



**REQUEST FOR PROPOSAL [RFP]
FOR
“SUPPLY, INSTALLATION AND COMMISSIONING OF DESKTOP COMPUTERS, ALL-IN-
ONE LASERJET PRINTERS AND BIO METRIC ATTENDENCE MARKING DEVICES”
TENDER.REF. NO.: RFP-IT-02/2018-19**

**Issued by: CANFIN HOMES LTD
REGISTERED OFFICE,
29/01, SRI MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE - 560004**

Bid Details in Brief

Sl. No.	Description	Details
1.	RFP No. and Date	TENDER.REF. NO.: RFP-IT-02/2018-19 Dated 29/05/2018
2.	Brief Description of the RFP	RFP for engaging vendor for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices
3.	Company's Address for Communication and Submission of Tender	ASST. GENERAL MANAGER-IT CAN FIN HOMES LTD REGISTERED OFFICE, 29/01, SRI MN KRISHNA RAO ROAD BASAVANAGUDI BANGALORE 560 004
		Tel - 080 41440234 Fax - 080 26565746 Email: it@canfinhomes.com
4.	Date of Issue	29/05/2018, Tuesday
5.	Last Date of Submission of Bids	05/06/2018, Tuesday up to 3.00 PM
6.	Date and time opening of technical bid	05/06/2018, Tuesday at 4.00 PM
7.	Type of Bid	Single and closed Bid
7.	RFP Document cost (Not Refundable)	Rs. 2,000/- in the form of Demand Draft in favour of Canfinhomes ltd, payable at Bangalore. Same should be submitted at the time of bid submission.
8.	Earnest Money Deposit (Refundable)	Rs. 20,000 /-

A. INTRODUCTION

1. About Can Fin Homes

Can Fin Homes Ltd, was incorporated in the year 1987, "The International Year of Shelter for the Homeless". The main objective of setting up the company was, promoting home ownership and as well, increasing the housing stock in the country. It is the first housing company to be promoted by a nationalized Company in India. Company is having its Registered office at 29/1, Sir M N Krishna Rao road, Basavanagudi, Bangalore 560004. The company, as on date, is having 132 Branches, 20 Affordable Housing Loan Centres (AHLCS) & 20 Satellite Offices spread across various locations of the country and all these branches and satellite offices are linked to the Registered Office through a core banking platform. Being a south based company, 70% of its branches are located in southern India and the remaining 30% in Northern India.

2. Definitions

- 2.1. 'Company' unless excluded by and repugnant to the context or the meaning thereof, shall mean 'Can Fin Homes', described in more detail in paragraph 1 above and which has invited bids under this Request for Proposal and shall be deemed to include its successors and permitted assigns.
- 2.2. 'RFP' means Request for Proposal for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices
- 2.3. 'Bidder' means a vendor submitting the quotation in response to the RFP.
- 2.4. 'Contract' means the agreement signed by successful bidder and the Company at the conclusion of bidding process.
- 2.5. 'Successful Bidder' means the Bidder who is found on completion of evaluation process of Indicative Technical & Commercial bids, contract will be awarded to the lowest bidder post negotiation, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

Company invites quotations from competent and authorized Bidders for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices. In this connection, Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid') for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

The Company proposes to procure Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices as per Terms & Conditions, Technical Specifications and Scope of work described elsewhere in this document.

5. Participation Methodology:

- 5.1. In a tender either the partner/distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 5.2. If a partner/distributor/System Integrator bids on behalf of the OEM, the same partner/distributor/System Integrator shall not submit a bid on behalf of another OEM in the same tender for the same item/product.
- 5.3. In the event of Agent/Representative being not able to perform the obligations as per the provisions of the contract/warranty, the principal Bidder should assume complete responsibility on behalf of the OEM/Agent for providing end-to-end solution i.e. technology,

personnel, financial and any other infrastructure that would be required to meet intent of this RFP.

6. Requirement Details

6.1. Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

6.2. The brief description of Desktop computers, All-in-one LaserJet printer, and Bio Metric attendance marking devices is furnished in following table.

Sl.No	Item details	Estimated Qty	Locations
1	Desktop Computers	70	The Details of the Branches where the Desktop Computers, All-in-one LaserJet Printers, and Bio Metric attendance marking devices are required will be intimated at the time of placing the order.
2	All-in-one LaserJet printer	25	
3	Bio Metric attendance marking devices	25	

6.3. Detailed technical specification for each of the above table is furnished in **ANNEXURE-2**. All the Hardware ordered for Supply, Installation and Commissioning of Desktop Computers should have comprehensive onsite warranty of three years, and for All-in-one LaserJet Printers and Bio Metric attendance marking devices should have comprehensive onsite warranty of one year.

