



**REQUEST FOR QUOTATION [RFP]
FOR
“SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE OF ALL-IN-ONE
DESKTOP COMPUTERS”**

TENDER.REF. NO.: RFP-IT-220/2020-21

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

Bid Details in Brief

Sl. No.	Description	Details
1.	RF No. and Date	TENDER.REF. NO.: RFP-IT-220/2020-21 Dated 23/03/2021
2.	Brief Description of the RFP	RFP for engaging vendor for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers
3.	Company's Address for Communication and Submission of Tender	ASST. GENERAL MANAGER-IT CAN FIN HOMES LTD REGISTERED OFFICE, 29/01, SIR MN KRISHNA RAO ROAD BASAVANAGUDI BANGALORE 560 004 Tel - 080 26563787 Fax - 080 26565746 Email: it@canfinhomes.com
4.	Date of Issue of RFP	23/03/2021, Tuesday
5.	Performance Bank Guarantee/Bid Security	Rs. 20,00,000 (Valid up to 6 Yrs from the date of acceptance of Purchase order with a claim period of 3 months or above.)
6.	Last Date of Submission of Bids	23/04/2021, Friday up to 3.00 PM Can Fin Homes Ltd , RO Bangalore
7.	Date, Time & Venue for opening of Part A-Conformity to Eligibility Criteria.	23/04/2021, Friday up to 3.30 PM Can Fin Homes Ltd , RO Bangalore
8.	Date and time for opening of Technical Bid Part-B / Commercial Bid Part-C	Will be intimated at a later date
9.	Last date for receipt of queries on RFP	30.03.2021 at 16:00 hrs. Email: it@canfinhomes.com
10.	Pre-bid Meeting Date & Time on receipt of queries on RFP	Pre-bid meeting will be held on 08.04.2021 @ 3:00 PM <u>Venue:</u> Can Fin Homes Ltd, Registered Office, 29/01 Sir M N Krishna Rao Road, Basavanagudi, Bangalore - 560004. Pre-bid queries should be submitted as per Appendix-D
11.	Other Details	<ol style="list-style-type: none"> 1. The bidders must fulfil the Pre-Qualification criteria for being eligible to bid. 2. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be uploaded on the Company's corporate website. 3. No suggestions or queries shall be entertained after pre-bid meeting.
12.	Type of Bid	Closed Bid

DISCLAIMER

The information contained in this Request for Proposal (“RFP”) document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Can Fin Homes Ltd(company), is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP document is not an agreement and is not an offer or invitation by Can Fin Homes Ltd to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as “Bidder” or “Bidders” respectively). The purpose of this RFP is to provide the Bidders with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this RFP. Can Fin Homes Ltd makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The information contained in the RFP document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder requires. Can Fin Homes Ltd does not undertake to provide any Bidder with access to any additional information or to update the information in the RFP document or to correct any inaccuracies therein, which may become apparent.

Can Fin Homes Ltd reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this RFP and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Company’s Website (<https://www.canfinhomes.com/live-tender.aspx>) and it will become part and parcel of RFP. Can Fin Homes Ltd in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Can Fin Homes Ltd reserves the right to reject any or all the Request for Proposals received in response to this RFP document at any stage without assigning any reason whatsoever. The decision of Can Fin Homes Ltd shall be final, conclusive and binding on all the parties.

1. Abbreviations:

1.	AIOPS	Artificial Intelligence for IT Operations
2.	ATS	Annual Technical Support
3.	APM	Application Performance Monitoring
4.	NMS	Network Monitoring Solution
5.	BG	Bank Guarantee
6.	BOM	Bill of Material
7.	DD	Demand Draft
8.	DEM	Digital Experience Monitoring
9.	EMD	Earnest Money Deposit
10.	GST	Goods and Service Tax
11.	HO	Head Office
12.	HTTP	Hyper Text Transfer Protocol
13.	HTTPS	Hyper Text Transfer Protocol Secure
14.	ISDN	Integrated Services Digital Network
15.	ITIM	IT Infrastructure Monitoring
16.	ITU	International Telecommunication Union
17.	LAN	Local Area Network
18.	LD	Liquidated Damage
19.	MAF	Manufacturer Authorization Form
20.	MTBF	Mean Time Between Failure
21.	MTTR	Mean Time To Restore
22.	NEFT	National Electronic Funds Transfer
23.	NI Act	Negotiable Instruments Act
24.	NPMD	Network Performance Monitoring and Diagnostics
25.	OEM	Original Equipment Manufacturer
26.	OS	Operating System
27.	PERT	Project Execution and Review Technique
28.	RFP	Request For Proposal [Ineralia the term 'Tender' is also used]
29.	RTGS	Real Time Gross Settlement

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1. About Can Fin Homes

1.1. 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 increasing the housing stock in the country. 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 around 200 Branches/ Offices spread across various locations of the country.

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, Commissioning and Maintenance of All-in-One Desktop Computers.
- 2.3. 'Bidder' means a vendor submitting the quotation in response to the RFP.
- 2.4. 'Solution' means "Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers" as per the Technical Specifications mentioned in this RFP.
- 2.5. 'Contract' means the agreement signed by successful bidder and the Company at the conclusion of bidding process, wherever required.
- 2.6. 'Successful Bidder' means the Bidder who is found to be Lowest bidder on completion of evaluation process of Indicative Technical & Commercial bids, subject to compliance to all the Terms and Conditions of the RFP, etc.

3. About RFP

- 3.1. Company invites Proposals from competent and authorized Bidders for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers for its Branches/Offices spread across the county.
- 3.2. In this connection, Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)' as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document.

4. Objective

- 4.1. The Objective of this RFP is to Select a Bidder for Supply, Installation, commissioning and Maintenance of All-in-One Desktop Computers. This will be applicable for all the Branches/Offices of Company across India. The requirement mentioned in the RFP is estimated only and Company will place the purchase order based on requirement during the validity period.
- 4.2. The selected bidder will enter into a Contract with the Company Centrally at Registered Office for supply of All-in-One Desktop Computers as per the specifications mentioned in **Annexure-IX** along with onsite resource and requirements details mentioned in the RFP. The contract has to be executed within 30 days from the date of acceptance of Purchase Order for a period of Six years.
- 4.3. The selected bidder will undertake to ensure availability of offered All-in-One Desktop Computers during the period, as well as maintenance of sufficient inventory of genuine spare parts during the period of Warranty.

5. Eligibility Criteria:

- 5.1. A vendor submitting the proposal in response to this RFP shall hereinafter be referred to as 'Bidder' and "Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers" in the Company shall hereinafter be referred as "Solution".
- 5.2. Interested Bidders, who can Supply, Install and Maintain All-in-One Desktop Computers for the Offices/Branches of the Company and meeting the Eligibility Criteria as per Annexure-III may respond.
- 5.3. Non-compliance to any of Eligibility criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Eligibility Criteria Compliance". Any credential detail mentioned in "Eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.

6. Participation Methodology:

- 6.1. In a tender either the authorized Bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product in the same tender.
- 6.2. If a Bidder bids on behalf of the Principal/OEM/OSD, the same Bidder shall not submit a bid on behalf of another Principal/OEM/OSD in the same tender for the same item/product/service.
- 6.3. If any product of Principal/OEM/OSD is being quoted in the tender, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/OSD's product in the same tender.
- 6.4. In the event of the Bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the Bidder 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 at no additional cost to the Company. To this effect Bidder should provide a dealer/distributor certificate as per Annexure-XV.

7. Requirement Details

- 7.1. Company invites sealed offers ('Conformity to Eligibility Criteria', 'Technical Proposal' and 'Commercial Bid (Indicative)') for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers for different Branches/Offices of the Company as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of All-in-One Desktop Computers is furnished in following table:

Item Details	Tentative requirement (Quantity)	Location
Supply, Installation, Commissioning, and Maintenance of All-in-One Desktop Computers as per Technical Specifications narrated in Annexure-IX.	500	All over India

- 7.2. It may be noted that the requirement given in this RFP is indicative only and may vary as per actual needs. Also, note that there is no minimum purchase commitment by the Company to the Bidder. Company shall procure the All-in-One Desktop Computers as and when requirement arises at the rates fixed and on the terms & conditions of this RFP.

