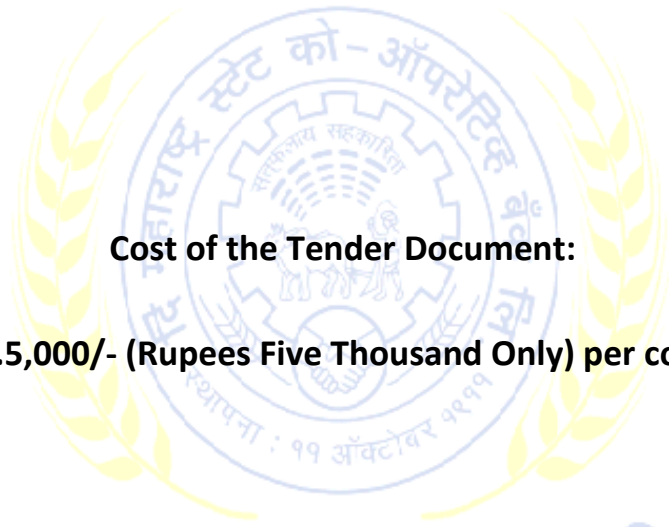


TENDER DOCUMENT
FOR
Supply, Installation & Support of Computer Hardware.

Reference Number: RFP NO. MSCB/ITD/HW/49/Dated:22.05.2026



Cost of the Tender Document:

Rs.5,000/- (Rupees Five Thousand Only) per copy.

सहकारातून समृद्धी

Maharashtra State Co-operative Bank Ltd

Sir Vithaldas Thackeray Smruti Bhavan,
9, Maharashtra Chamber of Commerce Lane, Fort Mumbai 400001.

SCHEDULED BANK

Index

1	Tender Highlights	3
2	MSC Bank Background	4
3	Tender Objective	4
4	Instructions to Vendor	4
4.1	Pre-Qualification Criteria	4
4.2	Two Bid System	4
4.3	Format for Technical Offer/Technical Bid	5
4.4	Format for Commercial Offer	6
4.5	General Terms & Conditions	6
5	Evaluation Criteria and Process	12
6	Scope of The Entire Project	14
7	Steps Involved in The Project	15
8	Post Selection Instructions and Terms & Conditions	17
	Annexure – A Offer Covering Letter	24
	Annexure – B Technical Bid	25
	Annexure – C –Details of The Vendor	26
	Annexure – D Bank Details	27
	Annexure – E Proforma Commercial Bid	28
	Annexure – F Format Of Power Of Attorney For Signing Of Bid	29
	Annexure – G Undertaking	31
	Annexure – H Technical Specification of Hardware for Buy-Back	32
	Annexure – I Manufacturer Authorisation Format	33
	Annexure – J Performance Bank Guarantee	34
	Annexure – 1 Desktop Technical Specifications i5	36
	Annexure – 2 Hardware Installation Locations	38
	Annexure – 3 Pre-Qualification Criteria	40
	Annexure – 4 Technical Evaluation Criteria	42
	Annexure – 5 Minimum elements of Hardware Bill of Material (HBOM) as per CERTIN	43

1. Tender Highlights:

Document Reference	RFP NO. MSCB/ITD/ HW/49/Dated:22.05.2026
Price of Tender Document	Rs. 5,000 /- plus GST @18% by NEFT Only
EMD Amount	Rs. 2,00,000/- by NEFT Only
Date of Commencement of Sale of Document	22.05.2026
Last date of submitting Pre-Bid Queries	27.05.2026
Date of Pre-Bid Meeting (Only those Bidders can participate who have purchased tender document)	30.05.2026
Last date of submission	12.06.2026
Date of Technical Bid Opening	15.06.2026
Date of Financial Bid Opening	Will be communicated to vendor by email.
Address for Communication	Manager, IT Department, Maharashtra State Co-operative Bank Limited, Sir Vithaldas Thackersey Smruti Bhavan, 9, Maharashtra Chamber of Commerce Lane, Fort, Mumbai 400001.
Contact Telephone Numbers	022-69801074 / 75
Email	shekhar.matekar@msc.bank.in ; Virendra.zore@msc.bank.in ; deepak.bondage@msc.bank.in laxmikant.gavhane@msc.bank.in

Terms and Conditions, eligibility criteria and procedure for submission of Bids are given in the tender document. The Tender document may be obtained by paying a non-refundable fee of Rs. 5,000/- (Rupees Five Thousand only) plus GST @18% in NEFT Account No 0002116900000003 (IFS Code – MSC10082002, title of account – “EMD for Purchase of IT Products”). The same can also be downloaded from the official website of **MSCB** (<https://msc.bank.in>) and may be submitted along with non-refundable fee of Rs 5,000/- (Rupees Five Thousand only) plus GST @18% in NEFT Account No 0002116900000003 (IFS Code – MSC10082002, title of account – “EMD for Purchase of IT Products”).

Date :
Place: Mumbai

Dilip Dighe
Managing Director

2. MSC Bank Background:

Maharashtra State Co-operative Bank (hereafter refer as MSC Bank) is a premier co-operative institute at State level established in 1911. It is rendering its services to its increasing number of clientele in more diversified and multifarious bank services and facilities over last 11 decades and has established itself a leader of co-operative movement in the state of Maharashtra. It has been in the process of helping the economic development of rural Maharashtra through its six regional offices and 57 Branches in the State.

The main business of the MSC Bank can be classified as direct financing for the District Central Co-operative Banks, Co-operative societies engaged in various fields like Sugar production, Marketing, Spinning Mills, various types of agriculture processing units; direct financing to some State level and National level co-operatives and refinancing through three tier system i.e. MSC Bank at apex level, DCC Banks at middle level and primary agriculture societies at grass root level.

At present the Bank has fully computerized environment with successfully running CBS. The Bank has a co-located Data Center at Airoli and DR site at Bengaluru.

3. Tender Objective:

The objective of this Tender is to call responses from vendors for Supply, Installation & Support of Computer Hardware.

4. INSTRUCTIONS TO VENDOR:

4.1 PRE-QUALIFICATION CRITERIA (Annexure 6)

Vendor must comply with all above-mentioned criteria (**Annexure 6**). Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. MSC BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of MSC BANK in this regard shall be final, conclusive and binding on the vendor.

4.2 TWO BID SYSTEM

- A. The offer should be submitted in two (2) separate envelopes and later in one common envelope. Likewise, all sealed envelopes are to be put in one common outer envelope. The details thereof are as follows:

1) ENVELOPE-I (Technical Offer):

- The Technical Offer (TO) should be completed and complied with in all respects and contains all information asked for, except prices.
- The TO should be in strict adherence to the **Paragraph 4.3** and shall include all items as asked for in it.
- It is mandatory to submit technical details in the prescribed format (**Annexure B**) duly filled in along with the offer.

- The TO should not contain any price information.
- MSC BANK, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.
- The following information is required on the envelope
 1. Bidders name and address “**Technical Bid for Supply, Installation & Support of Computer Hardware**” should be quoted on the envelope.