6.4. Bidder has to quote the commercial as per **Annexure-8-Bill of Material**.

7. Scope of Work:

Scope of work and functional requirement is provided in the **Annexure-2**. Bidder has to comply with the same.

8. Software Version:

The bidder should ensure usage of latest licensed professional operating system with proper update/patches and their subcomponents as has been sought in the technical/functional requirements. The Offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of Software Version of the items offered. Please note that substituting required information by just software name is not enough. Bidder should not quote software items which are impending End of Life/End of Support.

9. Make and Models:

It is mandatory to provide make & model of all the items and their subcomponents as has been sought in the technical specification. The offer may not be evaluated and / or will be liable for rejection in case of non-submission or partial submission of make, model if the items offered. Please note that substituting required formation by just brand name is not enough. Bidder should not quote Hardware/Software items which are impending End of Life/End of Support during the contractual period.

10. Documentation:

Technical information in the form of Brochures / Manuals / CD etc. of the most current and updated version available in English must be submitted in support of the Technical Offer made without any additional charges to the company. The Company is at liberty to reproduce all the documents and printed materials furnished by the Bidder in relation to the RFP for its own use.

11. Costs & Currency:

The Offer must be made in Indian Rupees only as per Bill of Material (Annexure-8).

B. Selection of Bidder:

12. Preliminary Scrutiny:

- 12.1. The Company will scrutinise the Bid/s received to determine whether they are complete in all respects as per the requirement of RFP, whether the documents have been properly signed, whether items are offered as per RFP requirements and whether technical documentation as required to evaluate the offer has been submitted.
- 12.2. Prior to detailed evaluation, the Company will determine the substantial responsiveness of each Bid to the bidding document. Substantial responsiveness means that the bid conforms to all terms and conditions, scope of work and technical specifications and bidding document is submitted without any deviations.

13. Clarification of Offers:

- 13.1. During the process of scrutiny, evaluation and comparison of offers, the Company may, at its discretion, seek clarifications from all the bidders/any of the bidders on the offer made by them. The bidder has to respond to the company and submit the relevant proof /supporting documents required against clarifications, if applicable. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time frame stipulated by the Company.
- 13.2. The Company may, at its discretion, waive any minor non-conformity or any minor irregularity in the offer. Company's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Company reserves the right for such waivers.

14. Evaluation of Bid:

- 14.1. The Company will evaluate the bid submitted by the bidders under this RFP. The Bid will be evaluated by a Committee of officers of the CFHL. If warranted, the company may engage the services of external consultants for evaluation of the bid. It is Company's discretion to decide at the relevant point of time.

15. Earnest Money Deposit (EMD)/Bank Guarantee In Lieu of EMD:

- 15.1. The bidder shall furnish Non interest Earnest Money Deposit (EMD) of Rs.20,000/- (Rupees Twenty Thousand only) by way if Demand Draft drawn on any scheduled bank in favour of Can Fin Homes Ltd, payable at Bangalore and should kept with Conformity to Eligibility Criteria.
- 15.2. In Case the EMD is submitted in the form of Bank Guarantee the same should be valid for minimum period of 6 months with additional claim period of 3 months from the last date for submission of offer. The format for submission of EMD in the form of Bank Guarantee is as per **Appendix-C**.
- 15.3. The EMD of the Bidders not qualified under Technical Proposal will be returned within 15 days after opening the commercial bid of the technically qualified bidders. The EMD of Technically Qualified bidders will be returned upon the selected bidder accepting the order and furnishing the performance guarantee.
- 15.4. The EMD may be forfeited/Bank Guarantee may be invoked:
 - 15.4.1. If the bidder withdraws or amends the bid during the period of bid validity specified in this document.
 - 15.4.2. If the selected bidder fails to accept the purchase order within 7 days or fails to sign the contract or fails to furnish performance guarantee in accordance with the terms of the RFP.

16. Award of Contract:

- 16.1. On completion of evaluation process of Indicative Technical & Commercial bids, contract will be awarded to the lowest bidder post negotiation, if required.
- 16.2. The contract shall, be awarded and the order shall be placed on selected lowest Bidder. Company may release the order either in Full or in part or place more than one order towards the contract based on project plan.
- 16.3. The selected bidder shall submit the acceptance of the order within seven days from the date of receipt of the order. No conditional or qualified acceptance shall be permitted. The effective date for start of provisional contract with the selected Bidder shall be the date of acceptance of the order by the bidder.
- 16.4. Company reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.
- 16.5. The Shortlisted bidder/s will be required to customize the services as per requirement of the Company at the rates not higher than the agreed rate finalized under this RFP.
- 16.6. The Company shall be under no obligation to accept the lowest or any other offer received in response to this tender and shall be entitled to reject any or all offers without assigning any reason whatsoever. Canvassing in any form will lead to disqualification.

