERFORMANCE**

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by Bank. If the bidder fails to deliver any or all goods or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct penalty at the rate of 1% of the order value of undelivered equipment / system for per week of delay, as late delivery charges until actual delivery of the equipment subject to a maximum of 10%. The Penalty will be charged on order value for the items for which delivery is delayed.

**Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract.**

#### **24. LIQUIDATED DAMAGES**

If supplier fails to deliver any or all goods or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct from the ordered price, as liquidated damages, a sum equivalent to 1% of the order value for each week of delay subject to the maximum of 10%. The penalty will be charged on order value for the items for which delivery is delayed.

The Bank is entitled to deduct the penalty from the purchase price or any other amount, which is due to supplier from this contract, or any other contract or by invoking the Bank Guarantee.

#### **25. SIGNING OF CONTRACT**

The successful bidder(s) shall be required to enter into a contract with SBI, in the format approved by the Bank, within 15 days of the award of the tender or within such extended period as may be specified by

**The Assistant General Manager ,STATE BANK OF INDIA ,ITS Dept, LHO, Poojappura, Thiruvananthapuram ,**

on the basis of the Tender Document, the Tender of the successful bidder, the letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work.

#### **26. RESOLUTION AND DISPUTES (APPLICABLE ONLY TO SUCCESSFUL BIDDER)**

All disputes or differences whatsoever arising between the Bank and the Successful Bidders out of or in relation to the construction, meaning and operation or effect of the contractor. Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be subject to the exclusive jurisdiction of the courts at Thiruvananthapuram.

#### **27. PATENT RIGHTS**

The supplier shall indemnify the Bank against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, or any part thereof in India.

- i. The supplier shall, at their own expense, defend and indemnify the Bank against all third party claims or infringement of Intellectual Property Right, including Patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad.
- ii. The supplier shall expeditiously extinguish any such claims and shall have full rights to defend it there from. If the Bank is required to pay compensation to a third party resulting from such infringement, the supplier shall be fully responsible for, including all expenses and court and legal fees.
- iii. The Bank will give notice to the Supplier of any such claim without delay, provide reasonable assistance to the Supplier in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.
- iv. **The supplier shall grant to the bank a fully paid-up, irrevocable, non-exclusive license throughout the territory of India or abroad to access, replicate and use software [and other software items] provided by the supplier, including all inventions, designs and marks embodied therein in perpetuity.**

## **28. USE OF CONTRACT DOCUMENTS AND INFORMATION**

The supplier shall not, without the Bank's prior written consent, make use of any document or information provided by Supplier in Bid document or otherwise except for purposes of performing contract. Successful bidder has to sign bank's approved Non-Disclosure Agreement [NDA].

## **29. ASSIGNMENT**

The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the Bank's prior written consent.

## **30. DELAYS IN THE SUPPLIER'S PERFORMANCE**

Delivery of the goods and performance of the Services shall be made by the supplier in accordance with the time schedule specified by Bank. Any delay in performing the obligation by the supplier will result in imposition of liquidated damages and/or termination of rate contract for default.

## **31. Termination of Contract on Default of following conditions:**

- i. If the vendor fails to execute the work or any part thereof in accordance with the contract.
- ii. If abandonment of the work or any part thereof by the vendor.
- iii. If the progress made by the vendor is found to be unsatisfactory.
- iv. Failure to deposit the performance bank guarantee asked for under the contract.
- v. If the vendor fails to deliver any or all of the services at the nominated site within the time-period(s) specified in the contract
- vi. In the event of commencement of liquidation or winding-up (whether

- voluntary or compulsory) of the vendor or appointment of a receiver or manager of any of the vendor's assets and/or insolvency of the vendor.
- vii. Distress, execution, or other legal process being levied on or upon any of the vendor's goods and / or assets.
  - viii. If the vendor shall assign or attempt to assign his interest or any part thereof in the contract.

**BID FORM (TECHNICAL BID)**

[On Bidder's letter head]

(To be included in Technical Bid Envelope)

Date: \_\_\_\_\_

To

The Assistant General Manager (ITS),  
State Bank of India, ITS Department,  
Local Head Office, Poojapura,  
Thiruvananthapuram 695012

Dear Sir,

**Ref: RFP No. SBI/LHO/ITS/2018/2 dated 29/11/2018**

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We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-Bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer the supply and installation of Tablets to the State Bank of India as detailed in this RFP.

2. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict of interest obligation mentioned in this RFP.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- The rate quoted in the indicative *price Bids are as per the RFP* and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

03. If our offer is accepted, we undertake to start operation within a period of one months, as specified in this document.



04. We agree to abide by all the Bid terms and conditions, contents of various Annexure of the bid document and the rates quoted herein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.
05. 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.
06. 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".
07. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
08. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.
09. We certify that we have not made any changes in the contents of the RFP document read with its amendments/clarifications provided by the Bank submitted by us in our Bid document.
10. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have the right to disqualify us from the Bid.
11. We understand that you are not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
12. We hereby undertake that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.
13. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be jointly and severally responsible for the due performance of the contract.
14. We understand that the name(s) of successful Bidder to whom the contract is finally awarded after the completion of bidding process shall be displayed on the website of the Bank and/or communicated to the successful Bidder(s).
15. We learn and agree that the commercial bidding process will be finalized by the Bank based on the parameters given in the bid and Bank's decision in this regard will be final and binding on us.

16. We understand that

- You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
- If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.
- If our bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.
- You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
- Bidder means the vendor who is decided and declared so after examination of commercial bids.
- The names of shortlisted bidders after the completion of first stage (Technical Bid), and the name of successful bidder(s) to whom the contract is finally awarded after the completion of second stage (Commercial Bid), shall be displayed on the Website of the Bank

17. With reference to Android Tablets being quoted by us/ our company/ body corporate vide your tender cited above.

- a. We hereby undertake that all the components / parts / assembly / software used in above said hardware shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.
- b. We also undertake that in respect of licensed operating system if asked for by you in the bid, the same shall be supplied along with the authorized license certificate (e.g.: product keys or Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source.
- c. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.
- d. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware/ Software already billed, we agree to take back the Hardware and software without demur, if already supplied and return the money if any paid to us in this regard. We (system OEM name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

18. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this ..... day of ..... 2018

---

(Signature) (Name)

*(In the capacity of)*

Duly authorized to sign Bid for and on behalf of

---

**Seal of the company.**

**Technical /Commercial specification of Tablets**

| <b>S.No</b> | <b>Type</b>                             | <b>Description</b>                                                                                                                          | <b>Bidder's Specifications</b> | <b>Compliance Y/N</b> |
|-------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-----------------------|
| 1.          | Chipset                                 | Latest chipset (should not be older than 12 months)                                                                                         |                                |                       |
| 2.          | Processor                               | Minimum Quad core, with at least 1.4GHz or higher.                                                                                          |                                |                       |
| 3.          | RAM                                     | Minimum 2 GB                                                                                                                                |                                |                       |
| 4.          | Display &Resolution                     | Minimum 8" & Min 1024 x 600. With high resolution IPS LCD capacitive Touch screen                                                           |                                |                       |
| 5.          | Internal Storage                        | Minimum 16 GB internal storage expandable memory support upto minimum 64 GB                                                                 |                                |                       |
| 6.          | Camera                                  | Main camera should have Minimum 8MP AF with rear camera 5 MP                                                                                |                                |                       |
| 7.          | Battery                                 | Battery with minimum 4000 mAH or above.                                                                                                     |                                |                       |
| 8.          | Connectivity                            | WLAN 802.11 b/g/n and integrated module with Bluetooth wireless technology, internal SIM with 3G or higher support                          |                                |                       |
| 9.          | Location Technology                     | In built GPS / GLONASS                                                                                                                      |                                |                       |
| 10          | Ports                                   | USB 2.0 or provision to connect external devices                                                                                            |                                |                       |
| 11          | OS                                      | Minimum Android 4.3 or above                                                                                                                |                                |                       |
| 12.         | OEM Support                             | Should be certified as OEM Authorised distributors for minimum of past 3 years. Tie up with OEM for minimum of 3 years for warranty support |                                |                       |
| 13          | Warranty and Support                    | 1 years                                                                                                                                     |                                |                       |
| 14          | Availability of Experienced technicians |                                                                                                                                             |                                |                       |

**Signature****Seal of Company**

**RFP for Procurement of Android Tablets Software - Supply Terms and Conditions**

**1. ACCEPTANCE OF ORDER:-**

- I. Order will be placed mainly by the LHO on the basis of rates approved.
- II. Bank has a right to cancel the order if the same is not accepted within a period of 7 days from the date of the order.

**2. TAXES**

The prices are exclusive of all Taxes, GST.