2) ENVELOPE-II (Commercial Offer):

- The Commercial Offer (CO) should give all relevant price information and should not contradict the TO in any manner.
 - The CO should be in strict adherence to the **Paragraph 4.4** and shall include all items as asked for in it.
 - CO should be given strictly in the format given as **Annexure E** of the Tender
 - The following information is required on the envelope
 1. Bidders name and address
 2. “Commercial Bid for Hardware” should be quoted on the envelope.
- B.** The Details such as Name, Address and Contact Numbers of the authorized person representing the vendor must be written on all the envelopes.
- C.** Pen Drive containing the soft copies of the documents (excluding commercial offer) shall be placed in the respective envelopes.
- D.** All three envelopes should be properly sealed.

4.3 FORMAT FOR TECHNICAL OFFER/TECHNICAL BID

- A.** The Technical offer/Technical bid must be made in an organized, structured and neat manner and shall be spiral bound. Booklet / Brochures/leaflets / specifications of Bill of Material etc. should not be submitted in loose form.
- B.** Vendor must ensure that all the documents are sealed and signed by the authorized signatory.
- C.** The printed copy of Technical bid proposal as given in **Annexure –A to Annexure J**, neatly typed on the letterhead of the vendor, duly filled in, signed and complete in all respect including annexure for detailed specifications of equipment etc. as directed.
- D.** Other documents to be submitted in the Technical Bid are: -
- a)** Index
 - b)** Copies of vendor related documents
 - c)** Profile, Infrastructure of vendor / Partners, Establishment location – Branches, support and development centers etc.
 - d)** Technical Documentation (Product Brochures, leaflets, manuals etc.).
 - e)** Valid deposit electronically in NEFT Account No 0002116900000003(IFS Code – MSCI0082002, title of account – “EMD for Purchase of IT Products”) as EMD. (Must submit in technical bid only).
 - f)** Detail Project Plan with Delivery Schedule (whatever is applicable).
 - g)** Tentative briefing about the team to be deployed: number, qualifications etc.
 - h)** List of customers and services provided. Please attach proofs of the same.
 - i)** All Claims made by the vendor will have to be backed by documentary evidence. In case the same are found to be lacking in terms of the claims made, the vendor is

liable to disqualification. MSC BANK may request the vendor to demonstrate all the technical functionalities and features (mentioned as 'compliant' in the vendor's technical bid) as per MSC BANK's discretion. Vendors who cannot show a feature or demonstrate functionality (mentioned as 'compliant' in the vendor's technical bid) will be disqualified.

- E. A soft copy (Word/Excel/Power Point) of the entire BOM with the Technical Bid document should also be submitted **on a Pen Drive in the same sealed envelope** along with the hard copy of the Technical Offer excluding Commercial Information.
- F. The Technical Bid submitted in response to this Tender Document along with the supporting material, will become the property of the Bank.

4.4 FORMAT FOR COMMERCIAL OFFER

- A. Rates should be quoted in Indian Rupees (INR) only.
- B. The amount shall be quoted in a separate column as given in the **Annexure E**.
- C. The Commercial offer/Commercial bid must not contradict the technical offer/Technical bid in any way.
- D. The suggested format for submission of Commercial offer/Commercial bid is as follows:
 - 1) Index
 - 2) A detail Rate schedule (as per **Annexure E**).
 - 3) The commercial offer must contain all price information, including comprehensive details.
 - 4) A statement that the vendor agrees to the Payment schedule given in the tender.
- E. The Commercial offer for the MSC Bank requirement should contain the buy-back offer for desktops & so on "as is where in" basis.

4.5 GENERAL TERMS & CONDITIONS

- A. The tender documents cannot be resold and / or transferred / assigned. If the same is done, tender documents are liable to be summarily rejected by MSC BANK. Any decision of MSC BANK in this regard shall be final, conclusive and binding on the vendor.
- B. No changes should be made in this tender document. Vendor has a liberty to quote separately for new technical solutions or specifications wherever it is necessary other than general specifications.
- C. The products/services offered should strictly confirm to the specifications given in the product literature. The technology proposed/marked for withdrawal from the market or under quality testing should not be offered.
- D. In case, the software components delivered and installed are not as specified in the Purchase Order or not found working in the testing by the Bank, the vendor will have to replace immediately the software components or upgrade it as per specifications in the purchase order. All the expenses in this regard shall be entirely borne by the vendor.

- E. If MSC BANK is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers of the respective vendor will not be opened. Technically disqualified offers will not be taken up for further process.
- F. The price quoted by the vendor shall be inclusive of all taxes (tax details to be elaborated) and need to furnish concerned documents to MSC Bank while delivering the items.
- G. In case of technically qualified bidders with lowest overall price quote, the Bank reserves the right to request the bidder to match the product wise lowest price of other vendors.
- H. Vendor should ensure efficient and effective rollout of the project as well as to ensure smooth operations of the complete system during the entire project life, the prospective vendor will be required to work in collaboration from the beginning of the project with the MSC Bank appointed Consultant.

I. EARNEST MONEY DEPOSIT

- i. Vendor shall deposit as part of its bid, EMD of Rs 2,00,000/- (Rs.Two lakh Only) electronically in NEFT Account No 0002116900000003(IFS Code – MSC10082002, title of account – “EMD for Purchase of IT Products”)as EMD.
- ii. Unsuccessful vendor’s EMD will be discharged within thirty (30) days from the Tender Award date.
- iii. No interest will be payable on EMD.
- iv. Tender made without paying EMD will be rejected. Any decision of MSC BANK in this regard shall be final, conclusive and binding on the vendor.
- v. **EMD may be forfeited:**
 - If the vendor withdraws its bid during the period of bid validity.
 - If vendor makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
 - In case of the successful vendor, if the vendor fails:
 - ✓ To sign the contract in the form and manner to the satisfaction of MSC Bank
 - ✓ To furnish performance security in the form and manner to the satisfaction of MSC Bank.
 - In case the successful vendor complies with the requirement mentioned above, EMD will be returned within 30 days of compliance thereof.

J. PREBID vendor MEETING:

There will be a meeting with all the vendors, to address any queries in connection with the tender document. It is essential that all clarifications / queries be submitted to MSC BANK on the date specified for this purpose. Only those vendors can participate pre-bid meeting who purchased the document.

K. PERIOD OF VALIDITY OF BID

- 1) **Validity Period:** Bids shall remain valid for Ninety (90) days after the date of bid opening prescribed by MSC BANK.

L. MODIFICATION AND WITHDRAWAL OF OFFERS/BID

Vendor may modify or withdraw its bid/offer after its submission, provided that written notice of the modification or withdrawal is received by the MSC BANK prior to the closing date and time prescribed for submission of offers. No offer can be modified or withdrawn by the vendor, subsequent to the closing date and time for submission of offers.

M. PRELIMINARY SCRUTINY

MSC BANK will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

N. CLARIFICATION OF OFFERS/BIDS

To assist in the scrutiny, evaluation and comparison of offers/bids, the MSC BANK may, at its sole discretion, ask some or all vendor for clarification of their offer/bid wherever required. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of the MSC BANK in this regard shall be final, conclusive and binding on the vendor.