7.3. Detailed technical specification for the above All-in-One Desktop Computers is furnished in **Annexure-IX**. All the Hardware / Software ordered for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers should have comprehensive onsite warranty of 5 years.

7.4. Company reserves the right to increase or decrease the quantum of purchase by 25% in respect to the quantity specified in this tender at the same rate arrived at on the Terms and Conditions of this Tender.

8. Offer Validity Period:

The offer should remain valid for a period of at least 1 Year from the date of the bid submission.

9. Scope of Work:

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

9.1. The Scope of the work is for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers as per the quantity detailed under **Clause 7** (Requirement details) above and elsewhere in the document.

9.2. Bidder has to confirm compliance to the Scope of Work mentioned in **Annexure-X**.

9.3. Project Completion and Management

9.3.1. For smooth completion of project, the Bidder should identify one or two of its representatives at Bengaluru as a single point of contact for the Company.

9.3.2. Project implementation team should be conversant with all rules and conditions to resolve the issues, if any.

10. Technical / Functional Requirements

The Bidder shall comply with the Technical & Functional Specifications narrated in **Annexure-IX**. The bidder should also maintain confidentiality of information shared with them during the tenure of the project.

11. 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 Company's Officials.

12. Delivery & Installation:

1. Company shall provide the address and contact details for delivery of All-in-One Desktop Computers while placing the order. Company at its discretion may release purchase order in one slot or multiple slot through centrally.
2. Delivery of all All-in-One Desktop Computers should be 8 Weeks from the date of issue of Purchase Order, whichever is earlier. Please note that no extra charges will be paid for those locations where road permit is required. Vendor has to arrange for road permit, E-Way bill 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.
3. The successful bidder should ensure installation of the delivered Hardware & Software and complete all the works specified in the Scope of Work at the Company's branch/office within 2 weeks from the date of delivery of all the materials for each ordered locations.
4. Company reserves the right to change/modify locations for supply of the items. In the event of any change/modification in the locations where the hardware items are to be delivered/not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Company. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Company in such cases shall bear the shifting charges/arrange shifting.
5. 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.

6. The Company will not arrange for any Road Permit for delivery of hardware to different locations and the Vendor is required to make the arrangements for delivery of hardware to the locations as per the list of locations /items provided from time to time by the Company. However, the Company will provide letters / certificate /GST registration/ authority to the Bidder, if required.
7. Installation of the hardware will be deemed as complete only when the same is accepted by the Company in accordance with the Terms & Conditions of this Tender.
8. 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's Officials, along with delivery payment claim letter.

13. Pre-Dispatch Inspection (PDI)

The Company and/or its nominated officials/consultants may carry out pre-dispatch inspection of all ordered equipment or any part thereof before delivery. On account of PDI, there will not be any change in delivery terms and conditions. However, the Company will have the discretion to conduct PDI.

14. Penalties/Liquidated Damages:

1. **Penalties/Liquidated damages for delay in Delivery and Installation, of All-in-One Desktop Computers in all locations would be as under.**

14.1.1. Non-compliance of the delivery clauses (12.2) will result in the Company imposing penalty 0.50% (Plus GST) on delay in delivery per All-in-One Desktop Computer, per week or part thereof, on the Order value of the All-in-One Desktop Computers wise.

14.1.2. Non-compliance of the installation clauses (12.3) will result in the Company imposing penalty 0.50% (Plus GST) on delay in installation per All-in-One Desktop Computer, per week or part thereof, on the Order value of the All-in-One Desktop Computers wise.

14.1.3. However, the total LD to be recovered under above clauses 14.1.1 & 14.1.2 shall be restricted to 10% (Plus GST) of the total value of the order (exclusive of Taxes).

2. In case faulty All-in-One Desktop Computers are not repaired/replaced within a Business day, Company shall impose a penalty of Rs. 100(Plus GST) per All-in-One Desktop Computer per day and part thereof delay. However, the total Penalty/LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order during the Contract Period.

3. **Penalties/liquidated damages for delay in providing Onsite Resources.:**

The Company will impose a penalty of 0.5% (Plus GST) of the Onsite resource charges (Excl. of GST) payable to the Bidder for that quarter for each week and part thereof delay during the contract period. However, total penalty under this clause will be limited to 20% (Plus GST) of the total charges (Exclusive of GST) payable for Onsite Resource charges for that quarter. The penalties/LD shall be recovered out the any payment payable to the bidder including invoking of Performance Bank Guarantee.

4. Penalties/liquidated damages for absence of onsite resources:

In case the resources goes on leave/absent, Bidder has to ensure that qualified resources having equivalent or more experience and qualification are available on site as per the scope of the RFP, to ensure that regular functioning of the branch/offices does not hamper. Penalty of Rs.1,000/- per day will be imposed in case no replacement is arranged for more than two days. The Maximum penalty per Month shall be Rs.25,000/-. The penalties/LD shall be recovered out the any payment payable to the bidder including invoking of Performance Bank Guarantee. If the resource is absent for whole of the month, no resource charges will be released.

5. **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.
6. Any Penalty/Liquidated damages shall be deducted / recovered by the Company from any money due or becoming due to the bidder under this 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 shall be without prejudice to the Company’s right to levy any other penalty where provided for under the contract.
7. All the above LDs are independent of each other and are applicable separately and concurrently.
8. LD is not applicable for the reasons attributable to the Company and/or Force Majeure.

15. Payment Terms:

1. Payment schedule will be as under:

Sl. No.	Payment Stages	Percentage of Payment	Condition/Remarks
1.	Delivery	70% of the value of Purchase Order	70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) reflecting Taxes & Duties, Proof of delivery duly signed by Company officials of the respective Branch/office and Manufacturer’s / Supplier’s Warranty Certificate should be submitted while claiming payment in respect of orders placed.
2.	Installation & Maintenance	30% of the value of Purchase Order	30% of the total cost will be released after successful installation 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. If All-in-One Desktop Computers is not installed within 60 days from the date of Delivery of the All-in-One Desktop Computers, due to the reason attributable to the Company, Company will release the installation payment on receiving the invoice from the successful Bidder. Bidder also has to undertake that they will install the All-in-One Desktop Computers within a week from the date of informing site readiness without any extra cost to the Company.

2. Company will release the payment on completion of activity and on production of relevant documents/invoices. Please note that Originals of invoices (plus one copy) reflecting GST, GSTIN, HSN Code, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Company officials of the respective Branch/office and Manufacturer's/ Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed. GST/Taxes/Duties etc shall be paid at actuals and any reduction in the rate of GST/Taxes/Duties etc shall be passed on to the Company.
3. The vendor has to submit installation report/Sign off report duly signed by the Company officials of the respective Branch/offices in originals while claiming payment. The invoice and installation report should contain the product serial number of the items supplied.
4. Company will not pay any amount in advance.
5. Payment shall be released within 30 days from acceptance of invoice along with of relevant documents as per RFP terms and found in order by the respective offices, who have placed order on the selected Bidder.
6. The Company shall finalize the installation and Acceptance format mutually agreed by the bidder. The bidder shall strictly follow the mutually agreed format and submit the same for each location wise while claiming installation and acceptance payment.
7. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any, by Registered Office who have placed order on the selected bidder and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

16. Onsite Resource & Support:

1. Selected Bidder/Bidders has to deploy minimum of 1 Onsite Resource and setup a centralized helpdesk at Company's Registered Office, Bengaluru for dedicated/ exclusive support for Desktops & Peripherals deployed pan India.
2. Onsite Resource/s Should be deployed within one month of awarding the contract till expiry of /Warranty/ Contract.
3. Onsite Resource/s should have Technical knowledge of Hardware (AIO, Printer, Scanner, Network) & Windows OS (Windows 8 & 10). Onsite Resource/s should have minimum qualification in Graduation (BE/B-Tech/MCA).
4. The Bidder has to submit following KYC documents of Onsite Resource (self-attested by the Onsite Resource and endorsed by the Bidder HR):
 - 16.4.1. Resume latest (Candidate Photograph should be part of Resume only) and Print should be in color only.
 - 16.4.2. Address Proof (Local and Permanent).
 - 16.4.3. Aadhar Card.
5. Onsite Resource/s should be available at the premises of the Company during working Hours on all working days of the Company during the entire period of Warranty.
6. Onsite Resource/s charges will be paid monthly in arrears (yearly resource cost/12). In case the resources go on leave/absent, replacements having equivalent or more experience and qualification has to be arranged by the Bidder to ensure that regular functioning is not hampered. In case of non-compliance, penalty shall be applicable as per clause 14.4 (Penalty/LD of the RFP).