**3. DELIVERY AND INSTALLATION**

The Android Tablets are to be delivered and installed within 4 weeks from the date of order. The date on which the complete system is delivered will be taken as the date of delivery. In case of part delivery of the system, the date of last items delivered will be taken as the date of delivery

**4. PENALTY**

The Android Tablets are to be delivered within stipulated time from the date of order:-

- i. For this purpose, delivery means delivery of all the ordered equipment and all the relevant documentation of the system add on utilities as specified in the orders.
- ii. **If the bidder fails to deliver any or all goods or perform services within stipulated time schedule, the Bank shall, without prejudice to its other remedies under the rate contract, deduct penalty at the rate of 1% of the order value of undelivered equipment / system for per week of delay, as late delivery charges until actual delivery of the equipment subject to a maximum of 10%. The Penalty will be charged on order value for the items for which delivery is delayed.**
- iii. The Bank is entitled to withhold (deduct) from the purchase price or any other amount, which is due to bidder/supplier from the contract, or any other contract.
- iv. The Bank reserves the right to cancel the order in case complete delivery/service is not affected within the stipulated time.

**6. PAYMENT BY LHO**

100% payment after 15 days of installation or 45 days after delivery, in case the installation is delayed due to Bank.

**7. PERFORMANCE BANK GUARANTEE**

The successful bidder has to submit the Performance Bank Guarantee of 10% of Total Project Cost Amount within 15 days from the date of issuance of offer letter. The Bank guarantee is to be provided from the scheduled commercial bank other than SBI, in the format approved by SBI. However if the successful bidder is already enjoying credit facilities from SBI, the BG or Letter of Comfort issued by

such branch will be accepted.

#### **8. INSURANCE**

Vendor will get the Insurance cover at their own cost, for all risks up to 30 days beyond the date of delivery of system.

#### **9. WARRANTY**

Comprehensive on-site **warranty of 1 Year** for Android Tablets from the date of installation. The bidder shall be fully responsible for the warranty for all equipments, accessories, battery, spare parts etc. against any defects arising from design, material, manufacturing, workmanship or any act or omission of the manufacturer and/or bidder any defect that may develop under normal use of supplied equipment during warranty period. Warranty should not become void if the Bank buys any other supplemental hardware from third party and install it with/in these machines. However, the warranty will not apply to such hardware items installed.

Warranty should cover the following:-

- a. The equipment should be attended with-in four hours of receipt of complaint (exclusive of travelling time). In case problems persist, systems should be replaced within 48 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed, so that normal job of the Bank may not hamper.
- b. Warranty would cover updates/maintenance patches/bug fixes/ Operating System/ (available from the original software vendor) for system software & firmware patches/bug fixes, if any, for hardware.
- c. The bidder will obtain written acknowledgement from Bank after completion of warranty period for successful sign off of warranty period.
- d. In case of non-repairable defects other than those caused by the user/Bank or repetitive hardware failure (two or three times in a quarter) it shall be replaced by equivalent new equipment by bidder at no extra cost to Bank.

**PRE QUALIFICATION FOR BIDDERS:-**

The minimum qualification criteria for the bidders are as under: -

| <b>Pre Qualification Criteria</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Compliance (Yes/No)</b> | <b>Detail of proof Attached</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------|
| i. The bidder should be either Original Equipment Manufacturer (OEM) of Branded Tablets or their authorized representative in India. In case of authorized representative, a letter of authorization to this effect from OEM must be furnished. The authorization letter should mention that if authorized representative fails to meet the obligation for items supplied and / or to be supplied under the proposed rate contract, then OEM would be responsible for all obligations for their items. Further, if any product of Principal/ Original Equipment Manufacturer (OEM) is being quoted in the tender, the OEM Company cannot bid for any other OEM's product. |                            |                                 |
| ii. The bidder should have national presence and should be engaged in similar type of supplying and providing maintenance services in India at least for the last 2 years.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                            |                                 |
| iii. The turnover of the bidder should be at least Rs.2 Crore in each of the last 2 accounting years on the basis of last two year audited balance sheet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |                                 |
| iv. The bidder should have positive net worth in last year audited balance sheet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                            |                                 |
| v. Bidders, who have not satisfactorily completed any of the earlier contracts with the Bank and/or who have been debarred by the Bank or any other Bank/PSU/Government agency or agencies/BFSI during last three accounting years from participating in future tenders, will not be eligible for this tender. Bidder to submit an                                                                                                                                                                                                                                                                                                                                        |                            |                                 |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| undertaking in this regard.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |  |
| <p><b>vii.</b> The bidder should be having support offices/ Support Centers/ Support Locations with necessary support infrastructure for maintenance of Tablets and Peripherals items in at least 6 Administrative offices of Thiruvananthapuram, Kollam, Kottayam, Ernakulam, Thrissur, Kozhikode. The bidder shall submit the complete list of such support Offices/ Support Centers / Support Locations or should be ready to establish support Offices/Centers/Locations in such specified cities and any new Zonal office opened during the period of rate contract. The services are to be provided by the successful bidder / OEM. Undertaking to be provided for the same.</p> |  |  |