O. SIGNING OF THE BID

The bid shall be signed by a person or persons duly authorized by the vendor with signature duly attested. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

P. ERASURES OR ALTERATIONS

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. MSC BANK may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration (s) or mutilation (s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by MSC BANK shall be final, conclusive and binding on the vendor.

Q. COST OF PREPARATION & SUBMISSION OF BID

The vendor shall bear all costs for the preparation and submission of the bid. MSC BANK shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

R. ARITHMETICAL ERRORS

MSC BANK reserves the right to adjust arithmetical or other errors in the bid, in the manner in which MSC BANK considers appropriate or deem fit. Any adjustments so made by MSC BANK shall be stated to the vendor, if MSC BANK makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of MSC BANK and be final, conclusive and binding on the vendor.

S. LANGUAGE

The bid prepared by the vendor, as well as all correspondence and documents relating to the bid exchanged by the vendor and MSC BANK and supporting documents and printed literature shall be in English.

T. BID REJECTION CRITERIA

The bid(s) will be rejected in case of any one or more of the following conditions:

- i. Bids are not substantive and not in strict compliance with the pro-forma given in this document.
- ii. Bids are not made in compliance with the procedure mentioned in this document.
- iii. Failure on part of the vendor to provide appropriate information as required in the bid proposal or any additional information as requested by the Bank including any supporting document.
- iv. Incomplete or conditional bids or partly quoted bids or bids that do not fulfill all or any of the conditions as specified in this document.
- v. The submission of more than one bid under different names by one vendor is not acceptable. If the same is found at any stage, all the bids by that vendor and related partners will be rejected.
- vi. Material inconsistencies in the information submitted.
- vii. Misrepresentations in the bid proposal or any supporting documentation.
- viii. Bid proposal received after the last date, time and submission mode specified in this document.
- ix. Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and unsigned corrections in the bids.
- x. Bids containing erasures or overwriting except as necessary to correct typographical errors made by the vendor, in which case such corrections shall be authenticated by the person or persons signing the bid.
- xi. Any threat or communication to the bank officials or Consultant for marketing of any vendor name.

U. DISCLAIMERS AND EXCLUSIVE RIGHTS OF THE MSC BANK:

- 1) Any decision as to compliance of the terms and conditions of the tender document and on rejection of any tender document or any part thereof shall be at the sole discretion of MSC BANK and shall be final, conclusive and binding on the vendor.
- 2) At any time, up to the last date of receipt of Bids, the Bank may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. All such amendments shall be binding on the entire vendor. The bank shall inform such

amendments to all the vendors only by e-mail on the PROVIDED Email ID by the vendor.

In order to afford prospective vendor reasonable time to take the amendment into account in preparing their Bids, the Bank may, at its discretion, extend the last date for the receipt of Bids and date of opening the bids which shall be conveyed to all the vendor only by e-mail on the PROVIDED Email ID by the vendor.

- 3) MSC BANK reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of MSC BANK in this regard shall be final, conclusive and binding on the vendor.
- 4) MSC BANK reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of MSC BANK. Any decision in this regard shall be final, conclusive and binding on the vendor.
- 5) MSC Bank reserves the right to accept or reject any bid in part/full or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the ground for its action. Any decision of the Bank in this regard shall be final, conclusive and binding on the vendor.
- 6) MSC Bank reserve the right, not an obligation, to carry out the capability assessment of the vendor (with the help of outside agency, if required) and pre-dispatch inspections at the cost of the vendor. The Bank's decision shall be final in this regard.
- 7) MSC Bank reserves a right to give minor deviations to any / the entire vendor in the techno-commercial specifications of bid. Any decision of the Bank in this regard shall be final and shall be binding on the vendor.
- 8) In case, any difference of opinion between vendor and the Bank about any term / clause / condition, the interpretation of the Bank shall be final and conclusive.
- 9) **RIGHT TO ALTER QUANTITIES:** The Bank reserves the right to issue Purchase Order in phases or to alter the quantities/brand/product specified in the offer. The Bank also reserves the right to delete one or more items from the list of items specified in offer. Any decision of the Bank in this regard shall be final, conclusive and binding on the vendor.
- 10) **NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID:** MSC BANK shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. MSC BANK has the right to re-issue tender/bid. MSC BANK reserves the right to make any changes in the terms and conditions of purchase that will be informed to all vendors. MSC BANK will not be obliged to meet and have discussions with any vendor, and/or to listen to any representations once their

offer/bid is rejected. Any decision of MSC BANK in this regard shall be final, conclusive and binding on the vendor.

- 11) Repeat Order:** The MSC Bank reserves right to place a repeat order on the vendor under the same price, terms and conditions for a period of 12 months from the date of Purchase order.



5. EVALUATION CRITERIA AND PROCESS

Vendor evaluation and selection would be done based on a comprehensive Techno Commercial Evaluation.

A. Short-listing of vendor

1. The general criteria for selection shall be as below but subject to change and its sole discretion of Bank:

- i. Technical Evaluation: 60% for qualify.
- ii. Commercial Evaluation: 100%

As per bank policy this tender category is in general supplies. After qualification is done the selection of vendor will be purely on commercial evaluation only.

2. **Technical evaluation:**

MSC BANK will prepare a short-list of technically qualified vendors who scores minimum, 60 marks in technical scrutiny. Commercial offers/bids of only those vendors will be opened who qualify in the technical scrutiny.

2.1 The marks for Technical Evaluation would be as per **Annexure 7**

3. **Commercial evaluation:**

In this lowest bidder shall be allotted maximum 100 marks and accordingly other bidders will be allotted marks in proportion to the lowest bidder.

- a. The commercial bid shall be opened only for technically shortlisted vendors.
- b. The Bank reserves the right to contact any vendor, Client/Bank for clarification or information submitted, to contact current and past customers of the vendor and to use other sources of obtaining information regarding the vendor, which may be deemed appropriate and would assist in the evaluation
- c. Bank reserves the right to determine selection process. The Bank in its best interest also reserves the right to reject/modify the proposed product/solution even after short listing.
- d. Vendor, in their proposal, must address any exceptions or alternate offerings to this tender if any. The Bank has attempted to provide information herein to assist Vendor to respond properly to this tender. However, it is not intended to limit a proposal's content or to exclude any relevant or essential data there from. Bank reserves the sole right to determine what is considered to be "equivalent" or "equal".

B. Statutory Requirements and Right of inspection.

The Contract will be executed by abiding laws and the directives, instructions, guidelines issued by the Regulators and competent authority from time to time. During the tenure of the Contract nothing shall be done by the vendor in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and shall keep the MSC BANK indemnified in this regard.



