

Request for Proposal (RFP)

For Selection of Vendor for Supply of Computer Hardware, Peripherals

Year 2022-23



RFP Reference No. TO:IT:61:94
Date: 17-09-2022

Important Dates

Issuance of RFP Document by Bank 19th September 2022
Last date of Submission 29th September 2022
Opening of Technical Bid 30th September 2022

Important Clarification

Following terms are used in the document interchangeably to mean:

1. Bank, BOB means “Bank of Baroda”.
2. RFP means this “RFP document”.
3. Recipient, Respondent and Bidder means “Respondent to the RFP document”.
4. OEMs mean “Original Equipment Manufacturers”.
5. Tender means RFP response documents prepared by the bidder and submitted to Bank of Baroda.

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank. In the event of such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses

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Section – I

Bank of Baroda

Bank of Baroda is one of the largest public sector banks in India with a branch network of over 8900+branches in India and 89 branches/offices overseas including branches of our subsidiaries, distributed in 19 countries.

Introduction and Disclaimer

This Request for Proposal document (“RFP document” or “RFP”) has been prepared solely for the purpose of enabling Bank of Baroda (“Bank”) to select a vendor for supply of computer hardware and Peripherals at our branches in **Fiji**.

Bidder as identified by the Bank after completion of the selection process.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful bidder as identified by the Bank after completion of the selection process.

Information Provided

The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank in relation to the provision of services. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.

For Respondent Only

The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) i.e. Government Organization, PSU, limited Company or a partnership firm and no other person or organization.

Confidentiality

The RFP document is confidential and is not to be disclosed, reproduced, transmitted, or made available by the Recipient to any other person. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to Bank. Bank may update or revise the RFP document or any part of it. The Recipient accepts that any such revised or amended document will be subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with Bank or any of its customers or suppliers without the prior written consent of Bank

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions,

liabilities expenses or disbursements incurred therein or incidental thereto) or damage (whether foreseeable or not) ("Losses") suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

Recipient Obligation to Inform Itself

The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.

Evaluation of Offers

Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of organizations, not limited to those selection criteria set out in this RFP document.

The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

Errors and Omissions

Each Recipient should notify the Bank of any error, fault, omission, or discrepancy found in this RFP document but not later than five business days prior to the due date for lodgment of Response to RFP.

Acceptance of Terms

A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document.

Section - II

Existing Setup

Bank of Baroda with network of branches in Fiji.

Requirements

Bank of Baroda desires to select a vendor for supply of computer hardware and Peripherals.

Bidder who is interested in participating in this RFP must fulfill the eligibility criteria mentioned under Section -IV and also in a position to comply the technical specification

Apart from the above the bidder must also agree to all our terms & conditions mentioned under Section – V

Section – III

Project & Objective:

Bank of Baroda desires to select a vendor for supply of computer hardware and peripherals for branches in Fiji.

Scope of work & delivery of service

Bank will award the contract to the Bidder for a period and the Bidder should deliver the service with the following scope

- 1) Bidder should be capable of providing all the equipment's that are specified under the Technical Specifications.
- 2) The system must be capable of upgrading at a later stage as and when required by the Bank.
- 3) Bidder needs to have a co-ordination with the existing software vendor for integrating with present system for the branches to function smoothly.
- 4) Bank desire to procure Computer Hardware & Peripherals for the branches / offices etc.

Section – IV

Eligibility Criteria for Selection of vendor for supply of computer hardware & Peripherals

Criteria	Documentary Evidence
Should be in Core Computer Hardware Business, at least for a period of last three years	A self-certified letter compliance of the Terms conditions,
Vender should have technically qualified engineers who have expertise and certification to support the installations of Computer Hardware and Peripherals.	Self certified letter certifying – having technically qualified engineers
Authorization from OEM as Business Partner	Letter / Certificate from OEM as business partner
Should be able to deliver the Hardware & Peripherals within 2 weeks from the date of purchase order. For late delivery the LD clause would be applicable @1% of the contract value inclusive of all taxes, duties, levies etc., per week or part thereof subject to a maximum of 3%.	A self-certified letter to be Submitted for meeting the delivery schedule and accepting the LD clause along with a copy of the respective OEM's confirming to adhere the delivery schedules.

