



SAURASHTRA GRAMIN BANK

Head Office: S.J. Palace, 1st Floor, Opp. Andh Mahila Vikas Gruh, Dhebar Road, RAJKOT – 360 002

Phone: 0281 – 2371126 / 2371128 / 2362605 Fax: 0281 – 2371127

www.sgb.org.in Email: sgb99@rediffmail.com

SGB/HO/EDP/GL/1722 /2010-11

Date. 07-10-2010

TENDER ISSUED TO: M/S. _____

Purchase of Computer Hardware & peripherals

NOTICE INVITING TENDER FOR SUPPLY OF COMPUTER HARDWARE & PERIPHERALS AS PER ANNEXURE-B

SUBMISSION OF TECHNICAL BID DOCUMENTS	07/10/2010 TO 16/10/2010 TILL 2:00 PM
SUBMISSION OF FINANCIAL BID	07/10/2010 TO 16/10/2010 TILL 2:00 PM
OPENING OF TENDERS :	18/10/2010

Saurashtra Gramin Bank invites tenders from vendors empanelled with SBI, our Bank or Public Sector Banks, in two bid-system for supply, installation, and maintenance of Computer Systems and peripherals for the branches/offices situated all over Saurashtra as mentioned in Annexure-B, there may be some additional centers too. Tender documents containing terms and conditions are attached herewith. It can also be obtained from bank's website. The offer should be submitted in ONE SEALED COVER containing two separate sealed envelopes each for technical bid & financial bid as under:

- 1) **Technical Bid:** This bid should contain the following documents.

i)	Duly signed & stamped Annexure-A of this tender document.
ii)	Duly signed & stamped Enclosure-I to Enclosure-IV of this tender document.
iii)	Profile of company, registration certificate and forwarding letter.
iv)	Submission of EMD and Tender Fee of Rs.51000/- by Demand Draft payable at Rajkot.
v)	Copy of Financial Accounts covering Turnover, Balance Sheet, Profit & Loss A/c. and Net Worth for last 3 years
vi)	Solvency certificate for Rs.50 lac from Public Sector Bank incl. RRBs
vii)	Copy of I.T.PAN, Regis. of Service Tax and Registration of VAT/CST
viii)	Copy of Empanelment letter with SBI, Public Sector Bank.

- 2) **Financial Bid*:** Annexure-B with offered/ quoted price (duly signed & stamped) to be submitted under this bid. Prices to be quoted most competitive, inclusive of THREE year onsite warranty, maintenance support and onsite installation. The prices will be inclusive of all Taxes and Duties. During warranty, quarterly preventive maintenance of computer systems must be done, report of such PM must be sent to H.O. quarterly.

The SEALED COVER, containing two separate sealed envelopes each for technical bid & financial bid as above, should be submitted to The Chairman, Saurashtra Gramin Bank, at the address mentioned above.

** The bidder has to compulsorily offer/ quote the unit price for all the items in financial bid document Annexure-B as to be conclusive in deriving L1. The L1 criteria decided by the Bank is: "The bidder whose total aggregate value, for all the items in required quantity, is least among all bidders as per their offered/ quoted price in financial bid, will be declared as L1 vendor."*