17. Local Support:

1. The bidder should be capable of meeting the service & support standards as specified in this tender.
2. The bidder shall provide onsite support during Warranty/contract from 10 am to 6 pm on all Company's working day for all the locations.
3. **Response Time and Meantime to Restore [MTTR]**

- 17.3.1. Response Time shall be 6 hours for all Branches/Office locations.
- 17.3.2. MTTR shall be a Business day.
- 17.3.3. Time specified above is from date of lodging of complaint.
- 17.3.4. However, penalties will be applied as per Clause 14.

18. Software, Drivers and Manuals:

1. The bidder shall supply along with each item all the related documents, Software Licenses loaded in the Hardware items without any additional cost. The documents shall be in English. These will include but not restricted to User Manual, Operation Manual, Other Software and Drivers etc.
2. All related documents, manuals, catalogues and information furnished by the bidder shall become the property of the Company.

19. Warranty:

1. The entire equipment's / hardware (including OS) & software deployed for this project shall be under **Comprehensive Onsite Warranty** covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 5 years from the Date of Installation/commissioning.
2. If the hardware (including OS) & software does not perform in accordance with the Contract during the Warranty Period, then the Bidder shall take such steps as necessary to repair or replace the Hardware/ Software. Such warranty service shall be provided at the Vendor's expense and shall include all media, parts, labour, freight and insurance to and from Company's Branch/Office.
3. If any defect in the Software/Solution is not rectified by the Bidder before the end of the Warranty Period, the Warranty Period shall be extended until, in the opinion of the Company: a) the defect has been corrected; and b) the hardware/ Software functions in accordance with the Contract for a reasonable period of time.
4. Despite any other provision, the Company, may return a Hardware/ Software which is not upto the Requirement mentioned in the RFP to the Bidder within sixty (60) days of delivery of the Hardware/ Software and the Bidder shall immediately provide full exchange or refund. For the purpose of this section, "defective Solution" includes, but is not limited to: a) broken seals; b) missing items; and c) Hardware/ Software that are not as per RFP terms.
5. The Bidder shall provide, after the warranty commences for all Software/Solution components, telephone support to the Company during Business Days for assistance with the operation of the Software/Solution.
6. The bidder shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship. Bidder must warrant all components, accessories, spare parts etc. against any manufacturing defects during the warranty period.

20. Scope Involved During Warranty:

During the period of contract up to completion of Warranty the bidder shall perform the following:

1. If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty.
2. Any corruption in the Software or media shall be rectified during the full period of the contract including Warranty at no extra cost to the Company.
3. The system spare parts/services, as and when required, and complete maintenance of the All-in-One Desktop Computers during warranty period ,shall be supported for a period to be specified by the Company.
4. The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.

5. Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Company to use the software. Further, all software supplied shall be of latest version.
6. Escalation matrix should be provided for support, technical, project, etc. as per Annexure-XIV.
7. During warranty period, Company may, by notice of not less than 30 days in writing to the bidder, modify or delete either any location or all location, either partial items or all items of the contract.

21. Mean Time Between Failures (MTBF):

If during the warranty period, any hardware and/or software items fails on three or more occasions in a quarter, such hardware /Software items shall be replaced by equivalent / superior new hardware/ Software items by the bidder at no additional cost to the Company.

22. Subcontracting:

The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Company.

23. Access to Audit:

Periodically audit may be conducted either by Company's internal auditors or by external auditors or by regulatory authorities in respect of security/network access and authorization controls and procedures, backup and recovery and other Deliverables/Services provided by Bidder. The Company shall have the right to conduct Cyber security audit in the proposed solution on completion of the implementation. In order to conduct the Audit it may be necessary for the Auditors to access the servers and also to interact with their personnel. Bidder at request of the Company shall provide access to Company's Auditors in this regard to the facilities/installations/technical resources related to the project.

Whenever any Government/Regulatory Authority, including RBI/NHB requests for information from the Company for any compliance, regulatory or legal purpose relating to the proposal, then upon the Company's request, Bidder shall assist the Company in responding to such a request, by providing the required information to the Company, or such a Government/Regulatory authority.

24. Defect Liability:

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and / or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty period of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the Company without prejudice to other remedies as may be available to the Company as per RFP terms.

25. Secure Deployment & Security Compliance to Policies and Process:

1. All the hardware or required components should be shipped directly from OEM to Company Branch/Office premises. All the underlying infrastructure components such as OS or any product should be hardened on each environment before made functional.
2. The bidder shall abide by the access level agreement to ensure safeguards of the confidentiality, integrity and availability of the information systems. Bidder will not copy any data obtained while performing services under this RFP to any media including hard drives, flash drives or other electronic device other than as expressly approved by Company.
3. The Company will have the right to audit the bidder's people, processes, technology etc., as part of vendor security risk assessment process.
4. The system should be fully compliant with ISO27001 controls.

26. Selection of Bidder:

1. Preliminary Scrutiny:

- i. The Company will scrutinize 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.
- ii. 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.

2. Clarification of Offers:

- i. 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.
- ii. 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.

3. Evaluation of Bid:

- i. 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.

ii. Part A-Conformity to Eligibility Criteria:

The Part A- Conformity to Eligibility Criteria submitted by the bidder will be evaluated based on **Eligibility Criteria** and on the documents submitted as per Appendix-A of RFP. The proof of documents should be submitted as per Appendix-A and it will be evaluated by the Company and Company will seek clarification, if required.

iii. Part B-Technical Proposal:

- a) The Part B-Technical Proposal of only those bidders who qualified in Part A-Conformity to Eligibility Criteria, will be opened with due communication by the CFHL. The Part B-Technical Proposal submitted by the bidder will be evaluated based on documents submitted as per **Appendix-B**. The proof of documents should be submitted as per **Appendix-B** and it will be evaluated by the CFHL and CFHL will seek clarification, if required.
- b) The Technical Evaluation will be for Technical and Functional requirement as per Annexure-IX and Annexure-X (scope of RFP).
- c) **Bidders must fully comply with all requirements. Non-compliance to any one of the requirements leads to disqualification of the Bidder in Part B- Technical Proposal.**
- d) If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in detail the reason for their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer.
- e) The CFHL shall not allow / permit changes in the technical specifications once it is submitted.

- f) At the sole discretion and determination of the CFHL, the CFHL may add any other relevant criteria for evaluating the proposals received in response to this RFP.

iv. **Part C-Commercial Bid (Indicative):**

The Part C-Commercial Bid (Indicative) of only those bidders who qualified in **Part B-Technical Proposal** will be opened with due communication by the CFHL. The **Part C-Commercial Bid (Indicative)** submitted by the bidder will be evaluated based on documents submitted as per **Appendix-C**.