**Signature**  
**Seal of Company**



**COMPLIANCE STATEMENT**

**DECLARATION**

**All Terms and Conditions including scope of work except technical specifications**

We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of bids.

**Signature:**

**Seal of company**

**SERVICE SUPPORT DETAILS**

| Sr.<br>No. | Location |                        |                               |            |                                                        | Status of<br>Office working<br>days &<br>hours | No. of<br>Maintenance<br>Engineers |
|------------|----------|------------------------|-------------------------------|------------|--------------------------------------------------------|------------------------------------------------|------------------------------------|
|            | Address  | City                   | Office<br>Telephone<br>Number | Fax<br>No. | Name of<br>contact<br>Person<br>with contact<br>number |                                                |                                    |
| 1          |          | Thiruvanantha<br>puram |                               |            |                                                        |                                                |                                    |
| 2          |          | Kollam                 |                               |            |                                                        |                                                |                                    |
| 3          |          | Kottayam               |                               |            |                                                        |                                                |                                    |
| 4          |          | Ernakulam              |                               |            |                                                        |                                                |                                    |
| 5          |          | Thrissur               |                               |            |                                                        |                                                |                                    |
| 6          |          | Kozhikode              |                               |            |                                                        |                                                |                                    |

**Signature and Seal of  
Bidder**

**ANNEXURE-VI**

**PROFORMA FOR PERFORMANCE STATEMENT**  
**(FOR THE PERIOD 2018-19 )**

**NAME OF BID**

**NAME OF FIRM**

| Order<br>Placed<br>by<br>Full<br>Address<br>of Bank | Order<br>No.<br>and<br>Date | Description and<br>Quantity of<br>ordered<br>Equipment | Value of<br>Order | Date of Completion |        | Remarks( <i>reason<br/>for late<br/>delivery</i> ) |
|-----------------------------------------------------|-----------------------------|--------------------------------------------------------|-------------------|--------------------|--------|----------------------------------------------------|
|                                                     |                             |                                                        |                   | As per<br>contract | Actual |                                                    |
|                                                     |                             |                                                        |                   |                    |        |                                                    |

**Signature and Seal of Bidder**

**COMMERCIAL OFFER****Cost of Solution: Indicative Price**  
**TABLE-A**

| Sr.No | Item Category     | Make/<br>Model<br>/Title | Unit Price |
|-------|-------------------|--------------------------|------------|
| 1.    | Tablets (Android) |                          |            |

**Note:**

- a. Bidders must quote for all the items required by the bank. If the rate of any of the items is not quoted, bid will be rejected summarily as non-responsive.*
- b. Bidder has to provide suitable carry case to carry Tablets.*
- c. Please incorporate the item in commercial proposal strictly as per your Technical offer.*
- d. Taxes have to be quoted separately.*
- e. Tablets with features as per RFP*

**L-1 Criteria for evaluation: The bidders would be ranked based on least of price quoted in Table-A. successful bidder will be empanelled based on e-reverse auction.**