6. SCOPE OF THE ENTIRE PROJECT

The Vendor has to submit his offer for Supply, Installation & Support of Computer Hardware and its operating systems/software and peripherals etc. as per the technical specifications of the computer hardware / system software and peripherals etc. given separately for the MSC Bank, HO departments, Offices and branches of the MSC Bank at various locations on a comprehensive onsite warranty for initial 5 years. Various locations of the MSC Bank are specified in the Tender Document. (Address for Locations is mentioned on Bank's website <https://msc.bank.in>)

Vendor quoting for hardware is also expected to buy-back the Desktops & Servers (that are being phased out) on "as is where is basis". The specifications of the Hardware are mentioned in Annexure H.

LIST OF LOCATIONS / DESTINATION SITE / HARDWARE REQUIREMENT

Attached as Annexure 2



7. STEPS INVOLVED IN THE PROJECT

A. INITIATION:

The Bank's expected plan of action to handle the project includes

1. For Supply, Installation & Support of Computer Hardware.
2. Warranty and Support
3. User Manual or Operation Manual supplied for Hardware

B. RESPONSIBILITIES OF SELECTED VENDOR

1. Vendor must provide details of the support to be given to the Bank. Vendor, in this respect is responsible for Supply, Installation & Support of Computer Hardware.
2. Vendor shall maintain the infrastructure provided to the Bank for the implementation and operation of the project and allied services.

C. Warranty:

The offer must include a minimum comprehensive onsite warranty of **Five years** from the date of installation and acceptance of the system by the MSC Bank covering computer hardware.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment's accessories etc. covered by the tender. Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and repair / replace at the installed site, at no charge to the MSC Bank, all defective components.

Warranty should not become void if the MSC Bank buys any other supplemental hardware from a third party and installed it within these machines. However, the warranty will not apply to such third-party hardware items installed by the MSC Bank.

D. MANUALS AND DOCUMENTS:

- a) The vendor should provide System Administration manuals, User/ Operational manuals and all related manuals which shall be used by Bank.
- b) All installation and configuration reports in desired formats, documents, diagrams etc. are to be supplied before commissioning / installation of each equipment supplied.

E. TIME PERIOD FOR COMPLETION

- a) The time line for completion of the project shall be mutually decided with the selected vendor.
- b) The project will be deemed complete only when all the solutions and items as per the contract are delivered in good condition, installed, implemented along with the associated documentation and training provided to Bank's employees; as per the requirements of the contract executed between the Bank and the vendor. After the successful installation/implementation of the solutions, a User Acceptance Test Report

and Business User Test Report will be released by the Bank which is a precondition for the release of payment to the vendor.

- c) The delivery period would be **8-9weeks** from the date of PO.

G. SECURITY AND COMPLIANCES

- a) The vendor shall ensure that the entire IT infrastructure to be provided in response to this tender shall be in conformity with the requirements of applicable provisions of Information Technology Act, 2000 and related amendments to the act, Reserve Bank of India guidelines and other statutory and regulatory authorities.
- b) The vendor shall assist the Bank in planning for security and related authorization, registration, and audit capabilities. This includes authentication capability (access rights and passwords), logon administration and synchronization across servers and applications, and support for required security classifications.
- c) Vendor shall use the system access granted by the Bank only to the extent necessary to perform the Services.
- d) Vendor shall notify the Bank of any security violations & license requirement / action required from the Bank.
- e) Vendor shall agree not to share, leak, copy, reproduce, sell or damage or use the Bank's data to anywhere other than notifying Bank in writing having written approval from Bank Authority. In case of such experiences during the implementation or after the post implementation in future, the contract will be terminated with immediate effect by issuing notice in writing.

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8. POST SELECTION INSTRUCTIONS AND TERMS & CONDITIONS

A. RESPONSIBILITIES OF SELECTED VENDOR

- 1) The vendor shall undertake and complete the project as per the given Project Plan.
- 2) The vendor must provide details of the support and maintenance to be given to the Bank.
- 3) The vendor shall maintain the infrastructure provided by the Bank for the implementation and operation of the project and allied services.

B. RESPONSIBILITIES OF THE BANK

- 1) The Bank shall provide space / infrastructure, related equipment and components etc. On day to day basis the officials of the Bank shall help engineers deputed by the vendor for the job in their capacity.
- 2) The Bank will provide the updated data for hardware from time to time.

C. SCHEDULE OF PAYMENT

The generic payment schedule for the finalized vendor shall be as follows:

Part I:

1. **70%** of the order value will be paid on Delivery of the Hardware & execution of SLA.
2. **20%** of the order value will be paid on completing successful installation and commissioning and acceptance of equipment's ordered. The MSC Bank will make this payment against the acceptance of the installations.
3. **10%** of the Total Order Value shall be paid against the submission of either:
 - A Performance Bank Guarantee (PBG) as per the format prescribed by the Bank (Annexure J), valid for the five-year warranty period. Asset Tagging/labelling should be done as per Bank format.

OR

 - A Fixed Deposit Receipt (FDR) for a period of five years, duly discharged, signed, and sealed. The Bank shall place a lien on the FDR as security against the performance obligations of the Service Provider and reserves the right to offset any amount due under the agreed performance terms.

D. RATES

The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the vendor and shall not be subject to any upward modification whatsoever.

E. TAXES AND DUTIES

The applicable taxes should be mentioned separately and shall have to be included separately in the bills by the vendor to whom tender may get awarded.

GST will be on Banks account on actuals.

Variation (+/-) in rate of tax if any will be on the Banks accounts.

F. PERFORMANCE GUARANTEE

The selected vendor shall furnish unconditional and irrevocable bank guarantee for 10% of the hardware order value, in favor of MSC BANK, from a scheduled commercial bank acceptable to MSC BANK towards due performance of the contract in accordance with the specifications and conditions of the bid document mentioned in paragraph C. (3) above.

The guarantee/warranty should have additional claim period of three months after expiry of guarantee.

G. PENALTY / INCENTIVE

For any delay in installation and commissioning of the hardware within specified schedule, the MSC Bank will charge penalty @ 0.5% of the undelivered hardware value per week or part thereof, subject to maximum of 5%.

Vendor must repair any equipment that is reported to be down within next 24 Hrs. from the time of reporting. In case vendor fails to meet the above standards of maintenance, there will be a penalty as specified in the table as under:

Sr. NO.	Name of Component	Amount Rs.
1	Desktop PCs	500/-

The original machine should replace the temporary substitute machine or equipment duly repaired within a week's time, failing which the above penalty will be imposed for the number of days exceeding one week.

H. INSURANCE

The Bank will not pay for any insurance charges against loss or damage of whatsoever nature in respect of hardware, software, networking equipment's, employee of the vendor or third-party contract working for the vendor. The vendor shall be responsible for the same and expectation of providing required insurance is necessity whenever and wherever required.

I. FORCE MAJEURE DURING THE PENDENCY

Force Majeure is herein defined as any cause, which is beyond the control of the selected vendor or MSC BANK as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area.

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The vendor or MSC BANK shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality and dispute resolution mechanism survive termination of the contract.

J. CONFIDENTIALITY

Vendor agrees that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. Vendor also agrees:

1. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by MSC BANK;
2. To only make copies as specifically authorized by the prior written consent of MSC BANK and with the same confidential or proprietary notices as may be printed or displayed on the original;
3. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause
4. To treat all Information as confidential.