4. **Bidders Presentation /Site Visits / Product Demonstration/POC:**

- 4.1 The Company reserves the right to call for a presentation on the features and functionalities from those Bidders who have qualified in **Part A-Conformity to Eligibility Criteria**. Each Qualifying bidder is required to complete the POC within 10 Days. Hence, Bidder is required to arrange the required Hardware/software in prior and need to submit the pre-requisites document in order to complete the POC within 10 Days.
- 4.2 As a Part of Technical Evaluation based on the technical bids submitted by the Bidders, Company at its discretion may call the Bidders for conducting POC (Proof of Concept) of the All-in-One Desktop Computers at the location which is identified by the Company.
- 4.3 This exercise will be undertaken before opening of the Commercial Bids of the Bidders whose Part B-Technical proposals has been opened.
- 4.4 Bidders are further required to be in preparedness to demonstrate the proposed solution by arranging for product walk-through at their own installations/principals/ R&D labs duly meeting the specific requirements/issues raised by the Company. As a part of the technical evaluation the Company may at its discretion, request either all bidders or any of them to arrange for the demonstration of their product more than once if felt necessary before commercial evaluation.
- 4.5 The Company at its discretion may call for providing of Proof of Concept (PoC) of proposed solution at the site mutually agreed.
- 4.6 Bidders should arrange for visits to the reference sites wherein the product is successfully implemented by them. The bidder shall take necessary permission from the site owner and demonstrate the features and performance to the Company at their own cost. The Company may require onsite reference visit or a Telephonic conversation with the concerned.
- 4.7 All expenses incurred in connection with the above shall be borne by the bidder. However, Company will bear the travelling, boarding and lodging expenses related to its own personnel and its Consultants, if any.
- 4.8 Setting of evaluation criteria for product demonstrations shall be entirely at the discretion of the Company. The decision of Company in this regard shall be final and, in this regard, no correspondence shall be entertained.

5. **Award of Contract:**

- a. On completion of evaluation process of Indicative Technical & Commercial bids, contract will be awarded to the lowest bidder on post negotiation, if required.
- b. 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.
- c. 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.
- d. Company reserves its right to consider at its sole discretion the late acceptance of the order by selected bidder.

- e. 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.
- f. The Company does not bind itself to accept the lowest or any Bid and reserves the right to reject any or all bids at any point of time without assigning any reasons whatsoever.

27. TERMS AND STIPULATIONS.

1. Effective Date:

The effective date shall be date of acceptance of the Purchase 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.

2. Project Execution:

The company and the selected bidder shall nominate a Project Manager 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.

3. Order Cancellation/Termination of Contract:

- a. 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:

27.1.1 Delay in delivery beyond the specified period for delivery.

27.1.2 Serious discrepancies noted in the items delivered.

27.1.3 Breaches in the terms and conditions of the Order.

27.1.4 Non-satisfactory performance of the Desktop computers

Company shall serve the notice of termination to the bidder at least 30 days prior, of its intention to terminate services during Warranty.

4. 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 appointment of sole arbitrator, the dispute may be referred to panel of three 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.

5. Legal Disputes and Jurisdiction of the court:

All disputes pertaining to RFP shall be subject to the exclusive jurisdiction of the courts in Bengaluru. This RFP/contract agreement shall be governed by the laws of India.

6. Data Protection, Security and Use of Information:

In case of the selection a Bidder, he shall unequivocally agrees to undertake all measures, including security safeguards, to ensure that the information in the possession or control of the bidder, as a result of operation of the Agreement pursuant to this RFP, is secured and protected against any loss or unauthorized access or use or unauthorized disclosure thereof. It is hereby mutually agreed between the parties that Can Fin Homes Ltd., assumes no responsibility or liability for any misuse of the Confidential Information and other data in the control of bidder. This clause shall perpetually survive the termination or expiration of the contract pursuant to this RFP.

7. Termination for Owner's convenience:

- The Company, by written notice sent to the Consultant, may terminate the Agreement, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Company's convenience, the extent to which performance of the Consultant under the Agreement is terminated and the date upon which such termination becomes effective.
- The Work that is complete and ready for commissioning as on the date of bidder's receipt of notice of termination shall be accepted by the Company on the terms and prices mutually agreed at that time.

8. Termination of insolvency:

The Company, may at any time, terminate the Contract by giving written notice to the bidder, without compensation to the Consultant, if the Consultant becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Company.

9. Directors and Employees of the Company Not Individually Liable:

No Director or official or employee of the Company shall in any way be personally bound or liable for the acts or obligations of the Company under the Contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

10. Defense of Suits:

If any action in court is brought against the Company or an officer or agent of the Company, for the failure, omission or neglect on the part of the Consultant to perform any acts, matters, covenants or things under the Contract, or damage or injury caused by the alleged omission or negligence on the part of the Consultant, his agents, representatives or his Sub-Contractor's, or in connection with any claim based on lawful demands of Sub-Contractor's workmen, suppliers or employees, the Consultant, shall in such cases indemnify and keep the Company and/or their representatives harmless from all losses, damages, expenses or decrees arising out of such action.

11. Taxes and Duties:

Supplier shall be entirely responsible for all taxes, duties, fees, levies etc. incurred until delivery of the contracted goods and services to M/s. can fin Homes Ltd.

12. Force Majeure:

In the event of any unforeseen event directly interfering with the execution of contract arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the Contractor shall, within a week from the commencement thereof, notify the same in writing to the Company with reasonable evidence thereof. Unless otherwise directed by Can Fin Homes Ltd. in writing, the supplier shall continue to perform its obligations under the contract and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for a period of 90 days or more at any time, either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party

against the other, save and except those which had occurred under any other clause of this contract prior to such termination.

In case due to a Force Majeure event Can Fin Homes Ltd. is unable to fulfil its contractual commitment and responsibility, Can Fin Homes Ltd. will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

13. Governing language:

The contract shall be written in English language. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in the same language.

ASSISTANT GENERAL MANAGER - IT

28. ANNEXURE-I:

Checklist:

**[On Firm's / Company's letter head]
(To be included in Part A - Conformity to Eligibility Criteria Envelope)**

Checklist

ANNEXURES (To be submitted with Part A- Conformity to Eligibility Criteria)		
I	Check List	
II	Bid Covering Letter Format	
III	Pre-Qualification (Eligibility) Criteria Declaration	
IV	Bidders Information	
V	Acceptance of Terms and Conditions	
ANNEXURES (To be submitted with Part-B -Technical Proposal)		
VI	Technical Bid Covering Letter format	
VII	Functional / Technical requirements	
VIII	Undertaking of Authenticity	
IX	KYE Undertaking	
X	Unpriced commercial offer/Bid (Bill of Material)	
ANNEXURES (To be submitted with Part-C -Commercial Bid)		
XI	Commercial Bid Covering Letter Format	
XII	Bill of Material (Indicative)	

Vendors to verify the checkpoints and ensure accuracy of the same before submission of the bid.

Date

Signature with seal

Name:

Designation :

29. ANNEXURE -II:

Bid Covering Letter Format

**[On Firm's / Company's letter head]
(To be included in Part A - Conformity to Eligibility Criteria Envelope)**

Reference No:

Date:

TO

THE ASST. GENERAL MANAGER - IT,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear
Sir,

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One

Desktop Computers

Ref: RFP No. RFP-IT/220/2020-21 dated 23.03.2021

We have examined the above mentioned tender document including all annexures the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/amendments, if any, furnished by the Company and we, the undersigned, offer for subject items are in conformity with the said tender in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to complete the formalities of deliverables as per RFP for Software/Hardware/Solution/Services as per timelines mentioned in the RFP for each ordered locations.

If our offer is accepted, we undertake to provide Technical consultancy / Service support / Guidance for the items/solution supplied as per the above referred RFP, during contract period.

We agree to abide by this offer till 1 year from the date of the bid submission and for such further period as mutually agreed between the Company and successful bidder, and agreed to in writing by the bidder. We agree to abide by and fulfil all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in tender together with the return acceptance of the contract.