C. TERMS AND STIPULATIONS.

17. Effective Date:

The effective date shall be date of acceptance of the order by the selected bidder. However, the bidder shall submit the acceptance of the order within seven days from the date of receipt of order. The Company reserves the right to consider the late acceptance of the order, if any, at its discretion.

18. Security Deposit / Performance Bank Guarantee:

- 18.1. The successful bidder should submit a Security Deposit / Performance Guarantee for 10% of total value of the contract within 15 days from the date of acceptance of the Order.
- 18.2. If the Security Deposit /Performance Guarantee is not submitted within the time stipulated above, penalty at 0.50% for each completed calendar week of delay or part thereof on the cost of the order will be deducted from the delivery payment or from any other payments for the delay in submission of Bank Guarantee. The total penalty under this clause shall be restricted to 5% of the total order value.
- 18.3. Security Deposit should be submitted by way of DD drawn on Can Fin Homes Ltd payable at Bengaluru / Bank Guarantee may be obtained from any of the Scheduled Banks. However it should be as per the **Appendix-B**.
- 18.4. Security Deposit/Performance Bank Guarantee should be valid for total contract period (Three years) from the date of acceptance of the solution and shall be retained till the completion of Contract period. The guarantee should also contain a claim period of Three months from the last date of validity.
- 18.5. The selected bidder shall be responsible for extending the validity date and claim period of the Bank guarantees as and when it is due, on account of incompleteness of the project and warranty period.
- 18.6. The security deposit / bank guarantee will be returned to the bidder on completion of Warranty Period.
- 18.7. The Company shall invoke the Bank guarantee before the expiry of validity, if work is not completed and the guarantee is not extended, or if the selected bidder fails to complete his obligations under the contract. The Company shall notify the selected bidder in writing before invoking the Bank guarantee.

19. Execution of Agreement.

- 19.1. Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Company at Bengaluru as per the format to be provided by the Company. Failure to execute the Agreement makes the EMD liable for forfeiture at the discretion of the Company and also rejection of the selected Bidder.
- 19.2. The Agreement shall include all terms, conditions and specifications of RFP and also the Bill of Material and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Company receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

20. Project Execution:

The company and the selected bidder shall nominate a Project Manager each immediately on acceptance of the order, who shall be the single point of contract for the project at Bangalore. However, for escalation purpose, details of other persons shall also be given.

21. Delivery, Installation & Commissioning:

- 21.1. Company shall provide the address and contact details of Desktop computers, All-in-one LaserJet printers and Bio Metric attendance marking devices while placing the order.
- 21.2. Delivery of Desktop computers, All-in-one LaserJet printers and Bio Metric attendance marking devices should be within **2 Weeks** from the date of receipt of the purchase order for non-road permit locations. The Delivery period for Road Permit locations will be **3 Weeks**. Please note that no extra charge / tax will be paid for those locations where road permit is required. Vendor only has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 21.3. Non-compliance of the above delivery will result in imposing penalty at 0.50% per week or part thereof, on the invoice value branch / location wise.
- 21.4. The successful bidder should ensure installation, commission and commissioning of the delivered Hardware and completed all the works specified in the Scope of Work at the company branch/office within 1 week from the date of delivery of all the materials for each ordered locations.
- 21.5. Non-compliance of the above installation will result in imposing penalty at 0.50% per week or part thereof, on the invoice value branch/location wise.
- 21.6. Company reserves the right to change/modify locations for supply of the terms. In the event of any change/modification in the locations where the hardware items are to be delivered, the bidder in such cases shall deliver, install and commission at the modified locations at no extra cost to the company. However, if the hardware items are already delivered, and if the modifications in locations are made after delivery, the bidder shall carry out installation and commissioning at the modified locations and the company in such cases shall bear the shifting charges/arrange shifting. The Warranty/AMC (if contracted) should be applicable to the altered locations also.
- 21.7. The Installation will be deemed as incomplete if any component of the hardware is not delivered or is delivered but not installed and / or not operational or not acceptable to the company after acceptance testing/examination. In such an event, the supply and installation will be termed as incomplete and system(s) will not be accepted and the warranty period will not commence. The installation will be accepted only after complete commissioning of hardware.
- 21.8. Commissioning of the hardware will be deemed as complete only when the same is accepted by the company in accordance with the Terms & Conditions of the Tender.

21.9. Partial or incomplete or damaged delivery of materials will not be considered as delivered of all the ordered materials. Date of delivery shall be treated as date of last material delivered to the ordered locations if materials are not damaged. In case materials are delivered with damage, Date of delivery shall be treated as date of replacement of damaged material with new one. Delivery payment shall be paid against completion of delivery of all the ordered materials without any damage and proof of delivery duly certified by company officials, along with delivery payment claim letter.