Confidential Information does not include information which:

1. Vendor knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
2. Is independently developed by the vendor without breach of the Contract/Agreement;
3. Information in the public domain as a matter of law;
4. Is received from a third party not subject to the obligation of confidentiality with respect to such information;
5. Is released from confidentiality with the written consent of the MSC BANK.

Vendor shall have the burden of proving that Clauses (1) or (2) above are applicable to the information in the possession of the vendor.

Notwithstanding the foregoing, the vendor acknowledges that the nature of the Service(s) to be performed under the Contract/Agreement may require the vendor's personnel to be present on premises of MSC BANK/Purchaser or may require the vendor's personnel to have access to computer networks of MSC BANK while on or off premises of MSC BANK. It is understood that it would be impractical for MSC BANK to monitor all information made

available to the vendor under such circumstances and to provide notice to the vendor of the confidentiality of all such information. Therefore, the vendor agrees that any technical or business or other information of the vendor that the vendor's personnel, or agents acquire while on the MSC BANK's premises, or through access to MSC BANK's computer systems or databases while on or off MSC BANK's premises, shall be deemed Confidential Information. Confidential Information shall at all times remain the sole and exclusive property of MSC BANK. Upon termination of the Contract /Agreement, Confidential Information shall be returned to MSC BANK or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of MSC BANK and the vendor. Nothing contained herein shall in any manner impair rights of MSC BANK in respect of the Service(s), and Documents, etc.

In the event that MSC BANK hereto becomes legally compelled to disclose any Confidential Information, the vendor shall disclose to a third party any Confidential Information without the prior written consent of MSC BANK. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care.

The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.

K. TERMINATION OF CONTRACT

The Bank shall be entitled to terminate the agreement with the vendor at any time by giving 30 days (Thirty days) written notice in advance to the vendor.

L. EFFECT OF TERMINATION

- a. Vendor agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment
- b. Vendor agrees that after completion of the term or upon earlier termination of the assignment the vendor shall, if required by the bank continue to provide maintenance services to the Bank at no less favorable terms than those contained in this tender

M. Ownership and Retention of Documents

- a. MSC BANK shall own the documents, prepared by or for the vendor arising out of or in connection with the Contract.
- b. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by MSC BANK, the vendor/ shall deliver to MSC BANK all documents provided by or originating from MSC BANK / Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s), unless otherwise directed in writing by MSC BANK at no additional cost.
- c. Vendor shall not, without the prior written consent of MSC BANK / Purchaser store, copy, distribute or retain any such Documents. Vendor shall preserve all documents provided by or originating from MSC BANK/ Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of MSC BANK/Purchaser in this regard.

N. ARBITRATION

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the bank. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Bank's head office located in Mumbai in Maharashtra state

O. JURISDICTION OF COURTS

Vendor will abide by all applicable Indian laws and regulations and will obtain (or demonstrate current possession of) any and all permits, licenses, certifications or other approvals that may be required and/ or appropriate for performing services hereunder. The laws of India will govern any agreement resulting from this tender. In all matters and disputes arising there under, the appropriate Courts at Mumbai in Maharashtra state only shall have the jurisdiction to entertain and try them.

P. REPRESENTATIONS AND WARRANTIES

In order to induce MSC BANK to enter into the Contract, vendor hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

1. That the vendor/ has the requisite qualifications, skills, experience and expertise in providing Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the Service(s) sought by MSC BANK / Purchaser.
2. That the vendor is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) under the Contract/Agreement.
3. That the representations made by the vendor in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract/Agreement and the Bid Documents and unless MSC BANK/ Purchaser specifies to the contrary, the vendor shall be bound by all the terms of the bid.
4. That the vendor has the professional skills, personnel and resources/authorizations that are necessary for providing all such Services as are necessary to perform its obligations under the bid and this Contract/Agreement.
5. That the vendor shall ensure that all assets including but not limited to software, licenses, Databases, documents, etc. developed, procured, deployed and created during the term of the Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.
6. That the vendor shall use such assets of MSC BANK as the Bank may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract. The vendor shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
7. That the vendor shall procure all the necessary permissions and adequate approvals and licenses for use of various software, for hardware to be supplied and any copyrighted

- process/product free from all time claims, titles, interests and liens thereon and shall keep MSC BANK indemnified in relation thereto.
8. That all the representations and warranties as have been made by the vendor with respect to its bid are true and correct, and shall continue to remain true and Applicable only in case vendor is a vendor within the meaning of Companies Act, 1956 correct through the term of the Contract.
 9. That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws.
 10. That the vendor has the corporate power to execute, deliver and perform the terms and provisions of the Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
 11. That all conditions precedent under the Contract has been complied.
 12. That neither the execution and delivery by the vendor of the Contract nor the vendor's compliance with or performance of the terms and provisions of the Contract (I) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the vendor or (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the vendor is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the vendor.
 13. That all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be affected or made by the vendor which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
 14. That the vendor confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of MSC BANK, which may directly or indirectly have a bearing on the Contract or Service(s).
 15. That the vendor owns, has license to use or otherwise has the right to use all Intellectual Property Rights, which are required or desirable for the Service(s) and the vendor does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the vendor or which the vendor is licensed to use, which are material in the context of the vendor's business and operations are being infringed nor, so far as the vendor is aware, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the vendor by any person.
 16. All Intellectual Property Rights (owned by the vendor or which the vendor is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep MSC BANK/Purchaser, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

Q. CANCELLATION OF THE CONTRACT & COMPENSATION

MSC BANK reserves the right to cancel the contract placed on the selected vendor and recover expenditure incurred by MSC BANK under the following circumstances: -

1. Vendor commits a breach of any of the terms and conditions of the bid.
2. Vendor goes into liquidation, voluntarily or otherwise.
3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
4. The progress regarding execution of the order accepted, made by the selected vendor is found to be unsatisfactory.
5. If deductions on account of liquidated damages exceeds more than 5% of the total contract price.
6. If uptime is less than 98% during warranty of servers / desktops.
7. In case the selected vendor fails to deliver the quantity as stipulated in the delivery schedule of 8-9 weeks, MSC BANK reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected vendor.
8. After the award of the contract, if the selected vendor does not perform satisfactorily or delays execution of the contract, MSC BANK reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected vendor is bound to make good the additional expenditure, which MSC BANK may have to incur in executing the balance contract. This clause is applicable even if for any reason, the contract is cancelled.
9. MSC BANK reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected vendor, including the pending bills and/or invoking the bank guarantee under this contract.

R. LIQUIDATED DAMAGES

Notwithstanding MSC BANK's right to cancel the order, liquidated damages at 0.5% of the system value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the value of the systems ordered. MSC BANK reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by MSC BANK to the vendor. Liquidated damages will be calculated per week on per site basis.

Annexure – A

Offer Covering Letter

To,
Maharashtra State Co-operative Bank Ltd
Sir Vithaldas Thackersey Smruti Bhavan,
9 Maharashtra Chamber of Commerce Lane,
Fort Mumbai 400001.