We accept all the Instructions, Technical Specifications, Terms and Conditions and Scope of Work of the subject RFP. We understand that the Company is not bound to accept the lowest or any offer the Company may receive without assigning any reason whatsoever.

We hereby unconditionally accept that Company can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in shortlisting of bidders.

We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

All the details mentioned by us are true and correct and if Company observes any misrepresentation of facts on any matter at any stage, Company has the absolute right to reject the proposal and disqualify us from the selection process. Company reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Company will have the right to disqualify us in case of any such deviations.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.

Date

Signature with seal

Name :

Designation :

30. ANNEXURE -III:

Eligibility Criteria Declaration

**[On Firm's / Company's letter head]
(To be included in Part A - Conformity to Eligibility Criteria Envelope)**

Reference No:

Date:

TO
THE ASST. GENERAL MANAGER - IT,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

SUB: RFP for Supply, Installation and Maintenance of All-in-One Desktop Computers.

Ref: Your RFP-IT/220/2020-21 dated 23.03.2021

We have carefully gone through the contents of the above referred RFP and furnish the following information relating to Eligibility Criteria.

	Sl. No.	Eligibility Criteria	Documents to be submitted with Part A- Conformity to Eligibility Criteria	Bidder's Response and Documents Submitted
CONSTITUTION	a)	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for at least last Three years as on RFP date.	Copy of Certificate of LLP registration. (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company (OR) Certificate of Incorporation in case of Private Limited Company, issued by the Registrar of Companies.	
OEM	b)	Bidders shall be the Original Equipment Manufacturer (OEM)/Original Software Developer (OSD)/Original Software Owner (OSO) of the proposed All-in-One Desktop Computers and Microsoft Operating Systems. Or Authorized Indian supplier/Distributor/ Partner/System Integrator (SI) of proposed Computer Hardware items with past 3 years of presence in India.	Bidder has to submit and Undertaking Letter stating that Bidder is Original Equipment Manufacturer (OEM)/ Original Software Developer (OSD)/ Original Software Owner (OSO) of the proposed Software/ Solution. If the bidder is an Authorized Indian Supplier/Distributor/Partner/System Integrator, an Authorization letter from the OEMs of respective hardware items to deal/market their product in India and it should be valid for a minimum period of Five years from the date of submission of Bid.	

FINANCIALS	c)	The Bidder should have the Average Turnover of minimum Rs. 50 Crores for last three (3) financial years (i.e. 2017-18, 2018-2019, 2019-20) from Indian Operations only. This must be the individual company turnover and not of any group of companies.	<p>Bidder has to submit copies of audited Balance Sheets for last 3 Years [i.e. 2017-18, 2018-2019, 2019-20].</p> <p style="text-align: center;">AND</p> <p>Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain Unique Document Identification Number.</p>	
FINANCIALS	d)	The Bidder should have Positive Net Worth as on 31/03/2020.	<p>The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.</p> <p>The documents certified by Chartered Accountants should mandatorily contain UDIN.</p>	
BIDDER EXP	e)	<p>The Bidder should have their own Service /Support in Bangalore</p> <p>And franchises' Service /Support Office in atleast 6 state locations of the Company as per Annexure-V.</p>	The Bidder to submit the details viz., Address, phone no., email id and contact person Name & Mobile no. etc as per Annexure-V.	
OEM EXPERIENCE	f)	OEM should have valid ISO and BIS certificate for All-in-One Desktop Computer.	Copy of latest and valid certificate to be submitted.	
		Minimum 200 Nos. of All-in-One Desktop Computers of the proposed OEM (not necessarily the model) offered to Company in this RFP should have been supplied to Central Government/State Government/ Public Sector Organization/ publicly Listed Companies/ Scheduled Commercial Banks in India (not necessarily by the bidder) during last 3 years from 01/04/2018 to 28/02/2021.	Purchase Order Copies Or reference Letters duly mentioning the Make and quantity of the All-in-One Desktop Computers from the Customers to this effect are to be submitted.	

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.

Date

Signature with seal

Name :

Designation :

31. ANNEXURE -IV:

Bidders Profile

**[On Firm's / Company's letter head]
(To be included in Part A - Conformity to Eligibility Criteria Envelope)**

Sub: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

Sl. No.	Particulars	Details	
a)	Name of the Bidder Firm/Company		
b)	Proposed Solution Name with Name of OEM & OSD/OSO		
c)	Constitution (Ltd./ Pvt. Ltd/Firm)		
d)	Date of Incorporation and / or Commencement of business		
e)	Certificate of Incorporation (CIN)		
f)	Address of Corporate Office		
g)	Address of the Registered Office		
h)	Particulars of the Primary Contact Person (Authorized Signatory of the Bidder)	Name	
		Designation	
		Address for Correspondence	
		Phone Number (Landline)	
		Mobile Number	
		Email address	
l)	Particulars of the Secondary Contact Person	Name	
		Designation	
		Mobile Number	
		Email address	
m)	Firm / Company Website address		

n)	<p>Firm/Company PAN number</p> <p>Firm/Company GST Number</p> <p><u>BeneficiaryBankDetails</u></p> <p>Beneficiary Name</p> <p>Beneficiary Account Number</p> <p>Type of Bank Account (Current/OD/OCC etc.)</p> <p>IFSC Code</p> <p>Beneficiary Bank Name &Branch address</p>	
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Date

Signature with
 seal Name :
 Designation :

32. ANNEXURE -V:

Service Support Details

**[On Firm's / Company's letter head]
(To be included in Part A - Conformity to Eligibility Criteria Envelope)**

Sub: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

Sl. No.	Location	Postal Address	Contact person Name & Mobile No..	Landline No	Email-ID
1.	Karnataka Bengaluru				
2.	Telangana Hyderabad				
3.	Tamilnadu Chennai				
4.	Andhra Pradesh Vijayawada				
5.	Kerala				
5.	Maharashtra Mumbai				
6.	Delhi				

Date

Signature with
seal Name :
Designation :

33. ANNEXURE -VI:

Track record of Past implementation of Projects

[On Firm's / Company's letter head]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

Sub: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

Name of Bidder :

List of Bidder's Major Customers in Last 3 Years and References

Sl. No.	Name of the Client/s where Hardware/ Software/Solution/Services were supplied/provided/implemented	Contact Person's Name and email ID	Telephone Number / Mobile Number	Postal Address with Pin code
1	2	3	4	5

(Enclose necessary documentary proof)

Date

Signature with
 seal Name :
 Designation :

34. ANNEXURE -VII:

Non-Disclosure Agreement

[On Firm's / Company's letter head]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

Sub: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

Name of Bidder

WHEREAS, we, _____,
having Registered Office at _____, hereinafter referred to as the Bidder, are agreeable to the formalities of deliverables as per timelines mentioned in the RFP for each ordered locations to Can Fin Homes Ltd, having its Registered office at 29/1, Sir M N Krishna Rao Road, Lalbagh west gate, Bangalore -560004 hereinafter referred to as the Company and,

WHEREAS, the Bidder understands that the information regarding the Company's IT Infrastructure shared by the Company 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 the subject RFP 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 Company's 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 :

35. ANNEXURE - VIII: -

Undertaking for providing Performance Bank guarantee

[On Firm's / Company's letter head]

(To be included in Part A - Conformity to Eligibility Criteria Envelope)

To,

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

Dear Sir,

Sub: Undertaking for providing Performance Bank Guarantee - Request for Proposal (RFP) for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers.

We undertake to provide the Company with a suitable Bank Guarantee in the format prescribed by the Company for maintaining the systems supplied, installed, integrated and maintained under the RFP dated _____ for Request for Proposal (RFP) For Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers for Can Fin Homes.

Yours faithfully,

Authorized Signatories

(Name, Designation and Seal of the Company)

Date:

36. ANNEXURE -IX:

Technical Requirements for All-in-One Desktop Computers in Can Fin Homes

**[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)**

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers.