22. Penalties/Liquidated Damages:

22.1. Penalties/Liquidated damages for delay in Delivery and Installation of Hardware and Software in all Locations, Non-compliance of the above delivery & installation Clause will result in the company imposing penalty (0.50% on delay in delivery and 0.50% on delay on installation) per week or part thereof, on the invoice value location/office address wise. However the total Penalty/LD to be recovered under this clause shall be restricted to 5% of the total value of the order.

22.2. Penalties/liquidated Damages for non-performance: If the specifications of the RFP are not met by the bidder during various tests, the bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the company reserves its right to reject the items.

22.3. The liquidated damages shall be deducted / recovered by the company from any money due or becoming due to the bidder under this purchase contract or may be recovered by invoking of Bank Guarantees or otherwise from bidder or from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the companys right to levy any other penalty where provided for under the contract.

22.4. All the above LDs are independent of each other and are applicable separately and concurrently.

22.5. LD is not applicable for the reasons attributable to the Company and Force Majeure

23. Pricing & Payments:

The price offered to the company must be in Indian Rupees and inclusive of GST/VAT/Entry Tax etc. The vendor has to quote the applicable taxes accordingly.

24. Payment Terms:

24.1. Payment schedule will be as under:

Sl.No	Payment Stages	% of Payment	Condition/Remarks
1.	Delivery, Installation, configuration & commissioning	100%	On delivery of all Hardware & Software items on production of relevant documents. Please note that originals of invoices (plus once copy) reflecting Taxes & Duties, Proof of delivery duly signed by company officials of the respective Branch/office should be submitted while claiming payment in respect of orders placed. On successful installation, configuration & commission of Hardware & Software items supplied as per scope of work, the vendor has to submit installation reports duly signed by the company officials of the respective Branch/offices, while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.

- 24.2. Payment shall be released within 30 days of submission of relevant documents as per RFP terms
- 24.3. The payments will be released through NEFT/RTGS/Cheque and the selected Bidder has to provide necessary bank details like Account No. , Banks name with branch, IFSC Code etc.

25. Order Cancellation/Termination of Contract:

- 25.1. The Company reserves its right to cancel the entire / unexecuted part of the Purchase Order at any time by assigning appropriate reasons and recover expenditure incurred by the company in addition to recovery of liquidated damages in terms of the contract, in the event of one or more of the following conditions:
- 26.1.1 Delay in delivery beyond the specified period for delivery.
 - 26.1.2 Serious discrepancies noted in the items delivered.
 - 26.1.3 Breaches in the terms and conditions of the Order.
 - 26.1.4 Non satisfactory performance of the Desktop computers, All-in-one printers, Biometric devices during warranty.
- 25.2. In addition to the cancellation of purchase order, the company reserves its right to invoke the Bank Guarantee or foreclose the security Deposit given by the bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.
- 25.3. Company shall server the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during Warranty & AMC period (If contracted).

26. Local Support:

- 26.1. The bidder should be capable of meeting the service & support standards as specified in this tender.
- 26.2. The bidder shall provide Warranty and AMC support during office hours on all company working days of the year for all the locations.
- 26.3. Response Time and Meantime to Restore [MTTR]
- 26.4. Response Time shall be 3 hours and MTTR shall be 8 hours.

27. Softwares, Drivers and Manuals:

- 27.1. The bidder shall supply along with each item, all the related documents, and software Licenses and necessary media of the software loaded without any additional cost. The media and documents shall be in English. These will include but not restricted to user manual, Operation Manual, other software and drivers etc.
- 27.2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the company.

28. Training:

No separate training is required. The selected Vendor has to give demo and explain operational guidelines of the product at the site of the installation to companys officials.

29. Warranty:

The entire equipment's / hardware (Including OS) & software deployed for this project shall be under comprehensive onsite warranty covering all parts including for the display panel, updates, minor upgrades of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a three year from the Date of Installation/Commissioning.

30. Annual Maintenance Contract(AMC) (If Contracted):

- 30.1. The company, at its direction may enter into Annual Maintenance Contract AMC with the Bidder at its discretion after completion of respective warranty period.
- 30.2. Support for maintenance of hardware items supplied should be available for a minimum period of 5 Years, covering all parts, maintenance and support, after expiry of warranty period.
- 30.3. The company will pay AMC charges for hardware Items after the end of warranty period. Such payment shall be release quarterly in arrears after satisfactory completion of service during the period and submission of reports and invoices.

D. GENERAL CONDITIONS:

31. Resolution of Disputes:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Offer or in the discharge of any obligation arising under this Offer (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there in the specific disputes. In the event of absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators; one to be nominated by each party and the said arbitrators shall appoint a presiding arbitrator. The provisions of the Indian Arbitration and Conciliation Act, 1996, shall govern the arbitration. The venue of arbitration shall be Bengaluru, INDIA.