Yours faithfully,

CHAIRMAN



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Enclosure-I

GENERAL TERMS AND CONDITIONS

1. Tender fees of Rs.1000 and EMD of Rs.50000 total Rs.51000 should be submitted by Demand Draft payable at Rajkot along with Tender documents. The tender offer without non-refundable fee of Rs.1000/- and EMD of Rs.50000 will be rejected. The tenders received after due date will not be accepted. Earnest Money Deposit of Rs.50000/- shall be returned to non-successful bidders within a fortnight of financial bid while successful bidders will be refunded EMD after installation of first consignment when 15% money will be deducted from payment of first invoice.
2. Necessary documents i) to viii) as mentioned in table on page No.1 should be attached with technical bid.
3. **Validity:** Rates quoted shall be valid up to 30.09.2011. The Bank, however, reserves the right to call for fresh quotes at any time during the period if considered necessary.
4. The "Financial Bid" should contain prices in detail in Annexure-B. Requirement shown in Annexure-B is indicative, final requirement may vary from what is stated in the Annexure-B.
5. **As to derive L1 vendor (as per L1 criteria), it is compulsory for bidder to quote the price for all items mentioned in Annexure-B, else their whole bid will be rejected.**
6. Please quote most competitive unit price for all items. Prices to be quoted must be inclusive of **THREE year** onsite warranty support and onsite installation. Prices shall be inclusive of all Taxes/Duties. Please indicate the rate of VAT and other taxes included in the prices. Installation of hardware is to be done by vendors at any site as suggested by SGB.
7. **Delivery of the hardware & installation thereof to be made at our different location of branches/offices. Delivery shall be made within three weeks from date of purchase order.** Any delay will be penalized @1% of the order value per week of delay or part thereof. Amount of penalty so calculated will be deducted at the time of making final payment.
8. **INSURANCE:** Successful vendor(s) shall have to arrange for adequate Insurance cover for all hardware/system/equipment till at least one month after date of delivery or installation. Cost of such insurance shall be borne by vendor. The vendor(s) must take necessary insurance for their personnel deputed at the Offices / Branches of SGB. The SGB will not be responsible for any damage caused to these personnel by way of accident including the loss of life.
9. Product Brochures and technical literature should invariably be enclosed.
10. You may quote for any International brand server for which you are authorized to sell. However, only one Server Brand may be quoted in the tender.
11. The bidder after collecting the tender documents should preferably visit the Branch Locations mentioned in Enclosure-III, where hardware/ equipments are to be installed and three year services are to be provided and shall satisfy him about the local conditions and locations. No claim of any nature on any ground on inadequate site information or knowledge or misunderstanding or otherwise in such respects will be admissible later on. Interested parties may contact GM, SGB, HO, for any further clarifications.
12. The rates quoted once will be treated as final. No alteration either in rates or in tender documents will be entertained.
13. The successful bidder(s) to whom the work is awarded will be under direct liaison of the representative of SGB, HO, Rajkot and has to follow his instructions from time to time.
14. In case of any dispute, decision of SGB authority shall be final and abiding to the vendor(s).
15. Bank reserves the right to accept the offer of only one vendor in full or more than one vendor(s) in part or reject any or all quotations, without assigning any reason therefore and irrespective of L1 criteria, at any stage.
16. The bidder(s) will not be permitted to assign or give sub contract of the work awarded to him without prior permission from The CHAIRMAN, SGB, Rajkot. The decision of SGB authorities in this regard shall be final and binding to the vendors/bidders.
17. The vendor(s) must meet necessary statutory and legal compliances. SGB will not be responsible for any legal action arising out of non-compliance to statutory & other similar legal compliances.
18. No attempt shall be made by the vendor(s) or their staff deputed at SGB to unlawfully reveal, misuse or encroach upon the intellectual or private data/information to which they have access.



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19. Any loss or damage caused to the SGB property by the personnel deputed by the vendor will be recovered from the bill of payment of the vendor and the decision of SGB authority in this matter will be treated as final and abiding to the vendor.

20. Payment Terms :

- 1a. Advance Payment with Letter of Indent/Purchase Order ---- NIL
- 1b. after installation of entire Hardware at the Site(s) ----- 85% of Hardware cost
Subject to satisfactory compliance of Site Acceptance Test by software vendor and on receipt of Indemnity Letter and warranty agreement.
- 1c. On expiry of Warranty period of 1st, 2nd and 3rd year 5% at the end of 1st, 2nd and 3rd year
2. If site testing and onsite installation at branch cannot be completed within 15 days after delivery, for reasons not attributable to vendor deliverables, 75% payment will be released. This is, however, subject to inspection of goods by opening the packages at the branch site and, if possible, conducting site test at a convenient location by setting up a temporary LAN. 10% (85%-75%) payment will be made after satisfactory installation of equipments.
3. No payment, however, will become due in case of any short supply of equipment, delay in carrying out site testing / onsite installation for reasons attributable to the vendor.
4. The necessary TDS will be made as per Central Government norms.
5. In case of failure on the part of the vendors to provide warranty / sustain repair or maintenance work to the satisfaction of the Branch/Office, SGB authority reserves the right to forfeit 15% deposit amount kept as security deposit and any of the dues due to the vendors, terminate the contract with immediate effect and will be at liberty to get the work executed through a separate vendor at the risk and cost of the defaulting vendor.
6. Bills/Invoices should be detailed/annexed branch-wise separately mentioning VAT, other tax separately, although prices to be quoted inclusive of all taxes.