Ref: Your RFP-IT/220/2020-21 dated 23.03.2021

Note:

1. The Bidder shall specifically mention the make and model of the items offered for all the requirements in terms of RFP without fail, failing which the Bid is liable for rejection.
2. If the Bidder feels that certain features offered are superior to what has been specified by the Company, it shall be highlighted separately. Information regarding any modification required in the proposed configuration to meet the intent of the specifications and state-of-the-art technology shall be provided. However, the Company reserves the right to accept the modifications / superior features suggested/offered.
3. The Bidder shall provide all other required equipment and services, whether or not explicitly mentioned in this RFP, to ensure the intent of specification, completeness, operability, maintainability and upgradability.
4. The selected bidder shall own the responsibility to demonstrate that the products offered are as per the specification/performance stipulated in this RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Company.

Technical Specification of All-in-One Desktop Computers

Sl. No.	Components	Required Configurations	Compliance (Yes/No)	Remarks
a.	Make (Commercial - Enterprise Model)	Must be specified and relevant brochure must be enclosed.		
b.	Model Name & No.	Must be specified		
c.	Form Factor	"All-in-one" with USB key board and mouse. All-in-One should have stand with tilt feature.		
d.	Chassis	PC & Monitor integrated in once Chassis		
e.	Monitor	21" or Higher with Antiglare and LED Backlight with IPS. Aspect Ratio of 16:9, 1000:1 (Brightness). Resolution Full HD (1920x1080), 250 nits brightness, Built in speaker and Microphone, TCO 8.0 Certified.		
f.	CPU	Intel® Core™ 10 th Gen i5-10500T processors (2.20 GHz base frequency, 3.80 Ghz Turbo frequency, 12 MB Cache, 6 cores, 12 threads) or equivalent or Higher		
g.	Memory	8X1 GB DDR4 RAM-2933 MHz or higher expandable upto 64 GB or more with minimum 2 DIMM Slots.		
h.	Mother Board	OEM logo should be embossed on the mother board (Sticker is not acceptable). System should be able to support OS - 64 bit.		
i.	Front Side Bus Speed	8 GT/s		
j.	Chipset	Intel Q470 or higher chipset motherboard.		
k.	Graphics	Intel UHD Graphics or equivalent or higher.		

l.	Processor Thermal Design Power (TDP)	35 W or less		
m.	Bus architecture	Integrated/On Board Graphics, 1 PCI / PCI E mini (optional) or higher.		
n.	Hard Disk Drive	1TB 7200RPM HDD, SMART IV (Self-Monitoring, Analysis and Reporting Technology) or equivalent		
o.	Networking facility	100/1000 Mbps integrated Ethernet card with remote booting facility, remote system installation, remote wake up compatible.		
p.	Wireless Connectivity	Intel® Wi-Fi 6 AX201 802.11ax 2x2 with Bluetooth® M.2 Combo		
q.	Ports	4 USB or higher (min. 2 USB 3.1), (1 Microphone & 1 Headphone or One Headphone/ microphone combo pack (3.5mm)), 1 Rj45 Ethernet port, HDMI 2.0/Display port or above.		
r.	Camera	5 MP web cam with at least 70 Degree view angle (Field of View) and integrated microphone.		
s.	Key Board	104 Keys Mechanical (Windows & Linux Compatible) with Rupee symbol on keyboard. Should have 50 Million characters keystroke life.		
t.	Mouse	Two button optical scroll Mouse of OEM Make with mouse pad.		
u.	Audio	Integrated Audio controller with internal stereo speaker of atleast 2x2 W		
v.	Power Supply	OEM Standard External Power Supply with 88% Efficiency (Adaptor with Input :100-240 V, 50-60 Hz).		
w.	Operating System (OS)	Genuine Windows 10 Professional 64 Bit with Recovery DVD should be loaded Integrated utility to enables hardware level testing outside the operating system & Drivers should be available on OEM Website for download		
x.	Certifications	OS Certifications - Win Logo 10 OS, RoHS and EPR Certificate or better Certifications.		
y.	ISO Certifications	The System(s) should be from OEM having ISO 9001 and ISO 14001/ 20001/ etc. certifications		
z.	Other Technical Requirements	OS installation/re-installation should be done by the successful bidder in case of any error/ corrections/corruption in OS without any extra cost to the Company.		
		Company will inform the partition at the time of placing LOI/Order.		
		Bidder has to configure the Backup of the Drive in the nearest AIO/PC available at the Branch/Office.		

Date

Signature with seal

Name :

Designation :

37. ANNEXURE -X:

Scope of Work

**[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)**

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers.

Ref: Your RFP-IT/220/2020-21 dated 23.03.2021

Sl. No.	Broad Scope of Work	Compliance (Yes/No)
1.	The Scope of the work is for Supply, Installation, commissioning and Maintenance of All-in-One Desktop Computers as per the quantity detailed under Clause 7 REQUIREMENT DETAILS and elsewhere in the document.	
2.	The Bidder should maintain the system during warranty period. 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 systems by Company at the respective locations i.e. on-site comprehensive warranty.	
3.	The Bidder shall deliver All-in-One Desktop Computers at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Company.	
4.	For each location, the Bidder is expected to provide All-in-One Desktop Computers with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc. The software version installed on the All-in-One Desktop Computers provided by the Company should be uniform.	
5.	The Bidder will be the single point of contact to the Company.	
6.	The configuration as per the technical and other specifications of the All-in-One Desktop Computers must be functional and installed from the day one.	
7.	In case hard disk of the All-in-One Desktop Computer is to be replaced, Company will degauss the Hard Disk. Only degaussed hard Disk will be returned to the successful Bidder after installation of new Hard Disk and required installation (including OS & Software).	
8.	Installation/Configuration of Antivirus solution and Migrating the All-in-One Desktop Computers to Desktop Management System (DMS). Migration steps will be provided to the selected Bidder.	
b	The Bidder has to follow the guidelines of the Company such as providing "HOST NAME", "Updating Antivirus definition" etc., as per the Company requirement.	
9.	The Bidder shall provide service/support from 10 am to 6 pm on all Company's working day for Branches / Offices with maximum resolution/response time specified in the RFP.	
10.	The successful Bidder has to ensure the transferring of Data/Files/installed software from old Desktop Computers (if any) to the supplied All-in-One Desktop Computer as required by the Company. Data transfer shall be done through USB or LAN without any extra cost. The successful Bidder is also required to transfer user files to new All-in-One Desktop Computers from old Desktop Computers in branch/office and after data transfer the old Desktop Computers should be formatted without any additional cost.	
11.	Bidder has to arrange for taking backup of existing Desktops for data migration from the existing machine to new machine in case of replacement of Desktops Computers. The following activity also to be completed by the Bidder while installation of the Desktops in the Branches / Offices :-	
a	Installation of MS Office (Wherever required).	
b	Installation/configuration of Antivirus/DMS.	
d	Joining with Company's Active Directory and PC naming.	
e	IE Settings, Printer settings, Email Configuration etc. to be done and the same will be provided to the bidder.	
f	The required software will be provided by the Company. Bidder has to update the OS patches also for entire contract period.	

12.	Installation/reinstallation of Operating System after formatting of the All-in-One Desktop Computers due to any reason whatsoever during warranty shall be done by the bidder without any extra cost to the Company. Before formatting, backup of data and restoration of data after OS installation is bidder's responsibility. After Installation/ or reinstallation bidder has to complete the activity and /or install the software mentioned in Scope of Work.	
13.	In case of Replacements of old Hardware Items with the newly ordered Hardware Items in the Branches/Offices. The end-to-end activity to be taken care by the selected bidder and all the charges related to the activity to be included in the cost price of the item itself, whether it is explicitly mentioned in the RFP or not. Company will not pay any extra cost for the same.	
14.	Replacement of existing old hardware items should be done with minimum disturbance to the Branches/Offices so as to ensure smooth functioning of the Branch/Office during the replacement process.	
15.	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply & Installation of ordered Equipment, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the Company and also includes documentation, warranty, annual maintenance (if contracted).	
16.	The Bidder has to supply all the Hardware Items to the ordered locations as per the Technical Specifications mentioned in the Annexure-IX .	
17.	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items.	
18.	The Bidder shall provide all other required equipment and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered to the respective Branches/Offices.	
19.	Successful bidders have to setup centralized helpdesk.	
20.	For the above setup, bidders are expected to install all the required Hardware & Software and Company will provide only sitting space.	
21.	All the items (Hardware & Software) would be covered under comprehensive warranty. If there is any gap between Company's requirement and OEM warranty then it will be the responsibility of bidder to fill up the gap.	