32. Legal Disputes and Jurisdiction of the court:

- 27.1 The Company Clarifies that the Company shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Company may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.
- 27.2 All disputes and controversies between CFHL and Bidder shall be subject to the exclusive jurisdiction of the courts in Bengaluru and the parties agree to submit themselves to the jurisdiction of such court as this RFP/contract agreement shall be governed by the laws of India.

ASSISTANT GENERAL MANAGER - IT

Annexure-1

Eligibility Criteria

Can Fin Home Ltd invites, from service providers, sealed Bids for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices. The bidder should ensure that they satisfy the eligibility criteria given below.

Sl. No.	Eligibility Parameter	Bidder's Compliance (Yes/No)
1	The Bidder should be a registered Company in India as per Indian Companies Act, 1956.	
2	The solution provider should have turn-over of minimum Rs.2 crore during last two financial year (2016-17, 2017-18).	
3	The solution provider should have positive net worth and should be a profit-making in last 2 years (2016-17 and 2017-18).	
4.	Bidders must enclose GST registration certificate along with the tender documents	
5.	Bidders shall be the original Equipment Manufacturer (OEM) of Desktops/Printers/Servers (OR) An authorized dealer	
6	The bidder should not be currently blacklisted by any bank / institution in India or abroad.	
7	The bidder should have supplied at least 100 Desktop computers each year in the last two years (up to 31/03/2018). Bidder must produce related certificates.	
8	The bidder shall have local office in Bangalore & major cities	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for rejection.

Signature
 Authorised Signatory

Seal of company

Annexure-2

2.1 Scope of Work

Sl. No.	Scope of Work	Bidder's Compliance (Yes/No)
1	The Scope of the work is for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices as per the quantity detailed under Clause 6.2. The equipments should be delivered at respective locations without any extra cost to the company.	
2	The scope if the services and maintenance is to be provided for a period of Five years from the date of acceptance by the company.	
3	The Bidder should maintain the hardware during warranty period of 3 year. During the warranty period, the bidder is bound to do all hardware spares replacement without extra cost to company covering all parts & labour from the date of acceptance of the hardware by the company at the respective location i.e. onsite comprehensive warranty. The company, however, reserves the right to enter into Annual Maintenance Contract (AMC) agreement either location-wise or from a single centralized location.	
4	For delivery location, the Bidder is expected to provide items with the related hardware, all subsystems, software drivers and manuals etc.	
5	The Bidder should note that Desktop computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices being procured shall be delivered at location as per requirements of company and the bidder will be required to support all such installations. The company reserves the right to change location/add new locations by giving prior notice.	
6	The configuration as per the technical and other specifications of the Desktop computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices must be functional and installed from the day one.	
7	Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
8	During installation if the company requires any new Software/OS/Utility, vendor has to install without any cost where the licenses of the software are with the company.	
9	All necessary cables and other accessories required for successful installation of the hardware items as per the scope of work to be supplied by the Bidder and the cost of the same to be added along with the respective Hardware items.	
10	For smooth completion of project the Bidder should identify one or two of its representatives at Bangalore as a single point of contract for the company.	
11	Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.	
12	CFHL will have the option to purchase more or less than the quantity specified in this tender at the same price and the terms and conditions of the tender. CFHL may place the orders in several times as on when needed based on requirement.	
13	CFHL reserves the right to place purchase order to the successful Bidder for any further requirements of Desktop, All-in-one LaserJet Printers and Bio Metric attendance marking devices at the agreed unit rate i.e. the rate contract, for a period of one year from the date of first purchase order.	
14	Bidder should provide comprehensive onsite support during the warranty period of 3 years with specified response and resolution time and 2 years comprehensive AMC after expiry of the warranty period.	

Date

Signature with seal

Name :

Designation :