21. SERVICE SUPPORT INFRASTRUCTURE :

- (i) Latest details regarding the service set-up at or near our sites should be furnished in Annexure-A (8) along with the technical bid. Please mention the minimum time required for vendor's engineer(s) to attend support calls at our centers Annexure-A (7).
- (ii) We may require one Exclusive Resident Engineer (ERE) stationed at RAJKOT for the branches during three year warranty period. Separate cost, if any, for the same may be quoted. The ERE, should be available for a period of 12 hours from 9.00 A.M. to 9.00 P.M. on all week days including Saturdays. Please confirm your service support in Annexure-A.
- (iii) Please note that you will have to give an undertaking that a proper service/support centre will be set-up in close proximity to these branches during warranty.
- (iv) Please ensure that the guaranteed uptime and availability of services/support shall be as that stipulated.

22. PROCESSING OF COMMERCIAL BIDS :

- a) For the purpose of evaluating the commercial offers, the cost of the resident engineer, in case the vendor does not have service set-up at a particular site or are unable to provide proper response time, will be loaded on to the cost of the hardware quoted by the vendor.

23. Dispute, if any will be subject to Rajkot jurisdiction only.



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Enclosure-II

PRE-QUALIFICATION CRITERIA:

1. Technical bid document (Annexure-A) must be duly filled in all respect containing required information,
2. The vendors must have minimum five years of experience in providing sales and support of computers, networking & peripherals and having experience with Banking Institutions. Vendors must be ISO certified and should have a Centralized Toll-Free Telephonically Call Logging Facility in 24x7 Format and Call Centers must be having multi-language support preferably Gujarati and Hindi. Number of machines sold must be more than 10000. Number of sites being handled must be more than 1000. All document evidence must be attached with Annexure-A.
3. Demand Draft for EMD and Tender Fee of Rs.51000, payable at Rajkot must be enclosed with Annexure-A.
4. The annual turn over in dealing Computers should be more than Rs. 100 crore during last 3 years. Net worth of the vendors must be positive. Document evidence must be enclosed with Annexure-A.
5. Solvency certificate of at least of Rs.50.00 lac from any public sector bank including Regional Rural Bank should be attached with Annexure-A.
6. Self attested copy of Income Tax PAN, Registration Certificate of Service Tax and Registration Certificate of VAT/CST should be attached with Annexure-A.
7. The vendors should be empanelled with SBI, its associates, our Bank or any Public Sector Bank. Document evidence must be with Annexure-A.
8. The list of clients with the latest satisfactory performance certificate (01/04/2008 onwards) from minimum 5 organizations (out of which 2 must be from Banking Sector) must be submitted. Document evidence must be with Annexure-A.
9. In all cases of documentary submission, Bank reserves right to verify it with originals.
10. The Vendors must have Local Service Centre at Rajkot with adequate Inventory of Spares.
11. The vendors must have omni-presence allover Saurashtra & Gujarat at all major centers.
12. The delivery shall be provided by vendor at our respective location directly by the company through its engineers, employees and franchisee. Transportation to be borne by the vendor.
13. Vendors should have service point at Jamnagar, Rajkot, Surendranagar, Bhavnagar, Junagadh, Porbandar and Amreli or at least 7 centers with service engineer and 2 telephones at Rajkot and one at other centers for early lodging computer complaints. Mobile phones should be available with all service engineer(s)