Please note that any response which does not provide any / all of the above information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard

Section – V

TERMS & CONDITIONS FOR THE SELECTION OF VENDOR TO SUPPLY COMPUTER HARDWARE & PERIPHERALS

GENERAL TERMS

The terms and conditions presented are indicative in nature and not exhaustive. Bidders should note that these conditions and the responses are expected to form the basis of the contract between Bank of Baroda (Bank of Baroda) and the Bidder

Information Provided

The TENDER document contains statements derived from information that is believed to be reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with Bank of Baroda in relation to the provision of services. Neither Bank of Baroda nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied as to the accuracy or completeness of any information or statement given or made in this TENDER document. Neither Bank of Baroda nor any of its employees, agents, contractors, or advisers has carried out or will carry out an independent audit or verification or due diligence exercise in relation to the contents of any part of the TENDER document.

For Respondent Only

The TENDER document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.

Costs Borne by Respondents

All costs and expenses incurred by Recipients / Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by Bank of Baroda, will be borne entirely and exclusively by the Recipient / Respondent.

Errors and Omissions

Each Recipient should notify Bank of Baroda of any error, omission, or discrepancy found in this tender document or seek any clarification on the TENDER document before last date for submission of bids.

Language of Tender

The Tender prepared by the Bidder, as well as all correspondence and documents relating to the Tender exchanged by the Bidder and the Bank and supporting documents and printed literature shall be in English language only.

Formats of Bids

The bidders should use the formats prescribed by the Bank in the TENDER for submitting both technical and commercial bids.

The Bank reserves the right to ascertain information from the banks and other institutions to which the bidders have rendered their services for execution of similar projects

Timeframe

The following is an indicative timeframe for the overall selection process. Bank of Baroda reserves the right to vary this timeframe at its absolute and sole discretion should the need arise. Changes to the timeframe will be relayed to the affected Respondents during the process.

Tender Issuance Date 19th September 2022

Last Date for submission of bids 29th September 2022 by 04.00 PM.

Submission of Tender

The Tender documents should be submitted in duplicate i.e. in Two Sets (Set 1 Marked as – Original Set and Set 2 Marked as – Duplicate Set). Each Set should contain one copy of Technical Bid and one copy of Financial Bid (to be kept in separate sealed envelopes) super scribing as under

“Technical Bid for the selection of Vendor for supply of Computer Hardware & Peripherals”

“Commercial Bid for the selection of Vendor for supply of Computer Hardware, & Peripherals”

Only one model, which meets the specification, needs to be quoted in the tender. If it is found that the bidder quotes more than one model and they have not specified which particular model quoted by them needs to be considered, then the whole tender submitted by the bidder is liable to be rejected. Only one submission of response to tender by each bidder will be permitted. The bidders shall submit the proposals properly filed so that the papers are not loose. All the pages of the proposals including documentary proofs should be numbered as “Page ____ (current page) of ____ (Total pages)” and be signed by authorized signatory (except literatures, datasheets and brochures). The current page number should be a unique running serial number across the entire proposal.

In case of delay or non-delivery of tenders, Bank will not assume any responsibility. Mere response to the tender will not entitle nor confer any right on the Bidders for supply/sale to the bank.

Please note that technical, commercial bid should be submitted in separate envelop.

Compliance to bank's all terms and conditions

Bidder has to submit a letter of undertaking along with the Tender that they will abide by all the terms and conditions stated in our Tender. The OEM / Principal, Hardware Vendor will have the responsibility of the equipment's supplied through the partner and should take the responsibility in case of any sales / service support issue arises at any point of time for which Separate undertaking is to be obtained from the OEM and enclosed with technical tender document. The Bidder should be in a position to supply the Hardware / Peripherals as per the requirement of Bank of Baroda.

The Bank will have the right to decide on the hardware configuration and the quantity thereof to be ordered.

Late Tender submission policy

Bidders are to provide detailed evidence to substantiate the reasons for a late Tender submission. Tenders lodged after the deadline for lodgment of Tenders may be registered by Bank of Baroda and may be considered and evaluated by the evaluation team at the absolute discretion of Bank of Baroda. It should be clearly noted that Bank of Baroda has no obligation to accept or act on any reason for a late submitted response to tender. Bank of Baroda has no liability to any person who lodges a late Tender for any reason whatsoever, including tenders taken to be late only because of another condition of responding.

Validity of Tender:

The Tender will remain valid and open for evaluation according to the terms for a period of at least six (6) months from the date the tender submission date closes.

Request for Information:

Recipients are required to direct all communications related to this tender, including notification of late tender submission, through the Nominated Point of Contact person i.e. The Chief Executive, Bank of Baroda, Fiji Operations, 86-88, Mark Street, Suva, Fiji.

All questions relating to the tender, technical or otherwise must be in writing only to the Nominated Point of Contact.