2.2 Technical Specifications

A. Desktops

Sl.No.	Description	Minimum Specifications
1	Make	Dell Vostro
2	Model	3268 Core i5 7th Gen Desktop
4	Processor	7th Gen Intel® Core i5-7500 Processor (3.4 GHz, and higher)
5	Cache	12 MB or higher
6	Chipset	Intel 8 Series H81 Chipset OR Higher
7	Motherboard	Intel
8	Memory	4GB, NON-ECC, 1600MHZ DDR3/DDR4 RAM with at least 1 DIMM Slots free.
9	Monitor	18.5" Widescreen Backlit LED Monitor with 1366 x 768 or higher resolution.
10	Graphics Card	Integrated Intel HD graphics card
11	Hard disk	Single HDD - 1 TB 7.2K RPM SATA or Higher
12	Optical drive	DVD writer
13	Ports	Minimum 4 USB 2.0 Port 1 RJ-45, 1 Audio Line-in, 1 Audio Line-out, 1 Mic. in, headphone connection option, 1 VGA Port.
14	PCI SLOTS	Required.
15	Keyboard	Multimedia Keyboard from same OEM.
16	Mouse	Standard 2 button Optical USB Scroll Mouse from same OEM or higher
17	Operating system	Windows 10 professional 64 bit licensed version preloaded -English
18	VGA Output.	Capable of connecting monitor. VGA output.
20	Anti-virus	McAfee anti-virus latest version with DLP
21	Warranty	3 yrs., on-site, comprehensive, back to back
22	AMC	AMC - Two years" comprehensive post-warranty.

B. All-in-One LaserJet printers:

Multi-functional Laser printer which comprises printer/copier and scanner (Feeder & Flatten) - MFP - Samsung M2876 ND

C. Bio Metric attendance marking devices

Matrix Bio-metric device (Cosec FOT machine).

Date

Signature with seal

Name :

Designation :

Annexure-3

Non-Disclosure Agreement format

(To be given on the Company's Letter Head)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd, having its office at 29/1, Sir M N Krishna Rao road, Basavanagudi, Bangalore 560 004 hereinafter referred to as the Company and,

WHEREAS, the Bidder understands that the information regarding the Company's website information shared by the CFHL in their Request for Proposal is confidential and/or proprietary to the Company, and

WHEREAS, the Bidder understands that in the course of submission of the offer for **“Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices”** and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Company properties and/or have access to certain plans, documents, approvals or information of the Company; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the Company to grant the Bidder specific access to the COMPANY's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the COMPANY, unless the Bidder has first obtained the COMPANY's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the COMPANY or, prepared or produced by the Bidder for the purpose of submitting the offer to the COMPANY for the said solution, will not be disclosed during or subsequent to submission of the offer to the COMPANY, to anyone outside the COMPANY.

The Bidder shall not, without the COMPANYs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the COMPANY in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the COMPANY and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date

Signature with seal

Name :

Designation :

Annexure-4

Compliance Statement

SUB: Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd.

Ref: Your RFP dated 29/05/2018

DECLARATION

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Company. We also agree that the Company reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Scope of Work		

(If left blank it will be construed that there is no deviation from the specifications given above)

Date

Signature with seal

Name :

Designation :

Annexure-5
Undertaking Letter Format

SUB: Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd.

Ref: Your RFP dated 29/05/2018

We understand that Company shall be placing Order to the Selected Bidder exclusive of taxes only.

We also confirm that we have quoted the Goods component with percentage of GST and Service Component with percentage of service Tax. The Goods Component + GST is limited to 100% of the Cost Price.

We are agreeable to the payment schedule as per “Payment Terms” of the RFP.

Date

Signature with seal

Name :

Designation :

Annexure-6
Escalation Matrix

SUB: Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd.

Ref: Your RFP dated 29/05/2018

Name of the Company:

Delivery/Service Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact (If response not received in 2 Hours)					
b.		Second level contact (If response not received in 6 Hours)					
c.		Regional/Zonal Head (If response not recd in 12 Hours)					
d.		Order to be placed on					

Any change in designation, substitution will be informed by us immediately.

Date

Signature with seal

Name :

Designation :

Annexure-7

Manufacturer/Authorised Distributor in India Authorization Form

[Note: This Format Letter should be on the letterhead of the manufacturing concern/Distributor and should be signed by an Authorised Signatory of the manufacturer/Authorised Distributor. This Format is for reference only. However should contain the Para 1, 2 & 3]

No. _____ dated _____

The Asst. General Manager - IT,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SRI MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd

Ref: Your RFP dated 29/05/2018

We _____ who are established and reputed Owner/manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorise M/s _____ (Name and address of the Agent/Dealer) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We (Manufacturer/Indian Distributor) hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates for our products for a period of six years from the date of submission of this tender.

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product upgrades (including management software upgrades and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the company during the three years product warranty period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the upgrades within 30 days of release/announcement, we hereby confirm that we will provide the same to the company at no additional cost to the company and we will directly install the updates and upgrades at the company's premises.

Yours faithfully
(Name)
For and on behalf of

M/s-----

Annexure-8
Bill of Material

SUB: Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd

Ref: Your RFP dated 29/05/2018

Note:

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorised Signatory with Name and Seal of the Company.
2. Do not change the structure of the format nor add any extra items.
3. No counter condition/assumption in response to Commercial Bid (Indicative) will be accepted. Company has a right to reject such bid.