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Enclosure-III

LIST OF 35 NEW BRANCHES TO BE OPENED SHORTLY

Sr. No.	PROPOSED BRANCH CENTRE	DISTRICT	CATEGORY	Sr. No.	PROPOSED BRANCH CENTRE	DISTRICT	CATEGORY
1	CIHTAL ROAD	AMRELI	URBAN	18	NAKRA	JUNAGADH	RURAL
2	BAGSARA	AMRELI	SEMI URBAN	19	ANTROLI	JUNAGADH	RURAL
3	KUNKAVAV	AMRELI	SEMI URBAN	20	MANGROL	JUNAGADH	SEMI URBAN
4	MANDAL	AMRELI	RURAL	21	RAMRECHI	JUNAGADH	RURAL
5	RAJULA	AMRELI	SEMI URBAN	22	FATSAR	JUNAGADH	RURAL
6	DAWN CHOWK	BHAVNAGAR	URBAN	23	UNA	JUNAGADH	SEMI URBAN
7	SHASHTRI NAGAR	BHAVNAGAR	URBAN	24	VANTHALI	JUNAGADH	SEMI URBAN
8	SIDSAR	BHAVNAGAR	SEMI URBAN	25	PARAVADA	PORBANDAR	RURAL
9	TALAJA ROAD	BHAVNAGAR	URBAN	26	VADALA	PORBANDAR	RURAL
10	GARIYADHAR	BHAVNAGAR	SEMI URBAN	27	KOTHARIYA ROAD	RAJKOT	SEMI URBAN
11	SIHOR	BHAVNAGAR	SEMI URBAN	28	RANCHOD NAGAR	RAJKOT	URBAN
12	JAM JODHPUR	JAMNAGAR	SEMI URBAN	29	TANKARA	RAJKOT	SEMI URBAN
13	BHATIYA	JAMNAGAR	SEMI URBAN	30	GHANSHYAMPUR	SURENDRANAGAR	RURAL
14	IVNAGAR	JUNAGADH	RURAL	31	CHUDA	SURENDRANAGAR	SEMI URBAN
15	KESHOD	JUNAGADH	SEMI URBAN	32	BALA	SURENDRANAGAR	RURAL
16	MALIYA HATINA	JUNAGADH	SEMI URBAN	33	FULGRAM	SURENDRANAGAR	RURAL
17	MANAVADAR	JUNAGADH	SEMI URBAN	34	JORAVARNAGAR	SURENDRANAGAR	SEMI URBAN
				35	INGORALA	AMRELI	RURAL



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Enclosure-IV

CONFIGURATION/ SPECIFICATIONS OF THE ITEMS TO BE PURCHASED BY BANK

1. Branch Server Hardware Specification

Sr. No	Component	Specifications
1.	CPU	1 No. x Intel Pentium Dual Core E5502 1.86 GHz or higher /Better
	CHIPSET	SERVER CLASS MOTHERBOARD AND CHIPSET
2.	HDD	2x320 GB 10K SATA Drive or higher (on RAID 1) Disk Make: Seagate, Quantum or Model Certified For MS Windows
3.	RAM	4 GB
4.	CONTROLLER	a. Integrated SATA Raid Controller With Support For RAID 1
5.	DVD WRITER	16 x Double Layer, Model Certified For MS Windows
6.	ETHERNET	Min 2 x Gigabit (10/100/1000 Mbps) Ports
7.	LAN CARD	1 No. PCI Dual Gigabit Ethernet Cards on board
8.	EXPANSION SLOTS & PORTS	Min 1 Serial, 1 Parallel, 2 x RJ45 Ethernet, 4 USB ports, 1 VGA
9.	MONITOR	18.5" TFT Color Monitor or higher/ better (TCO 05 Certified)
10.	OTHER PERIPHERALS	104 keys TVS GOLD Mechanical Keyboard, Optical Scroll Mouse
11.	POWER SUPPLY	80 + efficiency Server grade
12.	SERVER CERTIFICATION	Certified For Microsoft Windows
13.	OS COMPATIBILITY	Microsoft Windows 2008 Standard (32 bit)
CARE: The TFT Monitor (TCO 05 Certified) and Mouse should be of the same OEM.		