Date Signature with seal

Name :

Designation :

38. ANNEXURE -XI:

Undertaking Letter of Authenticity
[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)

Sub: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

We hereby undertake that all the hardware components/parts/assembly/software's used in this solution under the above like Servers, Switches, Hard Disk, Monitors, Memory etc., shall be original new components /parts /assembly /software only from respective OEMs/OSDs/OSOs of the products and that no refurbished / duplicate / second hand components / parts / assembly / software are being used or shall be used.

We also undertake that in respect of Licensed Operating System/Application Software/any other Software if asked for by you in the purchase order, the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software etc.) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel in case of Microsoft Operating System).

We confirm that the OS and software is free from bugs, malware, covert channels in code etc.

Should you require, we hereby undertake to produce the certificate from our OEM/OSD/OSO supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM/OSD/OSO supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software/Solution/Services already billed, we agree to take back the Hardware/Software/Solution/Services without demur, if already supplied and return the money if any paid to us by you in this regard.

Date

Signature with seal

Name :

Designation :

39. ANNEXURE -XII:

Compliance Statement

**[On Firm's / Company's letter head]
 (To be included in Part B - Conformity to Technical Proposal Envelope)**

Sub: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

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.

Description	(Yes / No)	Remarks / Deviations
Compliance to Terms and Conditions		
Compliance to Technical & Functional Requirements/ Specifications of the subject RFP		
Compliance to Scope of Work of the subject RFP		

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

Date

Signature with
 seal Name :
 Designation :

40. ANNEXURE -XIII:

Undertaking Letter

**[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)**

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

- a. We understand that Company shall be placing Order to the selected Bidder exclusive of taxes only.
- b. We also confirm that we have quoted the solution with GST only.
- c. We also confirm that in case of invocation of any Bank Guarantees submitted to the Company, we will pay applicable GST on Bank Guarantee amnt.
- d. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
- e. We hereby confirm to undertake the ownership of the subject RFP.
- g. We hereby undertake to provide necessary hardware with latest product and software with latest version and any third-party licenses with latest version required for the implementation of the Solution. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Date:

Signature with seal

Name :

Designation :

41. ANNEXURE - XIV:

Escalation Matrix

**[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)**

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

Name of the Bidder Firm:

Delivery Related Issues:

Sl. No.	Name	Level of Contact	Office Postal Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 24 Hours)					
c.		Regional/Zonal Head (If response not recd in 48 Hours)					
d.		Country Head (If response not recd in One week)					

Service Related Issues:

Sl. No.	Name	Level of Contact	Office Postal Address	Phone No.	Mobile No.	Fax	Email address
a.		First Level Contact					
b.		Second level contact (If response not received in 4 Hours)					
c.		Regional/Zonal Head (If response not recd in 24 Hours)					
d.		Country Head (If response not recd in 48 Hours)					

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

Date

Signature with seal

Name :

Designation :

42. ANNEXURE -XV:

Manufacturer/Authorised Distributor in India Authorization Form

**[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)**

[Note: This Format Letter should be on the letterhead of the OEM and should be signed by an Authorised Signatory of the manufacturer]

No. _____ dated _____

TO
THE ASST. GENERAL MANAGER - IT,
CAN FIN HOMES LTD,
REGISTERED OFFICE,
29/01, SIR MN KRISHNA RAO ROAD
BASAVANAGUDI
BANGALORE-560 004

Dear Sir,

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers.

Ref: RFP-IT/220/2020-21 dated 23.03.2021

We _____ who are established and reputed manufacturers of _____ having factories/development facilities at 1) _____ and 2) _____ do hereby authorize 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 and ensure availability of spares including processors for our products for contract period from the date of installation.

We (Manufacturer/Indian Distributor) also confirm that we will ensure all product updates (including management software updates and new product feature releases) are provided by M/s for all the products quoted for and supplied to the Company during the Contract period. In case this is not considered while quoting and in the event M/s fail in their obligations to provide the updates 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 updates and any new Operating Software releases at the Company's premises.

We also confirm that the proposed solution offered by the bidder to the Company are correct, viable, technically feasible for implementation and the solution will work without any hassles in all the locations. We also confirm that all the equipment offered are not "End of Life" during the next One Year and "End of Support" for a minimum period of Five Years.

We hereby commit to the tender terms and conditions and will not withdraw our commitments during the process and or during the period of contract

Yours faithfully

(Name)

For and on behalf of

M/s

43. ANNEXURE -XVI:

Bill of Material (Unpriced)

[On Firm's / Company's letter head]
(To be included in Part B - Conformity to Technical Proposal Envelope)

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers .
Ref: Your RFP-IT/220/2020-21 dated 23.03.2021

Notes

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. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Company has a right to reject such bid.

Table -A
Price details of All-in-One Desktop Computers

(Amount in Indian Rupees)

Sl. No.	Requirement Details	Unit Price with Five years Comprehensive onsite warranty and support (Excl. of Tax)	Quantity	Total Cost Price with Five Years Comprehensive Onsite Warranty (Excl. of tax)	Tax for Column C		Price with Five Years Comprehensive Onsite Warranty (Incl. of tax)
					Tax %	Tax Amt.	
		A	B	C=AxB	D	E	F=C+E
1.	All-in-One Desktop Computers as per Annexure-IX and Annexure-X	YES/NO	500	YES/NO	YES/NO	YES/NO	YES/NO

Table-B
Charges for Onsite Resource/s

Sl. No.	Description	Charges for one resource Per year [Excl. of Tax]	No. of years	No. of Resources	Charges for resources for 6 years [Excl. of Tax]	Tax %	Tax Value	Charges for resource for 6 years [Incl. of Tax]
		a	B	c	d=axbxc	e	f	g=d+f
1.	Cost of Onsite Resource for Can Fin Homes	YES/NO	6	1	YES/NO	YES/NO	YES/NO	YES/NO
2.	Total Cost of Resource							

Table-C
Total Cost

(Amount in Indian Rupees)

Sl. No.	Details	Cost (inclusive of tax)
1.	Total Cost as per Table-A [Total of Column F]	YES/NO
2.	Charges for Onsite Resource as per Table-B [Total of Column g]	YES/NO
3.	Total Cost of Ownership [Total of 1 and 2]	YES/NO

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Company. Company has a right to reject such bid.
- v. We are agreeable to the payment schedule as per “Payment Terms” of the RFP.

Date

Signature with seal

Name :

Designation :

44. ANNEXURE -XVII:

Commercial Bid Covering Letter Format
[On Firm's / Company's letter head]
(To be included in Part C - Conformity to Commercial proposal Envelope)

[Note: This Covering letter should be on the letter head of Bidder and should be signed by an Authorized Signatory with Name and Seal of the Company]

Reference No:

Date:

To

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

Dear Sir,

SUB: Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers

Ref: RFP-IT/220/2020-21 dated 23.03.2021

We thank you for providing us an opportunity to participate in the subject RFP. Please find our commercial offer as per ANNEXURE-XVIII Commercial bid format of the subject RFP along with this covering letter.

We also confirm that we are agreeable to the payment schedule mentioned in the subject RFP.