Table A

Price Details - Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance

[Amount Indian Rupees]

Sl.No	Line Item	Unit Price	Taxes	Sub-Total	Qty.	Total Price
A1	Desktop Computers as per Annexure-2 (2.2-A)				35	
A2	Desktop Computers as per Annexure-2 (2.2-A) with preloaded MS Office 2016 stnd				35	
A3	All-in-one LaserJet Printer as per Annexure-2 (2.2-B)				25	
A4	Bio Metric attendance marking devices (Matrix) as per Annexure-2 (2.2-C)				25	
	Total A= (A1+A2+A3+A4)					

AMC Rates:

[Amount Indian Rupees]

Sl.No	Line Item	Unit Price	Taxes	Sub-Total	Qty.	Total Price
	AMC					
B1	Desktop Hardware AMC for 4 th Year				70	
B2	Desktop Hardware AMC for 5 th Year				70	
	Total B= (B1+B2))					

(Total Cost of Ownership) TCO = A+B

Date

Signature with seal

Name :

Designation :

Annexure-9
BIDDERS INFORMATION

Name _____

Constitution _____

Address _____

Names & Addresses of the Partners if applicable

Contact Person(s) _____

Telephone, Fax, e-mail _____

Number of years of experience in Software Delivery/Supply & Commissioning _____

Please give brief financial particulars of your firm for the last 2 years along with the volume of business handled.

(The information will be kept confidential)

Year	Financial year 2016-17	Financial year 2017-18
Operating Profit:		
Total Turnover:		

Is company ISO Certified? If yes, provide information along with true copy of certificate.

Signature:
 Name:
 Date:
 Seal of company:

APPENDIX-A

Instructions to be noted while preparing/submitting RFP

The quotation should be made in an organized, structured, and neat manner. Brochures / leaflets etc. should not be submitted in loose form. All the pages of the submitted bids should be filed and paginated (serially numbered) with seal and signature of the authorized signatory.

- 1) Bidder's Profile as per Annexure-1 & Annexure-9
- 2) Scope of Work as per Annexure-2
- 3) Non-Disclosure Agreement as per Annexure-3
- 4) Compliance Statement as per Annexure-4
- 5) Undertaking letter as per Annexure-5
- 6) Escalation Matrix as per Annexure-6
- 7) Manufacturer/Authorised Distributor in India Authorisation Form as per Annexure-7
- 8) Bill of Material as per Annexure-8
- 9) Track Record of Past Implementation of Projects towards Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices across the Country covering Name and addresses of major clients and email ids, telephone numbers (landline and mobile no), fax numbers of their contact executives etc.
- 10) Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices
- 11) Bidder should have Help Desk phone no. & email ID has to be provided.

Appendix-B

Proforma of Bank Guarantee for Contract Performance

(To be submitted on Non-Judicial stamp paper of appropriate value Purchased in the name of the issuing Bank)

To : The Asst. General Manager - IT,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SRI MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

WHEREAS (Name and address of M/s XXXX Ltd (hereinafter referred to as “the CONTRACTOR”) has undertaken to deliver **Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd** as per their Contract dated _____with you (hereinafter referred to as “the CONTRACT”)

AND WHEREAS in terms of the Conditions as stipulated in the Contract, the CONTRACTOR is required to furnish, a Bank Guarantee by way of Performance Guarantee, issued by a Scheduled Bank in India, in your favour, as per Clause _____ of the CONTRACT, to secure due and satisfactory compliance of the obligations by the CONTRACTOR on their part, in accordance with the CONTRACT, (which guarantee is hereinafter called as “the PERFORMANCE GUARANTEE”)

AND WHEREAS the CONTRACTOR has approached us, (Name of the issuing Bank) for providing the PERFORMANCE GUARANTEE,

AND WHEREAS in consideration of the fact that the CONTRACTOR is our valued constituent and the fact that he has entered into the CONTRACT with you, WE (Name of the Bank) having our Registered Office at, _____and local office at _____,India have agreed to issue the PERFORMANCE GUARANTEE,

THEREFORE WE (Name of the issuing Bank) through our local office at _____ India furnish you the PERFORMANCE GUARANTEE in manner hereinafter contained and agree with you as follows:

We (Name of the issuing Bank), undertake to indemnify you and keep you indemnified from time to time to the extent of Rs. _____ (**Rupees _____ Only**) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the CONTRACTOR of any of the terms and conditions contained in the Contract and in the event of the CONTRACTOR default or defaults in carrying out any of the work or discharging any obligation in relation thereto under the CONTRACT or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding the sum of Rs. _____ (**Rupees _____ Only**) may be claimed by you on account of breach on the part of the CONTRACTOR of their obligations in terms of the CONTRACT.

Notwithstanding anything to the contrary we agree that your decision as to whether the CONTRACTOR has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under Performance Guarantee but will pay the same forthwith on your demand without any protest or demur.

This Performance Guarantee shall continue and hold good until it is released by you on the application by the CONTRACTOR after expiry of the relative guarantee period of the Contract and after the CONTRACTOR had discharged all his obligations under the Contract and produced a certificate of due completion of the work under the Contract and submitted a “No Demand Certificate” provided always that the guarantee shall in no event remain in force after the day of _____ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of three months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

Should it be necessary to extend Performance Guarantee on account of any reason whatsoever, we undertake to extend the period of Performance Guarantee on your request under intimation to the CONTRACTOR till such time as may be required by you. Your decision in this respect shall be final and binding on us.

You will have the fullest liberty without affecting Performance Guarantee from time to time to vary any of the terms and conditions of the Contract or extend the time of performance of the Contract or to postpone any time or from time to time any of your rights or powers against the CONTRACTOR and either to enforce or forbear to enforce any of the terms and conditions of the Contract and we shall not be released from our liability under Performance Guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the CONTRACTOR or any other forbearance, act, or omission on your part or any indulgence by you to the CONTRACTOR or by any variation or modification of the Contract or any other act, matter or things whatsoever which under law relating to sureties, would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of Rs. _____

(Rupees _____ Only) as aforesaid or extend the period of the guarantee beyond the said day of _____ unless expressly agreed to by us in writing.

The Performance Guarantee shall not in any way be affected by your taking or giving up any securities from the CONTRACTOR or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the CONTRACTOR.

In order to give full effect to the guarantee herein contained, you shall be entitled to act as if we were your principal debtors in respect of all your claims against the CONTRACTOR hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of Performance Guarantee.

Subject to the maximum limit of our liability as aforesaid, Performance Guarantee will cover all your claim or claims against the CONTRACTOR from time to time arising out of or in relation to the Contract and in respect of which your claim in writing is lodged on us before expiry of three months from the date of expiry of Performance Guarantee.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post it shall be deemed to have been given when the same has been posted.

The Performance Guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that Performance Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

The Performance Guarantee shall not be affected by any change in the constitution of the CONTRACTOR or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will endure to the benefit of and be available to and be enforceable by the absorbing or amalgamated company or concern.

The Performance Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.

We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the CONTRACTOR.

Notwithstanding anything contained herein

- i. Our liability under this guarantee shall not exceed Rs. _____ **(Rupees _____ Only)**
- ii. This guarantee shall be valid upto _____ and ;
- iii. We are liable to pay the guaranteed amount or any part thereof under this guarantee only and only if you serve upon us a written claim or demand at Bengaluru on or before _____ (mention period of the guarantee as found under clause ii. above plus claim period).



We have the power to issue Performance Guarantee in your favour by statute and the undersigned has full power to execute Performance Guarantee under the Power of Attorney given to him by the Bank.

Dated this _____ day of _____ 2018.

For and on behalf of

_____ BRANCH MANAGER SEAL ADDRESS PLACE

Appendix-C

BANK GUARANTEE FOR EMD

Date:

To,
 The Asst. General Manager - IT,
 CAN FIN HOMES LTD,
 REGISTERED OFFICE,
 29/01, SRI MN KRISHNA RAO ROAD
 BASAVANAGUDI
 BANGALORE-560 004

Dear Sir/Madam,

In response to your invitation to respond RFP for Supply, Installation and Commissioning of Desktop Computers, All-in-one LaserJet Printers and Bio Metric attendance marking devices for Can Fin Homes Ltd, M/s _____ having their registered office at _____ (hereinafter called the Bidder) wish to respond to the said Request for Proposal (RFP) and submit the proposal for the same. Whereas the Bidder has submitted the proposal in response to RFP, we, the _____ Company having our head office _____ hereby irrevocably guarantee an amount of Rs. /- (Rupees only) as Bid security as required to be submitted by the Consultant as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

- 1) If the Bidder withdraws his proposal during the period of the proposal validity; or
- 2) If the Bidder, having been notified of the acceptance of its proposal by the Company during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the terms and conditions of the RFP or the terms and conditions mutually agreed subsequently.
- 3) If the Bidder, if selected for awarding the Contract, fails to renew this Bank Guarantee as decided by Can Fin Homes Ltd. We undertake to pay immediately on demand to Can Fin homes Ltd, the said amount of Rs..... (Rupees only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any demand made by Can Fin Homes which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder. Notwithstanding anything contained herein:

- 1) Our liability under this Bank guarantee shall not exceed Rs. /- (Rupees only).
- 2) This Bank guarantee will be valid up to 180 days and
- 3) We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this _____ day of the month of _____ 2018 at _____.

Signature

Name (In Block letters)

Designation (Staff Code No.).....

Official address:

(Bank's Common Seal)

Attorney as per power of Attorney No.:

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)