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2. Branch Node/Desktop Hardware Specification

Description	Desktop PC (The model should be certified for Microsoft windows)
Processor	INTEL Pentium E5400 (2.7 GHZ, 2 MB L2 CACHE) or higher
Chipset	INTEL G41/AMD 760 or better
Hard Disk	250 GB SATA HDD or higher/ better
Memory	2 x 1 GB DDR3 RAM
Monitor	18.5" TFT Color Monitor or better (TCO 05 Certified)
Keyboard	104 keys TVS GOLD Mechanical Keyboard
Mouse	OPTICAL SCROLL MOUSE
Network Card	10/100/1000 MBPS NETWORK INTERFACE CARD
Ports	MINIMUM 1 SERIAL, 1 PARALLEL, 4 USB PORTS
Operating System	Windows XP Professional (Preloaded)
CARE: 1. No CD/Floppy Drive to be provided 2. TFT Color Monitor (TCO 05 CERTIFIED and Mouse should be of the same OEM. 3. Certification : The desktop model should be CERTIFIED FOR MICROSOFT WINDOWS CARE: No CD/Floppy Drive to be provided. USB ports are to be provided only on those workstations where USB enabled devices such as scanner, web camera, laser printer, etc are to be attached.	

3. DOT MATRIX PRINTER-24 PIN 80 COL:

WeP LQ540DX (200 cps @ 10 cpi draft printing)

4. PASS BOOK PRINTER:

Olivetti PR2E

5. LASER PRINTER:

Canon LBP2900

6. FLAT BED SCANNER:

CANON 600 dpi

7. SWITCH/ HUB:

8 port fast Ethernet Switch 10/100 mbps

8. WEB CAMERA:

Logitech Quick Cam Express Web Camera

9. MODEM:

PCI INTERNAL MODEM



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10. Operating System Software for Server

- 1) Microsoft Window 2008 Standard edition
- 2) Windows Server Client Access Licenses (CALs) 2008 Sngl MVL Device CAL

11. Worksheet/ WordPad Software

MS Office standard 2007

NOTE:

- (a) The successful bidder must give an undertaking signed by the Company Secretary that all components used in the machines supplied are original and not re-furbished. This must be submitted along with the invoices.
- (b) The successful bidder must furnish a list of all the license numbers of the pre-loaded OS supplied by the vendor, along with a COA (Certificate of Authenticity) from Microsoft for the same. This must be submitted along with the invoices.



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Annexure-A

TENDER FORM PART-I (TECHNICAL BID DOCUMENT)

To
The Chairman,
SAURASHTRA GRAMIN BANK,
RAJKOT – 360 002

Sir,

Purchase of Computers, Hardware & Peripherals as per Annexure-B

With reference to your letter No.SGB/HO/TECHNO/GL/ /2010-11 dtd.-----/2010, we submit necessary information hereunder:

1.	Name & address of the Company with direct phone numbers	:	
2.	Name of Head/Chief of the company	:	
3.	Registration No. and date of establishment	:	Dt.
4.	Website Address	:	http://www.
5.	Email Address	:	@
6.	Present strength of the firm (a) ISO certification (b) No. of computers sold (c) No. of sites handled presently (d) Nos. of Staff Members	:	_____ _____ _____ _____
7.	Average time required to attend the call in case of repair during 3year warranty	:	
8.	Service centers at (mainly in Saurashtra)	:	1. _____ Ph. _____ 2. _____ Ph. _____ 3. _____ Ph. _____ 4. _____ Ph. _____ 5. _____ Ph. _____ 6. _____ Ph. _____ 7. _____ Ph. _____
9.	Tender Fees of Rs.1000/- + Earnest Money Deposit of Rs.50,000/- Total Rs.51000/- (Through DD Payable at Rajkot)	:	DD No. _____, dated _____ Drawn on _____, Rajkot.
10.	Annual turn over as well as Net worth (Rs. in crore with two decimals) for last 3 years providing similar services. (Copy to be attached)	:	Year Turn Over Net worth 2007-08 _____ _____ 2008-09 _____ _____ 2009-10 _____ _____