**Signature****Seal of the company**

**Check List****Technical Bid**

| Sl. No. | Documents                                                                                                                                                                   | Attached in Bid (Yes/No) | Page No |    |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------|----|
|         |                                                                                                                                                                             |                          | From    | To |
| 1       | Technical Offer indicating compliance to the Banks requirement as per technical specification as per <b>Annexure- I (a)</b>                                                 |                          |         |    |
| 2       | Acceptance of the supply terms and conditions as contained in <b>Annexure-II.</b>                                                                                           |                          |         |    |
| 3       | Supporting documents in respect of minimum qualification criteria as per <b>(Annexure-III).</b>                                                                             |                          |         |    |
| 4       | Bidders Information as per format as per                                                                                                                                    |                          |         |    |
| 5       | Compliance Statement <b>Annexure IV.</b>                                                                                                                                    |                          |         |    |
| 6       | Service Support set up details as per <b>Annexure V.</b>                                                                                                                    |                          |         |    |
| 7       | Performance Statement as per <b>Annexure VI.</b>                                                                                                                            |                          |         |    |
| 8       | Any other document indicating the feature of the product.                                                                                                                   |                          |         |    |
| 9       | Last two years audited balanced sheet and profit and loss account statement.                                                                                                |                          |         |    |
| 10      | EMD should be submitted online before last date of bid submission or in the form of Bank Guarantee (BG) as per <b>Annexure- X.</b>                                          |                          |         |    |
| 11      | Bid documents should be signed by person who is authorized as per board resolution or otherwise duly authorised. Board resolution is also provided.                         |                          |         |    |
| 12      | Bid Covering Letter [Declaration-1] from the authorized signatory of the company                                                                                            |                          |         |    |
| 13      | Undertaking from Company Secretary certifying that all the components, parts, assembly etc used inside the company products / Hardware are new and original.[Declaration-2] |                          |         |    |

## Annexure- IX

### Format of Performance Bank guarantee is as under:

#### Performa for the Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee # Date

#### The Assistant General Manager

**STATE BANK OF INDIA**

**ITS Dept, LHO, Poojappura,**

**Thiruvananthapuram**

Dear Sirs,

In accordance with your bid reference no.LHO\ITS\Tablets-RFP/2018-19

Dated \_\_\_\_\_ M/s \_\_\_\_\_

having its

Registered \_\_\_\_\_ office \_\_\_\_\_ at \_\_\_\_\_

\_\_\_\_\_ herein after

Called "Bidder") has been selected as the successful bidder for supply, installation, and commissioning of \_\_\_\_\_ at STATE BANK OF INDIA having its **LHO, Poojappura, Thiruvananthapuram**

An irrevocable Performance Bank Guarantee (issued by a nationalized / scheduled commercial Bank) amounting to Rs. \_\_\_\_\_ -Rupees (in

words) \_\_\_\_\_ valid up to (\*) is required to be submitted by the bidder, as a condition for awarding of the said contract, which amount is liable to be forfeited on happening of any contingencies mentioned in the RFP/Contract to be entered between the Bidder and SBI..

M/s \_\_\_\_\_ having its registered office at \_\_\_\_\_ has undertaken in pursuance of their offer to STATE BANK OF INDIA (SBI)

\_\_\_\_\_ (hereinafter called as the beneficiary) dated \_\_\_\_\_ has selected as the successful bidder in the RFP selection and in terms thereof has approached us and requested us

Bank \_\_\_\_\_ to issue an irrevocable Performance Bank Guarantee amounting to Rs. \_\_\_\_\_ -Rupees (in words) \_\_\_\_\_ valid up to

(\*)

We, \_\_\_\_\_ the \_\_\_\_\_ Bank \_\_\_\_\_ at \_\_\_\_\_ having our Head office at \_\_\_\_\_ therefore Guarantee and undertake to pay immediately on first written demand by STATE BANK OF INDIA, the amount

Rs. \_\_\_\_\_ Rupees \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_ without any reservation, protest, demur and recourse in case the bidder fails to Comply with any condition of the contract or RFP or any default in violation against the terms of the RFP, Without the beneficiary needing to prove or demonstrate reasons for its such demand.

Any Such demand made by said beneficiary shall be conclusive and binding on us irrespective of any dispute or difference raised by the bidder.

This guarantee shall be irrevocable and shall remain valid up to (\*).If any further extension of this Guarantee is required, the same shall be extended to such required period (not exceeding one year) on receiving instructions in writing, from (\_\_\_\_\_) on whose behalf guarantee is issued."Not withstanding anything contained herein above our liability under this bank guarantee shall not exceed Rs\_\_\_\_\_/-(Rupees\_\_\_\_\_ only).

This bank guarantee shall be valid up to ----- .We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before -----before 14.30 hours (Indian Standard Time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us."

In witness whereof the Bank, through its authorized officer has set its hand stamped on this \_\_\_\_\_ Day of \_\_\_\_\_2018 at \_\_\_\_\_

**Designation**  
**Bank Common Seal**  
**Attorney as per Power of Attorney**

(\*):- Valid upto 6months from the last date of warranty..