Bank of Baroda may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Bidder after the tender closes and all such information and material provided must be taken to form part of that tender.

Bidder should invariably provide details of their email address(es) as responses to queries will only be provided to the Bidder via e-mail.

If bank in its absolute discretion deems that the originator of the question will gain an advantage by a response to a question, then bank reserves the right to communicate such response to all Bidders participating the tender.

Bank of Baroda may in its absolute discretion engage in discussion with any Bidder (or simultaneously with more than one Bidder) after the tender closes to improve or clarify any response.

Evaluation of Tender

The Technical Proposal will be evaluated only for those respondents who are fulfilling the eligibility criteria as given under Section IV. The Technical Proposal will be evaluated for technical suitability.

The Bank reserves the right to modify the configuration of Hardware thereof to be ordered.

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted

The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof.

The bank's decision will be final & bank will not entertain any correspondence in this regard.

Validity of Rate Contract

The Rate Contract with selected vendor will be valid up to 31st December 2022 as an approved vendor for supply of Specified Computer Hardware & Peripherals to the Bank.

Notification

Bank of Baroda will notify the Respondents as soon as practicable about the outcome of the TENDER evaluation process, including whether the Respondent's TENDER response has been accepted or rejected. Bank of Baroda is not obliged to provide any reasons for any such acceptance or rejection.

Authorized signatory:

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract.

The selected Bidder shall submit at the time of signing the contract, a certified copy of the extract of the resolution of their Board, authenticated by Company Secretary, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Bidder shall furnish proof of signature identification for above purposes as required by the Bank. The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the bank, with regard to the obligations under the contract

Bank of Baroda reserves the right to:

- 1) Reject any and all responses received in response to the RFP Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery to negotiate any aspect of proposal with any Bidder and negotiate with more than one Bidder at a time
- 2) Extend the time for submission of the tender
- 3) Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality) Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) /others, in any form.
- 4) Cancel the tender at any stage, without assigning any reason whatsoever

Cancellation of contract and compensation:

The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances. The Bank would provide 30 days notice to rectify any breach/ unsatisfactory progress:

- I. The selected Bidder commits a breach of any of the terms and conditions of the tender/contract.
- II. The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- III. The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- IV. If the delivery of hardware delayed by more than two weeks from the due date of delivery / If deductions on account of liquidated Damages exceeds more than 3% of the total contract value.
- V. If the selected Bidder fails to complete the due performance of the contract in accordance with the agreed terms and conditions
- VI. An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.

No Legal Relationship

No binding legal relationship will exist between any of the Recipients / Respondents and Bank of Baroda until execution of a contractual agreement.

Disqualification

Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.

Force Majeure

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

Indemnity

The Bidder shall indemnify, protect and save the Bank against all claims, losses, damages, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trade marks, copyrights etc. by the Bidder. The Bidder shall always remain liable to the bank for any losses suffered by the Bank due to any technical error and negligence or fault on the part of the Bidder and the Bidder also indemnifies the Bank for the same in respect of the hardware supplied by him by executing an instrument to the effect on a Non-Judicial stamp paper that Bank may sustain on account of violation of patent, trademarks etc. by the Bidders.

Confidentiality

The Bidder shall keep confidential any information obtained under the contract and shall not divulge the same to any other person without consent in writing by Bank of Baroda. In case of non-compliance of the confidentiality agreement, the contract is Confidential RFP Document for Selection of Vendor for supply of Computer HW & Peripherals liable to be cancelled by Bank of Baroda. Further, Bank of Baroda shall have right to regulate Bidder staff.

Publicity

The Bidder shall not advertise or publicly announce that he is undertaking work for Bank of Baroda without written consent of Bank of Baroda. In case of non-compliance of this clause the Bidder will be debarred for participating any future tender / contract for a period of three years.

Variation

Bank of Baroda may at any time during the contract require the Bidder to revise the Equipment, Services or Supplies including Completion Date. In an event of such nature, Bank of Baroda will request the Bidder to state in writing the effect such variation will have on the work schedule. The Bidder shall furnish these details, in writing, in two weeks from the receipt of such request.

Applicable Law and Jurisdiction of Court

The Contract with the selected bidder shall be governed in accordance with the Laws of Fiji for the time being enforced and will be subject to the exclusive jurisdiction of Courts at Suva (with the exclusion of all other Courts).

Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, Bank of Baroda and its directors, officers, employees, contractors, agents, and advisers disclaim all liability from any loss claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities expenses or disbursements incurred therein or incidental thereto or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any presumptions/ information (whether oral or written and whether express or implied information, including forecasts, statements, estimates, or projections contained in this tender document or conduct ancillary to it whether or not the losses or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of Bank of Baroda or any of its directors, officers, employees, contractors, agents, or advisers.