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11.	Solvency Certificate of Rs.50 lac issued by (Copy to be attached)	:	Bank :
12.	Income Tax PAN (Copy to be attached)	:	<input type="text"/>
13.	Service Tax Registration No. (Copy to be attached)	:	<input type="text"/> S T <input type="text"/>
14.	Trade Identification No.(TIN) for VAT	:	
15.	Trade Identification No.(TIN) for CST	:	
16.	Empanelled with which Bank (Copy of evidence to be attached)	:	
17.	List of 5 satisfied clients of which 2 banks to whom you have provided hardware and peripherals (Copy of evidence to be attached)	:	1. _____ 2. _____ 3. _____ 4. _____ 5. _____

DECLARATION

1. I/We hereby declare that the terms and conditions of the tender stated herein and as may be modified/mutually agreed upon are acceptable and binding to me/us.
2. We assure to comply with the hardware configuration, that will be original, no duplicate or old/used parts will be supplied. Software licenses numbers will be provided and will be genuine.
3. We undertake that the MNC brand servers offered will be configured with valid Original components only of the same brand; "Zero boxes" will not be supplied. The only exceptions may be add-on components. Even these, however, will be of approved Brands/Model.
4. We undertake to give a service commitment along with availability of spare parts for at least three years.
5. We undertake that Components will have to be installed at respective sites/branches. Proper service/support centre(s) will be provided by our qualified service engineers and wherever found necessary service/support will be set-up in close proximity to these branches.
6. In view of the critically of the application, the equipment(s) at any time will be kept by vendor in efficient running condition. Immediate replacement of defective parts will be done with a view to ensuring at least 98% uptime of the entire computer systems.
7. Quarterly preventive maintenance (PM) will be carried out during the currency of three year warranty and branch-wise report of such PM will be sent quarterly to SGB, HO.Rajkot.
8. Complaints of repairing / fault will be solved within 24 hours of receipt from branches/offices. This lead-time for making the faulty system operational will include travel time of service personnel.

Name of person authorized to sign.	:	
Mobile Phone No.	:	
Email :	:	

Date :

Place :

Official Stamp :

SIGNATURE OF AUTHORISED SIGNATORY



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Annexure-B

TENDER FORM PART- II **(SUMMARY OF REQUIREMENT cum FINANCIAL BID DOCUMENT)**

NOTE: The bidder has to compulsorily offer/ quote the unit price for all the items in this document as to be conclusive in deriving L1.

Sr.	ITEM	Supply needed in two slot		Total Supply (A)	Unit Price Rs.* (B)	Total Price Rs. (A) * (B)
		Supply needed till Nov. Mid (1 st Slot)	Supply needed till Dec. Mid (2 nd Slot)			
1	Branch Server : Dual Core E5502 rate prices to be provided without preloaded Windows Server 2008 operating system	15	20	35		
3	Branch Nodes : Core 2 Duo Nodes with Pre loaded Windows XP Professional OS	60	75	135		
4	Dot Matrix Printers	15	20	35		
5	Passbook Printers	15	20	35		
6	Laser Printers	15	20	35		
7	Flat Bed Scanners	15	20	35		
8	8 Port Switch	15	20	35		
9	WEB CAMERA :	15	20	35		
10	MODEM	15	20	35		
11	Operating Software : Volume Paper licenses					
	1) Windows Server Standard 2008	15	20	35		
	2) Client Access License (CAL)	15	20	35		
12	Application Software : Worksheet/Word Volume Paper licenses	15	20	35		
	1) Office – 2007 (Per branch 1)					
TOTAL OF last column						

* Detailed specification/ configuration for each item are given in Enclosure-IV. Unit prices to be quoted in compliance with this specification/ configuration.

The successful hardware bidder must furnish a list of all the license numbers of the pre-loaded OS supplied by the vendor, along with a CoA (Certificate of Authenticity) from Microsoft for the same. This must be taken along with the invoices.

The L1 criteria decided by the Bank is: “The bidder whose total aggregate value, for all the items in required quantity, is least among all bidders as per their offered/ quoted price in financial bid, will be declared as L1 vendor.”

Date :

Place :

Official Stamp :

SIGNATURE OF AUTHORISED SIGNATORY