Dear Sir,

Sub: **Supply, Installation & Support of Computer Hardware.**

We have examined the Tender RFP NO. MSCB/ITD/ HW/49/Dated:22.05.2026 we offer for **Supply, Installation & Support of Computer Hardware** as per the terms and conditions and technical specifications spelt out, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer/bid.

We agree to abide by this offer till expiry of the period of validity of our offer and our offer shall remain binding upon us and may be accepted by MSC BANK any time before the expiry of that period.

We agree to abide by providing **warranty for 5 YEARS** from the date of supply of hardware and further to collect the existing hardware from respective locations with the prior permission of the bank.

Until a formal contract is prepared and executed, this offer, together with MSC BANK's written acceptance thereof and MSC BANK's notification of award shall constitute a final, conclusive and binding contract between us.

We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, MSC BANK will have the right to disqualify us from the bid.

We understand that MSC BANK may reject any or all of the offers without assigning any reason whatsoever. Any decision of MSC BANK in this regard shall be final, conclusive and binding on us.

The above arrangement is binding on our successors and assigns. We agree not to assign these provisions / presents without prior written approval of MSC BANK.

Yours faithfully,
(Name and Designation)
For and on behalf of _____

Pl. furnish the corporate authorization on letterhead.

Annexure – B
Technical Bid

Note: This bill of material must be attached in Technical Offer/Technical Bid as well as Commercial offer/Commercial bid. The format will be identical for both technical and commercial offers/bids, except that **the technical offer should not contain any price information**. Technical offers/bids without the detail (including make, model and detail technical specs) bill of material will be liable for rejection forthwith.

Vendor must take care in filling price information in the commercial offer/commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

Sr. No.	Item	Quantity	Specification
1.	Desktop i5-14 th Gen	332	As per Annexure 1

- All the monitors supplied should be as per Annexure's attached.
- All keyboards supplied should have a capacity to hit 2 million key strokes.

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Annexure – C
Details of the Vendor

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

SR. NO.	DETAILS OF THE COMPANY	RESPONSE
A	Name of Company	
B	Company Head Office and registered office address	
C	Telephone and Fax numbers	
D	Date of incorporation. Please enclose Company Registration Certificate.	
E	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Pub Ltd Company)	
F	Company Sales Tax Number, GST registration number, please enclose supporting document.	
G	Company PAN & TIN number. Please enclose supporting document.	
H	Please enclose financial accounts (Profit and Loss account and Balance sheet for last three financial years).	
I	Quality Certification Please enclose copies of Quality Certificates (ISO 9000/9001 certification) if any.	
J	List of Support Centers with addresses and phone numbers	
K	Total strength of the Company. Bifurcation: <ul style="list-style-type: none"> • Installation Team • Maintenance Team • Support Team • And Other Teams 	

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Annexure – D

Bank Details

(To be included in Technical Bid Envelope)

1	Name of the Bank	
2	Address of the Bank	
3	Account Type and Number	
4	Contact Person	
5	Telephone No.	
6	Fax No	
7	e-mail	
8	Over Draft/CC/Draft/CC/Another fund-based Limit	
9	Bank Guarantee Limit	
10	Remarks, if any	

Corporate Authorization details.

Note: This statement has to be duly attested by the banker.

Signature:

Signature:

Name of the Authorized Person:

Name of the Authorized Person:

Designation:

Designation:

Vendor Seal

Banker Seal

All authorizations should be collected

ANNEXURE - E
PRO FORMA - COMMERCIAL BID
RATE SCHEDULE FOR HARDWARE

Bidder should fill the details of products supplied in below format.

A					
Sr. No.	Item	Particulars (Configuration / Brand / Make Details)	QTY	Unit Rate Price in INR	Total Price Exclusive of All Taxes in INR
1.	Desktop i5-14 th Gen	Annexure 1	332		
	TOTAL				

B. Hardware for Buy Back (To be submitted along with Part A only)					
Sr. No.	Particulars	Particulars (Configuration / Brand / Make Details)	QTY	Unit Rate Price in INR	Total Price Exclusive of All Taxes INR
i)	DELL VOSTRO	Desktop i3-10th Gen Dell Vostro 3681	222		
ii)	DELL VOSTRO	Desktop i5-10th Gen Dell Vostro 3681	110		
	TOTAL B		332		
	TOTAL = (TOTAL A-TOTAL B)				

Note: TOTAL = (TOTAL A - TOTAL B) will be considered for Evaluation.

Note: - The decision regarding buyback shall rest exclusively with the Bank. The Bank shall retain absolute rights in this matter and no bidder shall have any claim or entitlement in this regard

1) TOTAL = (TOTAL A - TOTAL B) will be considered for Evaluation.

Vendor shall deliver hardware respective locations as specified tender document. The details shall be worked out at the time of agreement / order finalization. Address of all Locations will be available on our Bank Website <https://msc.bank.in>.

GST will be on Banks account on actuals. Variation (+/-) in rate of tax if any will be on the Banks accounts.

Annexure – F

Format of Power of Attorney for signing of bid

POWER OF ATTORNEY

(On Stamp Paper of relevant value)

Know all men by these presents, we _____ (name of the vendor/ partnership firm and address of the registered office) do hereby appoint and authorize Mr. _____ (full name and residential address) who is presently employed with us and holding the position of _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for **Supply, Installation & Support of Computer Hardware** in response to the RFP (Request for Proposal) by MSC BANK (hereinafter referred to as MSC BANK), including signing and submission of all documents and providing information/responses to MSC BANK in all matters in connection with our bid / offer.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 2026

For _____

(Signature)

(Name, Designation and Address)

Accepted

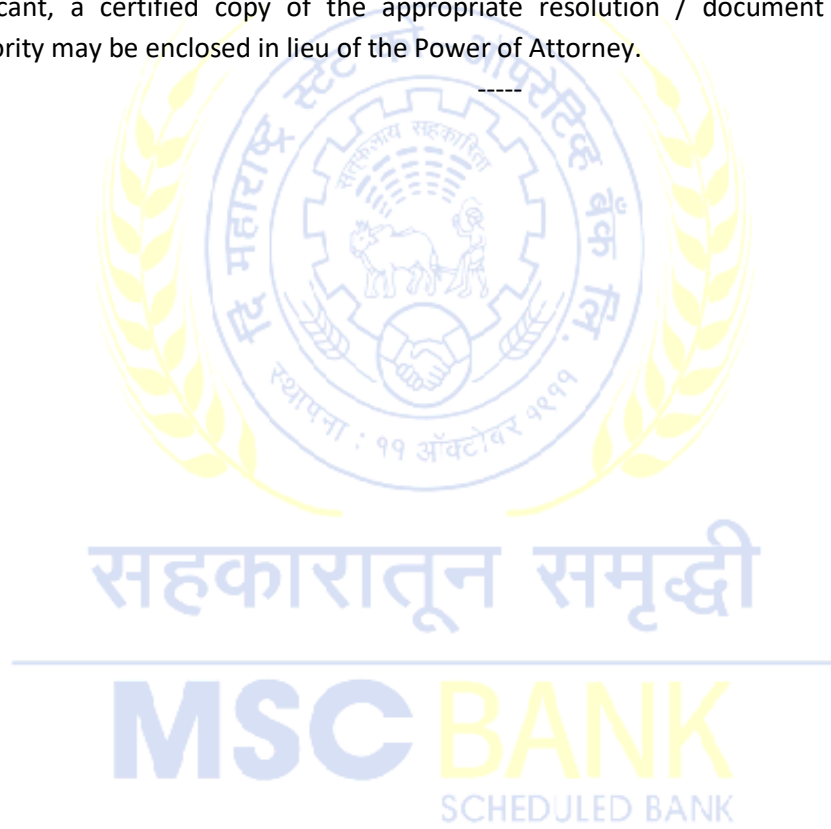
(Signature)

(Name, Title and Address of the Attorney)

Date:

Note:

1. To be executed by the all members in case of a Consortium.
2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
3. Also, wherever required, the vendor should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the vendor.
4. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.



Annexure – G
Undertaking

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

It is also certified that our company, supplier, Business Partner or Manufacturer is/are not blacklisted by any Government or Non-Government Agencies.

Dated this _____ day of _____ 2025

Signature

(Vendor Seal)

In the capacity of

Duly authorized to sign bids for and on behalf of:

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Annexure – H

Technical Specifications of Hardware for Buy Back

Sr. No.	Particulars	Specification	Year of Purchase	Approximate Quantity
1	Desktops			
i)	DELL VOSTRO	Desktop i3-10th Gen Dell Vostro 3681	2021	222
ii)	DELL VOSTRO	Desktop i5-10th Gen Dell Vostro 3681	2021	110
	Total			332

Location for Servers are various Branches, Head Office & Regional Offices in Maharashtra. Address of location is available on Bank's website <https://msc.bank.in>. All monitors considered under Buy-Back are LCD type.

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Annexure I

MANUFACTURER AUTHORISATION FORMAT

Ref:

Date:

**Manager,
IT Department,
Maharashtra State Co-operative Bank Ltd.,
1stFloor, 9, Maharashtra Chamber of Commerce Lane,
Fort, Mumbai
Mumbai - 400 001**

Dear Sir,

Manufacturer Authorization for Request for Proposal RFP NO. MSCB/ITD/ HW/49/Dated:22.05.2026 for **Supply, Installation & Support of Computer Hardware.**

We <OEM Name> having our registered office at <OEM Address> are an established and reputed manufacturer of <hardware details> do hereby authorize M/s _____ (Name and address of the Partner) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer. We hereby extend our full guarantee and warranty as per 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 / upgrades if contracted by the bidder. We also confirm that we will ensure all product upgrades (including management software upgrades and new product feature releases) are provided by M/s for all the products quoted for and supplied to the bank during the product warranty.

<OEM Name>

<Authorized Signatory>

Name: _____

Designation: _____

Name of the Organization _____

Company Seal: Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its bid.

Annexure J

Performance Bank Guarantee Draft

(On Stamp Paper of Rs.500/- or relevant value)

PERFORMANCE SECURITY:

To,
The Managing Director
Maharashtra State Cooperative Bank Ltd (MSCB)
9, Maharashtra Chambers of Commerce Lane
Fort, Mumbai – 400001

Whereas, _____ having their registered address as _____ (hereinafter called “the Vendor”) has undertaken, in pursuance of contract nor NO. MSCB/ITD/HW/F- _____ to **Supply, Installation & Support of Computer Hardware** to The Maharashtra State Co-operative Bank Ltd (hereinafter called “the beneficiary”)

And whereas it has been stipulated by in the said contract that the Vendor shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract; And whereas we, _____ A banking company incorporated and having its head /registered office at _____ have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of **Rs. _____/- (Rupees _____)** and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of **Rs. _____/- (Rupees _____ only)** as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Vendor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until_____.

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed as follows:

Sr. No.	Description	Amount
1		Rs. /-

- II. This bank guarantee shall be valid up to_____.
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before_____, failing which our liability under the guarantee will automatically cease.
- IV. MSC Bank may open any of the abovementioned bank guarantee based on the specific breach of issue and we shall pay the details on verification of the facts.

Yours Sincerely Authorized Signatory

<Designation of Signatory>

<Name of the Bank>

<Contact Details>

<This letter should be on the letter head of the issuing authority>

Annexure 1**Desktop Technical Specification: i5 Desktop**

Parameter	Description
MAKE & Model	HP / Dell / Lenovo
PROCESSOR	Intel 14th Gen Core i5 Processor having 24 MB cache & up to 4.7 GHz Turbo) or higher
CABINET	Small Form Factor (SFF) - 8.2 Ltr
CABINET DIMENSIONS	Volume up to 8 Liter & Above
CHIPSET	Intel Q670 Chipset. Motherboard should be of OEM with OEM logo embossed on it
HARD DISK DRIVE	512 GB SSD
MEMORY	16GB, DDR5, 4800 MT/s, 2 DIMM slots expandable up to 64GB memory or higher
GRAPHICS	Intel Integrated UHD Graphic
OPTICAL DISK DRIVE	Yes
POWERSUPPLY	180 W - 85% Power efficiency
LAN CARD	10/100/1000 INTEGRATED GIGABIT PORT
EXPANSION SLOTS	One PCIe® 3.0 x16, low-profile, length ≤ 155mm, height ≤ 70mm One PCIe® 3.0 x1, low-profile, length ≤ 155mm, height ≤ 70mm Two M.2 slots (one for WLAN, one for SSD)
MONITOR	Monitor Size- 19.5" FHD having 250nits, comfort view plus and adjustable features. Should have connectivity port of 1x HDMI, 1xDP.
MOUSE	WIRED MOUSE
KEYBOARD	WIRED KEYBOARD
OPERATING SYSTEM	Windows 11 Prof, 64 bits, preloaded, Windows Pro should be factory loaded and we would verify and take that from OEM on their letter head after delivery.
I/O PORTS	1x USB-C® (USB 5Gbps / USB 3.2 Gen 1), with 15W charging 2x USB-A (USB 5Gbps / USB 3.2 Gen 1) 1x headphone / microphone combo jack (3.5mm) 1x microphone (3.5mm). Rear Ports [2] 4x USB-A (Hi-Speed USB / USB 2.0), one supports Smart Power On 1x HDMI® 2.1 TMDS 1x DisplayPort™ 1.4\ 1x Ethernet (RJ-45)

	1x line-out (3.5mm)
SECURITY FEATURES	Discrete TPM 2.0 Security Proposed CPU Chassis & Monitor should have lock slot
CERTIFICATIONS	EPEAT Gold India Registered; Energy Star compliant, TCO, windows certified. All certification to be provided (As per Brand)
WARRANTY	5 years comprehensive onsite warranty
WI FI& BLUETOOTH	NO
LOGO	Customized factory integrated BIOS Logo (MSC Bank)



Annexure 2
Hardware Installation Locations

Sr.No	Location Name	QTY
1	Head Office	105
2	Andheri (E) Br.	5
3	Bandra (E)	4
4	Borivali	6
5	Byculla	4
6	Chembur	6
7	Dahisar	4
8	Ghatkopar (East)	4
9	Goregaon Br.	5
10	Jogeshwari (Ext. Counter)	4
11	Kandivli (W) Br.	6
12	Khar (W)	6
13	Kurla (W)	4
14	Malad (E)	5
15	Mulund (W)	5
16	Parel	4
17	Pedder Road Br.	4
18	Prabhadevi Br.	4
19	Santacruz(E)	5
20	Santacruz(W)	4
21	Sion	5
22	Shivaji Park Br.	4
23	Versova	5
24	Vikhroli	4
25	Vile-Parle (E)	6
26	Vashi	6
27	Turbhe Vashi Extn. Counter	4
28	Y. B. Chavan Extention counter	3
29	Deonagar (Nagpur)	3
30	Dhantoli (Nagpur)	3
31	Dharampeth (Nagpur)	4
32	Ranapratap Nagar (Nagpur)	3
33	Sadar (Nagpur)	3
34	Sitabardi (Nagpur)	3
35	Vanjarinagar (Nagpur)	3
36	Chota Tajbaug (Nagpur)	4
37	Bairamji Town (Nagpur)	3
38	Manewada (Nagpur)	3
39	Dighori (Nagpur)	4
40	Akola	5
41	Amravati	5
42	Aurangabad	5
43	Regional Office Nagpur Branch	4
44	Nagpur RO	10

45	Kolhapur RO	7
46	Nasik RO	7
47	Aurangabad RO	7
48	Pune RO	10
49	Nanded RO	5
	TOTAL	332



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Annexure 3

PRE-QUALIFICATION CRITERIA

Sr. No.	Criteria	Documents to be submitted as a proof	Bidder Compliance (Yes / No)	Page No. of Response where proof is attached
1	The bidder should be a registered company in India under the Indian Companies Act 1956 / Partnership Act and should be in existence for a minimum period of Five years as on the date of RFP.	Proof, such as Registration/Incorporation Certificate is to be submitted.		
2	The bidder should be currently in the business of Supply, Installation & Support of Computer Hardware in India for last five years. i.e. 2020-21, 2021-22, 2022-23, 2023-24 & 2024-25.	a. Copy of Work order / agreement of the projects (ongoing or completed) to be provided as proof. The completion certificate for completed projects may also be furnished, if available.		
3	The Annual Turnover (sales) of IT products of the vendor should be at least Rs.50 Crore per year for last 3 year	Chartered Accountant (CA) certificate and Audited Balance Sheet and Profit and Loss for past three years.		
4	The vendor should have sound financial condition and should be in profit for last three years.	Chartered Accountant (CA) certificate and copies of last three years' profit and Loss statement and balance sheet		
5	MAF from OEM to be Submitted at the time of bidding	MAF letter		
6	Must Have Installed Minimum 200 Desktop and Peripherals IN ONE SINGLE ORDER.	Work order		
7	The vendor should have never been blacklisted / barred / disqualified by any regulator / Statutory Body and the bidder/firm is otherwise not involved in any such incident what so ever, where the job undertaken / performed and conducted has been questioned by any authority, which may lead to legal action.	Self-declaration to that effect should be submitted along with the technical bid. On a later date if self-declaration is found to be void it may entail disqualification		
8	The list of support centers containing Office Address, Telephone Numbers and contact persons etc. shall be submitted			
9	Provide the names of the client banks with proof for the same. We shall consider other customers also but preference and			

	weightage will be given to bank customers			
10	The vendor should be able to commit qualified and experienced personnel for the duration of the Project.			
11	GST Registration Number			
12	IT Returns of last three years			



Annexure 4**TECHNICAL EVALUATION CRITERIA**

Sr. No	Evaluation Criteria	Max Marks	Marks to be awarded	Bidder Compliance (Yes / No)	Page No. of Response where proof is attached
A	Experience	20			
i	Less than 5 Years		10		
ii	For 5 years to 10 years		15		
iii	For more than 10 years		20		
B	Organization related (Average annual turnover (sales) through IT products during last 3 years)	15			
i	Up to Rs. 50 CR.		5		
ii	Rs.51 Cr. to Rs.75Cr.		7		
iii	Rs. 76 Cr to100 Cr.		10		
iv	Above Up to 100 Cr.		15		
C	AMC Services				
i	Hardware (No. of Clients)	15			
i.a	3 to 5		5		
i.b	6 to 10		7		
i.c	11 to 20		10		
i.d	More than 20		15		
D	Customer Feedback 2 marks per client (max 20 marks)	20			
i	Feedback certificates from a client being served for installation of Desktops and Printers		2 marks per client (max 20 marks)		
E	Presence in Maharashtra	10			
i	If service offices not in all district places		5 Marks		
ii	Should have Service offices at all district places		10 Marks		
F	No of Desktop installed to Single Customer	20			
i	200 to 300 desktops		10 marks		
ii	301 to 500 desktops		15 Marks		
iii	501 desktops above		20 Marks		
	Grand Total	100			

Annexure 5**Minimum elements of Hardware Bill of Material (HBOM) as per CERTIN**

Element	Description
Product Name	The common or marketing name of the hardware item.
Product Version	The specific iteration or release number of the product.
Product Details	Key specifications and features that describe the hardware.
Warranty/AMC	Information regarding the product's guarantee and any annual maintenance contract.
Manufacturer Name	The name of the company responsible for producing the hardware.
Manufacturer Location	The geographical address of the product's manufacturer.
Manufacturing Date	The specific date when the product was produced.
Supplier Information	Details about the company that provided or sold the product
Supplier Location	The geographical address of the product's supplier.
Model Number	A specific alphanumeric identifier for a particular product design.
Serial Number	A unique identifier assigned to each individual unit of a product for tracking.
Technical Specification	Detailed technical characteristics and performance parameters of the component (e.g., voltage, frequency, capacity).
Supplier Information	The name and contact details of the company that supplied the component to the manufacturer of the larger product.
Supplier Location	The geographic location (city, country) of the direct supplier of the component.
Technology Node	For integrated circuits, this refers to the semiconductor manufacturing process technology (e.g., 7nm, 14nm), indicating its feature size and generation.
Compliance	Declarations or certifications indicating adherence to relevant industry standards, regulations, or environmental directives (e.g., RoHS, CE).
Power supply	Details about the component's power requirements, such as voltage, current, and wattage.
License Information	Any associated intellectual property licenses or usage terms, particularly relevant for firmware or embedded software within the component.
Test Result	Information about the component's performance during quality assurance or functional testing, indicating its operational status.
Sub- component	This refers to the recursive nature of an HBOM; if a component itself contains further distinct hardware parts, those would also be listed with similar detailed attributes.

**** End of Document ****



सहकारातून समृद्धी

MSC BANK
SCHEDULED BANK