For any further clarification you may contact the following person

Pankaj Kumar
Senior Manager (IT)
Bank of Baroda
Phone No. 7734202
Email: it.fiji@bankofbaroda.com

Commercial Terms & Conditions

Submission of commercial quotes

Commercial quote should be submitted as per format of Annexure- C in sealed envelope. Price should be inclusive of all taxes, duties, which will be payable on actual on production of original receipt

Evaluation of Commercial quotes

L1 (Lowest Bidder) will be arrived on the basis of price included 3 years warranty – As mentioned in Annexure C

Place of Order

Our office will place the orders and delivery will be at our Branches / offices in Fiji. Bidder shall make necessary arrangements for processing the purchase orders and delivery.

Transportation and Insurance:

All the costs should include cost, insurance and freight (c.i.f). However, the Bidder has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the Bidder till the acceptance of the equipment's by Bank. The Bidders should also assure that the goods would be replaced with no cost to Bank in case insurance cover is not provided

Pre-shipment Inspections:

Bank of Baroda reserves the right, but not any obligation, to undertake a pre-shipment inspection of the complete central system in a factory test environment. For this purpose, Bank of Baroda's personnel may have to visit the factory site which shall be provided at the Bidder's cost

Delivery:

- Hardware & Peripherals should be delivered within 2 weeks from the date of purchase order.
- Bidder will have to pay liquidated damages (LD) to Bank of Baroda @ 1% of the contract value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 3%. If delay exceeds two weeks from due date of delivery, Bank of Baroda reserves the right to cancel the entire order.
- If LD exceeds the maximum of 3%, Bank may de-list the Bidder from participating any of our banks tender in future for a period of two years.
- Bidder will be responsible for ensuring proper packing, delivery and receipt of the hardware at the site(s). Sealed packs will be opened in the presence of Bank of Baroda officials
- Any component has not been delivered or if delivered is not operational, will be deemed/treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable and payment would be released as per terms only after full delivery and installation.

Installation:

Installation at our office, including unpacking of cartons/ boxes, will be the responsibility of the Bidder. Bidder will have to hand it over to Bank for acceptance testing within two working days

of the Bank from the date of receipt of the system at our office. Bidder will have to pay liquidated damages to Bank @ 1% of the contract value per day or part thereof subject to maximum of 3%, for delay in delivery, if the delay is caused owing to reasons attributable to the Bidder.

Bank reserves the right to shift part or the entire Hardware order setup to new location/s and warranty / AMC will continue to be in force at the new location.

Warranty

The entire hardware equipment will remain under, onsite, comprehensive maintenance warranty for a period of three years. The service support during warranty period shall be for all hardware & Peripherals. Bidder will have to provide a post- installation warranty as per the terms mentioned below:

Hardware & Peripherals

- Comprehensive Warranty for 36 Months from the date of installation or 37 months from the date of the delivery whichever is earlier.
- The service support during warranty period includes for all hardware equipment.
- In event of any equipment is replaced or any defect in respect of any equipment is corrected during the warranty period, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the equipment which is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects
- Bidder has to provide details of single point of contact viz. designation, address, email address, telephone /mobile No. for Hardware and Peripherals supplied to the bank. Escalation matrix for support should also be provided with full details as per annexure E.

Payment Terms

Payment terms will be as follows:

- 50% of the total cost on delivery & successful installation of hardware inclusive VAT
- 50% of total cost after one month of successful installation and satisfactory functioning.
- The Bank will pay invoices within a period of 15 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Bidder within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 15 days from the date the dispute stands resolved.

Maintenance

In case equipment is taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration), so that the work of the Bank is not affected.

The Bidder shall give an undertaking that sufficient quantity of spares will be kept as stock during the warranty period at their office.

ANNEXURE- A

Following documents are to be enclosed, in the same order, while submitting Technical Bid in response to the RFP

Sr. No.	Particulars (Ensure whether the following have been enclosed)	Yes	No	Page No. of your Response
1	Self-Certified letter of unconditional acceptance of all Terms & Conditions			
2	If submitting technical bid as a partner - letter of authorization from the OEM. Not applicable for vendor			
3	If submitting technical bid as a partner - letter from OEM regarding the unconditional acceptance of terms and condition as regards to support for their products during warranty and subsequent AMC period if Partner fails to do so			
4	Documentary proof relates to being in Computer Hardware business at least for a period of last 3 years.			
5	Self-certified letter that branches/offices to log calls for support only with direct support offices.			
6	Documentary evidence of satisfactory completion of Project. (With detail like name of institutions, contact person, Telephone No) and the locations where the similar configurations of Computer Hardware are installed, supplied and supported.			
7	Self-certified letter certifying - having technically qualified engineers, who have expertise to install and support.			
8	Self-certified letter that any technical problem would be resolved within 24 hrs. of call reported (including time for procuring spare parts)			
9	Self-certified letter to be submitted for meeting the delivery schedule and accepting the LD clause along with the copy of the respective OEM's confirming to adhere the delivery schedules.			
10	Escalation Matrix (Annexure E)			
11	Soft copy of Technical Bid on CD along with Original Set Only.			

ANNEXURE- B

Particulars to be provided by the bidder with technical proposal

No	Particulars	Details to be furnished by the bidder	Page No. of your Response to indicated
1	Name of the bidder		
2	Year of establishment and constitution. Certified copy of “Partnership Deed” or “Certificate of Incorporation/commencement of business”, Memorandum of Association, Articles of Association should be submitted as the case may be.		
3	Location of Registered office /Corporate office and address		
4	Mailing address of the bidder		
5	Names and designations of the persons authorized to make commitments to the Bank.		
6	Telephone and fax numbers of contact persons		
7	E-mail addresses of contact persons		
8	Details of: Description of business and business background Service Profile & client profile Domestic & Int’l presence Alliance and joint ventures		
9	Whether the bidder is in to Computer Hardware manufacturing / Supplier business, if yes then mention the period (evidence to be enclosed). Whether the consulting process conforms to ISO standards and if so, furnish details of compliance.		

Declaration:

1. We confirm that we will abide by all the terms and conditions contained in the RFP.
2. We hereby unconditionally accept that Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
3. All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process.
4. We confirm that this response, for the purpose of short-listing, is valid for a period of six months, from the date of expiry of the last date for submission of response to RFP.
5. 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 Bank will have the right to disqualify us in case of any such deviations.

Place: Date:

Seal & Signature of the bidder

Annexure C

Financial Bid / Commercial Bid Format

Sr. Number	Hardware Particulars	Quantity	Unit Price	Total Amount
1.	Type A (Desktop without Monitor) Warranty – 3 Years (Minimum)	13		
Bank reserves its right to increase / decrease the quantities				

NOTE: Detailed configuration for [TYPE A](#) is attached separately

Terms & Conditions:

- All the commercial value should be quoted in FJD.
- The amount quoted is inclusive of all taxes - present & future, duties, levies, etc.
- Bank will deduct applicable TDS, if any, as per the law of the land.
- Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.

Place:

Date:

ANNEXURE – D

Compliance Sheet & Technical specifications

Compliance Certificate (On companies letter Head)

Reference:

Date:

To
The Chief Executive,
Fiji Operations,
Bank of Baroda
86-88, Mark Street,
Suva, Fiji

Dear Sir,
Ref: -

- 1) Having examined the Request for Proposal (RFP) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned offer to provide the end to end services in conformity with the said RFP and in accordance with our proposal and the schedule of Prices indicated in the Price Bid and made part of this bid.
- 2) If our Bid is accepted, we undertake to deliver the equipment within the scheduled time lines.
- 3) We confirm that this offer is valid for three months from the last date for submission of RFP to the BANK (RFP closing date).
- 4) This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
- 5) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in Fiji.
- 6) We agree that the Bank is not bound to accept the lowest or any Bid that the Bank may receive.
- 7) We have not been barred / black-listed by any regulatory / statutory authority and we have the required approval to be appointed as a service provider to provide the services to Bank.
- 8) We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

Seal & Signature of the bidder
Phone No.: Fax:
E-mail: Place: Date:

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ANNEXURE -E

ESCALATION MATRIX

Name of Company :

Delivery Related Issues

Sr. No	Name	Designation	Full Office Address	Phone No	Mobile No	Fax	email address
		First level Contact					
		Second level Contact (If response not recd in 24 Hours)					
		Regional / Zonal Head(If response not recd in 48 Hours)					
		Country Head(If response not recd in One week)					

Service related Issues

Sr. No	Name	Designation	Full Office Address	Phone No	Mobile No	Fax	email address
		First level of Support					
		Second level Contact (If response not recd in 4 Hours)					
		Regional / Zonal Head(If response not recd in 24 Hours)					
		Country Head(If response not recd in 48 Hours)					

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

Signature

Name of representative

Designation

Company

Seal

(Address)

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