Date

Signature with seal

Name:

Designation:

45. ANNEXURE -XVIII:

Bill of Material

[On Firm's / Company's letter head]
(To be included in Part C - Conformity to Commercial Proposal Envelope)

SUB: RFP for Supply, Installation, Commissioning and Maintenance of All-in-One Desktop Computers.

Ref: Your RFP-IT/220/2020-21 dated 23.03.2021

Notes

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. Please be guided by RFP terms, subsequent amendments and replies to pre-bid queries (if any) while quoting.
3. Do not change the structure of the format nor add any extra items.
4. No counter condition/assumption in response to commercial bid will be accepted. Company has a right to reject such bid.

Table -A
Price details of All-in-One Desktop Computers

(Amount in Indian Rupees)

Sl. No.	Requirement Details	Unit Price with Five years Comprehensive onsite warranty and support (Excl. of Tax)	Quantity	Total Cost Price with Five Years Comprehensive Onsite Warranty (Excl. of tax)	Tax for Column d		Price with Five years Comprehensive onsite warranty and support (Incl. of Tax)
					Tax %	Tax Amt	
		A	B	C=AxB	D	E	F=C+E
1.	All-in-One Desktop Computers as per Annexure-IX and Annexure-X		500				

Table-B
Charges for Onsite Resource/s

Sl. No.	Description	Charges for one resource Per year [Excl. of Tax]	No. of years	No. of Resources	Charges for resources for 6 years [Excl. of Tax]	Tax %	Tax Value	Charges for resource for 6 years [Incl. of Tax]
		a	B	c	d=axbxc	e	f	g=d+f
3.	Cost of Onsite Resource for Can Fin Homes		6	1				
4.	Total Cost of Resource							

Table-C
Total Cost

(Amount in Indian Rupees)

Sl. No.	Details	Cost (inclusive of tax)
4.	Total Cost as per Table-A [Total of Column F]	
5.	Charges for Onsite Resource as per Table-B [Total of Column g]	
6.	Total Cost of Ownership [Total of 1 and 2]	

Undertaking

- i. Bill of material is submitted on the letter head and is signed by an Authorized Signatory with Name and Seal of the Company.
- ii. We confirm that we have gone through RFP clauses, subsequent amendments and replies to pre-bid queries (if any) and abide by the same.
- iii. We have not changed the structure of the format nor added any extra items. We note that any such alternation will lead to rejection of Bid.
- iv. We agree that no counter condition/assumption in response to commercial bid will be accepted by the Company. Company has a right to reject such bid.
- v. We are agreeable to the payment schedule as per “Payment Terms” of the RFP.

Date

Signature with seal

Name :

Designation :

46. APPENDIX-A

Instructions to be noted while preparing/submitting RFP

The Proposal 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 (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head only.**

- 1) Index of all the documents submitted with page numbers.
- 2) Power of Attorney / Authorisation letter signed by the Competent Authority with the seal of the bidder's company / firm in the name of the person signing the tender documents
- 3) Bid Covering letter as per **Annexure-II**.
- 4) Eligibility Criteria declaration as per **Annexure-III** with documentary proof in support of the Eligibility Criteria.
- 5) Bidder's Profile as per **Annexure-IV**.
- 6) Service Support Details as per **Annexure-V**.
- 7) Track Record of Past Delivery and Installation of All-in-One Desktop Computers as per **Annexure-VI**.
- 8) Non-Disclosure Agreement as per **Annexure-VII**.
- 9) Undertaking of performance Bank Guarantee as per **Appendix-VIII**.
- 10) Write up on the Work Experience / Expertise of Supply and Installation of All-in-One Desktop Computers.
- 11) Bidder should have central help Desk available on 24x7x365 basis for support and compliant booking. Details of the Help Desk phone no. & email ID has to be provided.
- 12) Bidder should provide Call Log in procedure for call logging and ticketing.

47. [APPENDIX-B](#)

Instructions to be noted while preparing/submitting Part B- Technical Proposal

The Technical Proposal 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 (not initials) of the authorized signatory. **All the Annexures should be submitted in Bidder's Letter Head.** Technical Offer for this RFP shall be made as under:

- 1) Index of all the documents submitted with page numbers.
- 2) Compliance to Technical Specification for **All-in-One Desktop Computers** should be complete with all columns filled in as per **Annexure-IX**.
- 3) Compliance to the Scope of Work as per **Annexure-X**.
- 4) Undertaking Letter of Authenticity for Supply, Installation and Maintenance of All-in-One Desktop Computers as per **Annexure-XI**.
- 5) Compliance Statement as per **Annexure-XII**.
- 6) Undertaking Letter as per **Annexure-XIII**.
- 7) Escalation Matrix as per **Annexure-XIV**.
- 8) Manufacturer Authorization form as per **Annexure-XV**.
- 9) Masked bill of Material as per **Annexure-XVI**.
- 10) Technical Documentation (Product Brochures, leaflets, manuals, drawings).

48. [APPENDIX-C](#)

Instruction to be noted while preparing/submitting Part C-Commercial Bid

The commercial Bid 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.

The suggested format for submission of commercial Offer for this RFP is as follows:

1. Commercial Bid Covering letter as per **ANNEXURE-XVII**.
2. Bill of Materials (Indicative) as per **ANNEXURE-XVIII**.

49. APPENDIX-D

PRE-BID QUERY FORMAT

Sl. No	Section and Clause Reference No.	Page No.	RFP Text	Query	Response to query (to be left company by the vendor)

50. APPENDIX-E

Proforma Bank Guarantee Format for Contract Performance

Format of Bank Guarantee for Release of Rs. 20,00,000

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

In consideration of your placing an order for purchase of Application Software for Audit and Inspection with related Hardware & Software for Can Fin Homes on M/s..... (hereinafter called the Bidder) as per the purchase contract entered into by the Bidder vide purchase contract No.....dt..... (hereinafter called the said contract), We, (Name and address of the Company and the branch) do hereby irrevocably and unconditionally guarantee the due performance of the Bidder as to the maintenance of the computer systems as per the said contract entered into by the Bidder with you.

If the said Bidder fails to maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we Company do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without demur and merely on demand in writing from you, stating that the amount claimed is due by way of failure on the part of the Bidder or loss or damage caused suffered to / or would be caused to / suffered by you for reason of any breach by the said Bidder of any of the terms and conditions of the said contract or by reason of Bidder's failure to perform the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees only). You are entitled to invoke this guarantee either in full or in parts subject to the maximum limit of Rs.....within the validity period of this guarantee. We.....Company further agree that this guarantee herein contained shall remain in force and effect during the period that would be taken for the performance of the said contract and that it shall continue to be enforceable till all your dues under or by virtue of the said contract have been fully settled and discharged. This guarantee shall continue to be valid till you certify that the Bidder has fully performed all the terms and conditions of the said contract and accordingly discharge this guarantee. Unless a claim or demand is made on us in writing under this guarantee on or before....., we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the Bidder shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly on your request.

Failure on our part or the Bidder in this respect shall be treated as a breach committed by the Bidder and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the Bidder and either to enforce or forbear to enforce any or all of the terms and conditions of the said contract. We shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Bidder or any other forbearance act or omission on your part or any indulgence by you to the Bidder or by any variation or modification of the said contract or any other act, matter or thing

whatsoever which under the Law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability here under.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the Bidder 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 the above or any other provision of this guarantee.

The words the Bidder, the beneficiary of this guarantee i.e. yourself, and ourselves i.e. -- - -----Company unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives etc. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your previous consent in writing.

Notwithstanding anything contained hereinabove, our liability under this guarantee is restricted to a sum of Rs..... (Rs..... only), and shall be valid upto..... Unless a demand or claim to enforce this guarantee is made on us in writing within three months of the said validity period i.e. on or before....., we shall be discharged and relieved from all our liabilities here under. However if this guarantee is extended for any further period the validity period and the action period of three months mentioned herein above gets automatically extended accordingly.

Yours faithfully,

Signature:

Name:

Date:

Seal of company: