

THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.



INFORMATION TECHNOLOGY DEPARTMENT
HEAD OFFICE: The Ahmednagar District Central
Co-op. Bank Ltd., Head Office: Post Box No.42
Station Road, Ahmednagar.
Pin – 414001

REQUEST FOR PROPOSAL (RFP)
FOR

Purchase, Installation and Maintenance of 16 Port Network Switches for branches.

REF NO.: Computer/Tender/2024-25/002

RELEASE DATE: 18/11/2024

PARTICULARS	DEADLINE
Last date of submission of the Technical and Commercial bid	25/11/2024 up to 3:00 PM
Last date for receiving queries through e-mail:	20/11/2024 up to 18:30 PM
Date, Time and Venue for Pre-bid Meeting	22/11/2024 - 11:00 PM The Ahmednagar District Central Co-operative Bank, IT Dept. Mode: Online, through Microsoft Teams
Date of opening of the Technical bid	25/11/2024 at 11:00 AM
Bank email id for RFP related communication	computer@ahmednagardccb.com

**Disclaimer**

The information contained in this RFP document, or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. While effort has been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



Table of Contents

1. Introduction	4
2. Detailed Scope of Work	4
3. Evaluation Procedure	5
4. Instructions to the Bidders	5
6. Functional and Technical Requirements (FTR)	10
7. Commercial Bid format.....	13
9. Late Delivery Charges.....	14
10. Force Majeure	14
11. Arbitration	15
12. Jurisdiction	15
13. SERVICE LEVEL AGREEMENT (SLA):	15
14. Annexure-1 Covering Letter for Eligibility cum Technical Bid and Commercial Bid.....	17
15. Annexure-2 Commercial Bill of Material	18
16. Annexure-3 Manufacturer's Authorization Form	19
17. Annexure – 4 Letter of Conformity with Hardcopy	20
18. ANNEXURE -5 (UNDERTAKING FOR MSME BENEFITS)	21
19. Annexure – 7 Pre-Bid Query Format	22
20. Annexure – 8 Bidder's Information	23



1. Introduction

THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD., (ADCCB) Ahmednagar is a District Co-operative Bank in Western region of Maharashtra. The bank is having 299 branches and Head Office have computerized entire operation using Core Banking Solution. ADCC Bank (herein after called 'the Bank) is inviting proposals from provider for Purchase, Installation and Maintenance of 16 Port Network Switches for branches.

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

2. Detailed Scope of Work

This section provides an inventory of the services required by the Bank. The scope of this RFP covers the delivery, installation and maintenance of the following as given below:

Sr.No	Bid Area	Brief Description
1	16 Port Network Switches	Delivery, installation, and maintenance of required hardware components

- a) Bidder should supply, install, test, and maintain (both under warranty and AMC) the 16 Port Network Switches.
- b) Bidder should provide on-site comprehensive three years warranty for 16 Port Network Switches.
- c) All the parts of items would be covered under comprehensive warranty. If there is any gap between ADCC's requirement and OEM warranty, then it will be the responsibility of Bidder to fill up the gap.
- d) Bidder should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years for 16 Port Network Switches etc. from the date of its supply (i.e. 3 years comprehensive warranty and 2 years AMC with next business day support). Comprehensive annual maintenance contract has to be entered into separately with ADCC for this purpose.
- e) Bidder will generate the configuration/specification report of the 16 Port Network Switches and present the printout of same along with installation report to ADCC for their verification & signatures.
- f) Obtaining of the Road permits, form, other security forms, etc. will be the



sole responsibility of the successful bidder. However, ADCC will sign the necessary forms as purchaser, as per the requirements.

- g) Delivery Time and Place: Bidder should provide all the hardware mentioned in Bid area in above table within 8-10 weeks at Bank's IT Department, Manik Chowk, Ahmednagar/ Wherever requested by Bank.

Note: All the supplied hardware should be Interoperable, IPv6 ready and in compliance with the policies/ guidelines issued by GOI in this regard. Also, the bidder is to quote/ propose only one make/ model against the respective item.

3. Evaluation Procedure

Post eligibility and technical evaluation ADCC bank will open the commercial bids of the eligible bidders and declare the lowest bidder as winner of the bid process. However, bank may negotiate further with lowest bidder. Bank is not bound to accept the lowest bid only. Bank may reject the RFP process any time without any reason to bidders. Bank's decision is final. In case if after evaluation of Bids, bank end-ups with one responsive bid only. In such situation, the bid process shall be considered valid even if there is one responsive Bid, provided that: -

- a. The Bid is technically qualified.
- b. The price quoted by the bidder is assessed to be reasonable.
- c. The Bid is unconditional and complete in all respects.
- d. The bidder is qualified as per the provisions of pre-qualification/ eligibility criteria in the bidding document

4. Instructions to the Bidders

4.1 Two- Bid System Tender

- i. Bidders are required to submit the Eligibility cum Technical Bid and Commercial bid in physical form as per the submission timeline. The Language of Bid should be in English.
- ii. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
- iii. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.

4.2 Submission of Technical Bid :-

- i. The Bidders shall submit the Technical Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing technical



bid shall be marked as **“Technical Bid for Purchase, Installation and Maintenance of 16 Port Network Switches for branches”**.

- ii. All the formats need to be filled in exactly as per the pro -forma given in the Annexures and any deviation is likely to cause rejection of the bid.
- iii. The Bank shall not allow/permit changes in the technical specifications once it is submitted.
- iv. The offer may not be evaluated by the Bank in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
- v. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.
- vi. The Technical Bid must not contain any price information.
- viii. The bidder will also submit copy of the RFP duly stamped and signed on each page by the authorized official of the bidder's company.
- ix. The bidder should submit the required documents with proper index and page number on each page
- x. The Bidder shall prepare two copies of the Technical bid clearly marking each **"Original Technical Bid for “Technical Bid for Purchase, Installation and Maintenance of 16 Port Network Switches”** and **“Technical Bid for Purchase, Installation and Maintenance of 16 Port Network Switches for branches ”**. In the event of any discrepancy between them, the original shall govern. Original copy of bid security should be submitted with the Original Bid.
- xi. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. All pages of the Bid except for un- amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid.
- xii. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- xiii. The Bidders shall seal the original and copy bids separately.
- xiv. In addition to the above marking, each envelope must be super-scribed with the following information:
 - a. RFP Reference Number.
 - b. Name and Address of Bidder.

This will enable the Bank to return the bid unopened in case it is declared unacceptable for any reason whatsoever.
- xv. All the inner and outer envelopes shall be addressed to the Bank at the address given below:



The Chief Executive Officer
THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.
Head Office: Post Box No.42 Station Road,
Ahmednagar
Pin - 414001

xvi. **If any inner envelope is found to contain both technical and commercial bids, then that bid will be rejected summarily.**

4.3 Submission of Commercial Bid:

- i. The Bidders shall submit the Commercial Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing commercial bid shall be marked as "**COMMERCIAL BID FOR Purchase, Installation and Maintenance of 16 Port Network Switches for branches**".
- ii. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
- iii. The envelope must be super-scribed with the following information:
 - a. RFP Reference Number.
 - b. Name and Address of Bidder.

4.4 The bidder should not be allowed for Consortium.

4.5 For any query the bank's email id is as follows:

computer@ahmednagardccb.com

4.6 Cost of Bid - Rs. 5,000/- + Rs. 900/- (GST) = Rs. 5,900/- (Five Thousand Nine Hundred Only) in the form of NEFT only (A/c no. : 017511029000129, IFSC : ICIC00ADCCB / AHDC0000175, A/c Name: - Ahmednagar District Central Cooperative Bank Ltd, Branch:: Head Office). Bidder are requested to submit the UTR/fund transfer details with the technical bid response. If any bid response found without any bid document cost, then the bid will be rejected by the bank.

4.7 Bid Security - Earnest Money Deposit (EMD)

The bidder shall furnish as part of its bid, bid security of INR 20,000/- (Rupees Twenty Thousands Only) in the form of RTGS/NEFT only (A/c no. : 017511029000129, IFSC : ICIC00ADCCB / AHDC0000175, A/c Name: - Ahmednagar District Central Cooperative Bank Ltd, Branch:: Head Office). Bidder are requested to submit the UTR/fund transfer details with the technical bid response. Otherwise the bid response will be rejected by bank).

The bid security submitted by the bidder shall be forfeited if:

- a) The bidder withdraws the bid within the bid validity period; or



- b) The bidder fails to accept the “Letter of Award” within the given stipulated time; or
- c) The bidder violates any of the provisions of the terms and conditions of this bid document.

The cost of Bid and Earnest Money Deposit (EMD) is not applicable for the valid MSME certified organization. The MSME certified organization has to provide valid certificate and Annexure 5 (UNDERTAKING FOR MSME BENEFITS) along with technical bid

4.8 The bid security will be refunded to:

A. The unsuccessful bidder(s), only after acceptance of the “Letter of Award” by the successful bidder and the EMD will be refunded.

4.9 The bidder should have service Centre at Ahmednagar.

4.10 Telex, Cable, Facsimile or E-mail Bids will not be accepted.



5. Eligibility Criteria

Sl. No.	Eligibility Criteria	Supporting Documents
1	Bidder should be a legal entity registered in India, since last 3 (Three) years under Indian Companies Act 1956 or partnership act 1932 or partnership/LLP act 2013.	Certificate of Incorporation/Partnership deed and other Documentary evidence to be attached *Consortium is not allowed.
2	Bidder should have minimum average Annual Turnover of INR 10 Crore in the last three financial years (2021-22,22-23,23-24)	Statutory Auditor Certificate or Certificate from the Company Secretary/Chartered Accountant of the Agency clearly specifying the Annual Turnover for the specified years.
3	The Bidder should not have been blacklisted by any of the Ministry/ Department of Government of India/ State Governments and also neither convicted nor is any criminal case pending against it before any court of competent jurisdiction	Self-declaration by competent authority of the bidder
4	The Agency should have valid GSTIN- (Copy of GSTIN)	(Copy of GSTIN certificate to be submitted)
5	Bidders should have Manufacturer Authorization (MAF) Letter from Original Equipment Manufacturer (OEM) (as per Annexure-3), brochures and data sheets along with the proposal for each quoted product (viz. 16 Port Network Switches)	Need to provide Manufacturer Authorization (MAF) Letter from OEM, brochures, and data sheets along with the proposal for each quoted product (viz. 16 Port Network Switches)
6	The bidder should have prior experience of Supply, Installation of 16 Port Network Switches in at least Three (03) Banks in India in last 3 years	Credentials from clients in form of purchase orders/ contract / credential letters etc. has to be provided. Bidder may provide multiple documentary evidence from multiple clients for each of the component. Credentials from Bank in the name of OEM or other authorized partner will be accepted.
7	The bidder should have prior experience of maintenance of 16 Port Network Switches in at least Three (03) Banks in India in last 3 years	Credentials from clients in form of purchase orders / contract / credential letters etc. has to be provided. Bidder may provide multiple documentary evidence from multiple clients for each of the component.
8	The Bidder or OEM should have its service center at Ahmednagar	Shops and Establishment Certificate, Service Centre address, Phone number to be provided.



6. Functional and Technical Requirements (FTR)

Sr. No.	Particulars	Bidder's Compliance (F/C/N)	Bidder Remarks, if any
General Features			
1	The switch should support a minimum of 16 nos. 1G Ethernet Ports		
2	The switch should support a minimum of 2 SFP Uplinks		
3	The switch should support a total of atleast 18 Ports		
Performance and Scalability			
4	The switch should have atleast packet forwarding rate(64 byte layer3 packets) of 30Mpps		
5	The switch should support Full-duplex Switching bandwidth of atleast 15 Gbps		
6	The switch should support 64-Byte Packet Forwarding Rate of atleast 30Mpps		
7	The switch should have atleast 64 MB of Flash memory		
9	The switch should have atleast 128 MB of DRAM		
10	The switch should support 64 VLANs		
11	The switch should support 4096 VLAN IDs		
12	The switch should support Jumbo frames of 9216 bytes		
13	The switch should support Maximum transmission unit (MTU) of 9198 bytes		
14	The switch should support 8000 Unicast MAC addresses		
Dimension			
15	The Switch should not be more than 1RU and should be mountable in Rack		
16	The switch should support Operating temperature up to 5000 ft (1500 m) 0° to 45°C" as per the state climate condition		
Power Supply			
17	The switch should support an auto-ranging power supply with input voltages between 100 and 240V AC		
Standards			
18	The switch should support IEEE 802.1D Spanning Tree Protocol		
19	The switch should support IEEE 802.1p		
20	The switch should support IEEE 802.1Q Trunking		
21	The switch should support IEEE 802.1s Multiple Spanning Tree (MSTP)		
22	The switch should support IEEE 802.1w Rapid Spanning Tree (RSTP)		
23	The switch should support IEEE 802.1x		
24	The switch should support IEEE 802.1ab (LLDP)		
25	The switch should support IEEE 802.3ad Link Aggregation Control Protocol (LACP)		
26	The switch should support IEEE 802.3ah (100BASE-X single/multimode fiber only)		
27	The switch should support IEEE 802.3x full duplex on 10BASE-T, 100BASE-TX, and 1000BASE-T ports		
28	The switch should support IEEE 802.3 10BASE-T specification		



29	The switch should support IEEE 802.3u 100BASE-TX specification		
30	The switch should support IEEE 802.3ab 1000BASE-T specification		
31	The switch should support IEEE 802.3z 1000BASE-X specification		
32	The switch should support RMON I and II standards		
33	The switch should support SNMP v1, v2c, and v3		
Layer-2 Features			
34	The switch should support Automatic Negotiation of Trunking Protocol, to help minimize the configuration & errors		
35	The switch should support IEEE 802.1Q VLAN encapsulation		
36	The switch should support Centralized VLAN Management. VLANs created on the Core Switches should be propagated automatically		
37	The switch should support Spanning-tree PortFast and PortFast guard for fast convergence		
38	The switch should support Uplink Fast & Backbone Fast technologies to help ensure quick failover recovery, enhancing overall network stability and reliability		
39	The switch should support Spanning-tree root guard to prevent other edge switches becoming the root bridge.		
40	The switch should support IGMP filtering		
41	The switch should support discovery of the neighboring device of the same vendor giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.		
42	The switch should support Per-port broadcast storm control to prevent faulty end stations from degrading overall systems performance		
43	The switch should support Per-port multicast storm control to prevent faulty end stations from degrading overall systems performance		
44	The switch should support Per-port unicast storm control to prevent faulty end stations from degrading overall systems performance		
45	The switch should support Voice VLAN to simplify IP telephony installations by keeping voice traffic on a separate VLAN		
46	The switch should support Auto-negotiation on all ports to automatically selects half- or full-duplex transmission mode to optimize bandwidth		
47	The switch should support Automatic media-dependent interface crossover (MDIX) to automatically adjusts transmit and receive pairs if an incorrect cable type (crossover or straight-through) is installed.		
48	The switch should support functionalities to allow for unidirectional links caused by incorrect fiber-optic wiring or port faults to be detected and disabled on fiber-optic interfaces		
49	The switch should support Local Proxy Address Resolution Protocol (ARP) working in conjunction with Private VLAN Edge to minimize broadcasts and maximize available bandwidth.		
50	The switch should support IGMP v1, v2 Snooping		
51	The switch should support IGMP v3 Snooping		
52	The switch should support IGMP v1, v2 Filtering		
53	The switch should support IGMP Snooping Timer		
54	The switch should support IGMP Throttling		



55	The switch should support IGMP Querier		
56	The switch should support Configurable IGMP Leave Timer		
Smart Operations			
57	The switch should support configuration of the Software image and switch configuration without user intervention		
58	The switch should support automatic configuration as devices connect to the switch port		
59	The switch should support diagnostic commands to debug issues		
60	The switch should support system health checks within the switch		
61	The switch should support Online Diagnostics		
Quality of Service (QoS) & Control			
62	The switch should support 4 egress queues per port to enable differentiated management		
63	The switch should support scheduling techniques for Qos		
64	The switch should support Weighted tail drop (WTD) to provide congestion avoidance		
65	The switch should support Standard 802.1p CoS field classification		
66	The switch should support Differentiated services code point (DSCP) field classification		
67	The switch should support Control- and Data-plane QoS ACLs		
68	The switch should support Strict priority queuing mechanisms		
69	The switch should support Rate Limiting function to guarantee bandwidth		
70	The switch should support rate limiting based on source and destination IP address		
71	The switch should support rate limiting based on source and destination MAC address		
72	The switch should support rate limiting based on Layer 4 TCP and UDP information		
73	The switch should support availability of up to 256 aggregate or individual polices per port.		
Management			
75	The switch should support Command Line Interface (CLI) support for configuration & troubleshooting purposes.		
76	The switch should support four RMON groups (history, statistics, alarms, and events) for enhanced traffic management, monitoring, and analysis		
77	The switch should support Layer 2 trace route or equivalent feature to ease troubleshooting by identifying the physical path that a packet takes from source to destination		
78	The switch should support Trivial File Transfer Protocol (TFTP) to reduce the cost of administering software upgrades by downloading from a centralized location.		
79	The switch should support SNMP v1, v2c, and v3 of-band management.		
80	The switch should support Telnet interface support for comprehensive in-band management of-band management.		
81	The switch should support CLI-based management console to provide detailed out-of-band management.		



82	The switch should support SNMPv1, SNMPv2c, and SNMPv3		
Network security features			
83	The switch should support IEEE 802.1x to allow dynamic, port-based security, providing user authentication.		
84	The switch should support Port-based ACLs for Layer 2 interfaces to allow application of security policies on individual switch ports.		
85	The switch should support SSHv2 and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.		
86	The switch should support TACACS+/RADIUS authentication enable centralized control of the switch and restrict unauthorized users from altering the configuration.		
87	The switch should support MAC address notification to allow administrators to be notified of users added to or removed from the network.		
88	The switch should support Port security to secure the access to an access or trunk port based on MAC address.		
89	The switch should support Multilevel security on console access to prevent unauthorized users from altering the switch configuration.		
90	The switch should support Private VLAN		
IPv6 Features			
91	The switch should be on the approved list of IPv6 Ready Logo phase II - Host or in the process of getting the certification.		
92	The switch should support IPv6 MLDv1 & v2 Snooping		
93	The switch should support IPv6 Host support for IPv6 Addressing		
94	The switch should support IPv6 Host support for IPv6 Option processing		
95	The switch should support IPv6 Host support for IPv6 Fragmentation		
96	The switch should support IPv6 Host support for IPv6 ICMPv6		
97	The switch should support IPv6 Host support for IPv6 TCP/UDP over IPv6		
98	The switch should support IPv6 Host support for IPv6 Ping		
99	The switch should support IPv6 Host support for IPv6 Traceroute		
100	The switch should support IPv6 Host support for IPv6 VTY		
101	The switch should support IPv6 Host support for IPv6 SSH		
102	The switch should support IPv6 Host support for IPv6 TFTP,		
103	The switch should support IPv6 Host support for IPv6 SNMP for IPv6 objects		
104	The switch should support SCP/SSH over IPv6		
105	The switch should support NTPv4 over IPv6 or SNTP		

Note: The above list are not exhaustive. If there is a change in requirements and identified and finalized at the time of procurement and then the same will be implemented during implementation stage.

7. Commercial Bid format



The L1 bidder shall be evaluated on the base of the Composite rate of above items.

Terms:

1. The quoted price is valid for next 180 days.
2. Taxes are extra at actuals
3. If any changes in taxes during the project tenure the same will be borne by the bank.

8. Payment Terms and Schedule

- 1) Payment schedule - Payments to the successful bidder shall be made on target milestones (including specified project deliverables) as mentioned below: -
 - i. Hardware cost:
 - a. 50% after successful delivery of Hardware and confirmation from Bank
 - b. 40% after successful installation of Hardware and confirmation from Bank
 - c. 10% after completion of warranty period from the date of delivery and installation of Hardware and confirmation from Bank
 - ii. AMC for Hardware management solution:
 - a. Yearly AMC, value will be paid Half Yearly in advance and SLA will be imposed in next invoice and service credit for last AMC invoice.
- 2) The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
- 3) The price would be inclusive of all applicable taxes under the Indian law like customs duty, excise duty, import taxes, freight, forwarding, insurance for transit and till installation, delivery, etc. but exclusive of only applicable GST which shall be paid / reimbursed on actual basis on production of bills.

9. Late Delivery Charges

Charges will be levied on late delivery of hardware items mentioned in the scope of work as Rs.1000/- per week after delivery timeframe.

10. Force Majeure

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of ADCC Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the Bidder shall promptly notify ADCC Bank in writing of such condition and the cause thereof within fifteen calendar days. Unless otherwise directed by ADCC Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is



reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

11. Arbitration

The Bidder and ADCC Bank shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- a. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- b. The matter will be referred for negotiation between Authorized Official of ADCC Bank and the Authorized Official of the Bidder. The matter shall then be resolved between them, and the agreed course of action documented within a further period of 15 days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Ahmednagar and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

The arbitrators shall hold their sittings at Ahmednagar. The arbitration proceedings shall be conducted in English language. Subject to the above, the courts of law at Ahmednagar alone shall have the jurisdiction in respect of all matters connected with the Contract/Agreement even though other Courts in India may also have similar jurisdictions. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

12. Jurisdiction

Arbitration proceedings shall be held in Ahmednagar, India.

13. SERVICE LEVEL AGREEMENT (SLA):

This Schedule describes the service levels that have been established for the Services offered by the Bidder to the Bank. The Bidder shall monitor and maintain the stated service levels to provide quality customer service to Bank.



Penalties due to Delay in Delivery, Installation, & Maintenance

- Delivery, installation & commissioning of all equipment should be within 10 weeks from date of placing of order.
- Post-delivery if any defected device does not replace within 5 working days then penalty amount will be Rs.1000/- (In words One Thousand Rs. Only).
- Exceptions on enforcing the SLA and other penalty clauses will be made only in case of Force Majeure situations or in exceptional circumstances at the discretion of Bank.
- Penalty amount will be adjusted from Resource cost/Service credit/AMC.

Sr. No	Service Matrix Parameters	Matrix	Deduction
1	Resolution time for raised complaint/ issues	Address to complaints/ issues within 2 hrs.	No penalty
2		Resolution of complaints/ issues related to Hardware after 48 hrs.	Rs. 500/- per day for each equipment not in working condition from the date of lodging the Complaint.
3		Resolution of complaints/ issues after 7days (168 hrs.)	Device is to be replaced or stand by arrangement is to be made.



14. Annexure-1 Covering Letter for Eligibility cum Technical Bid and Commercial Bid

To,

The Chief Executive Officer
THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.
Head Office: Post Box No.42 Station Road,
Ahmednagar,
Pin – 414001

Having examined the RFP (RFP Computer/Tender/2024-25/002 dated 18.11.2024) including all annexure, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to deliver services in conformity with the said RFP and in accordance with our proposal and total cost indicated in the Commercial Bid and made part of this bid.

We undertake, if our bid is accepted, to deliver services and complete the project in accordance with the scheduled timelines.

We agree to abide by this bid for the period of 180 days from the date fixed for Technical bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with the bank’s written acceptance thereof and bank’s notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the contract, we will strictly observe the laws against fraud and corruption in force in India namely “Prevention of Corruption Act 1988”.

We understand that the bank is not bound to accept the lowest or any bid the bank may receive. Place:

Dated: this day of 2024.

.....
..... (Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of



15. Annexure-2 Commercial Bid Form

SI No	Item	Unit Price	Qty	Total Cost Price (INR)	Year 1 (AMC)	Year 2 (AMC)	Year 3 (AMC)	Year 4 (AMC)	Year 5 (AMC)	Total (INR)
1	16 Port Network Switch (Including Installation Cost)		200							
Total Cost										

Note:

- The unit price should be including delivery and installation cost
- Taxes extra at actual
- Total cost of ownership for the 5 years
- 3 years comprehensive warranty and 4th and 5th year AMC.



16. Annexure-3 Manufacturer's Authorization Form

Note: This authorization letter shall be printed on the letterhead of all the original equipment manufacturer (OEM) and shall be signed by a competent person having the power of attorney to bind the manufacturer.

To,

The Chief Executive Officer
THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.
Head Office: Post Box No.42 Station Road,
Ahmednagar,
Pin – 414001

Dear Sir,

Sub: RFP no. Computer/Tender/2024-25/002 **dated 18.11.2024**

We who are established and reputable manufacturers/ producers of _____ having factories/ development facilities at (address of factory/ facility) do hereby authorize M/s _____ (name and address of the bidder) to submit a bid, and sign the contract with you against the above bid invitation.

We hereby extend our full guarantee and warranty for the solution, products and services offered by the above firm against this bid invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the products manufactured or distributed by the bidder:

- Such products as ADCC may opt to purchase from the bidder, provided, that this option shall not relieve the bidder of any warranty obligations under the contract; and
- In the event of termination of production of such products:
- Advance notification to ADCC of the pending termination, with sufficient time to permit ADCC to procure needed requirements; and
- Following such termination, furnishing at no cost to ADCC, the blueprints, design documents, operations manuals, standards, source codes and specifications of the products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items by ourselves or through alternate & acceptable service provider.

Place:

Date:

Seal and signature of the OEM



17. Annexure – 4 Letter of Conformity with Hardcopy

Ref: RFP no. Computer/Tender/2024-25/002 **dated 18.11.2024**

Date:

To,

The Chief Executive Officer,

THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.

Head Office: Post Box No.42 Station Road,

Ahmednagar,

Pin – 414001

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, The Ahmednagar District Central Co-operative Bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full or in accordance with the deviations in “Terms & Conditions” accepted by the bank.

We, hereby acknowledge and confirm, having accepted that the Bank can at its absolute discretion, apply whatever criteria is deemed appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of bidders.

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.

We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Place:

Date:

SEAL

(Authorized Signatory)



18. ANNEXURE -5 (UNDERTAKING FOR MSME BENEFITS)

(To be submitted on the letter head of the bidder)

To,

The Chief Executive Officer

THE AHMEDNAGAR DISTRICT CENTRAL CO-OPERATIVE BANK LTD.

Head Office: Post Box No.42 Station Road,

Ahmednagar,

Pin – 414001

SUB: MSME Benefits for RFP Ref. No – Computer/Tender/2024-25/002 dated 18.11.2024

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. RFP no. Computer/Tender/2024-25/002 **dated 18.11.2024** floated **for Purchase, Installation and Maintenance of 16 Port Network Switches for branches.**

We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

a) Exception to MSEs from payment of EMD/Bid Security

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

Place:

Dated: this day of 2024.

.....
..... (Signature) (In the Capacity of)

Duly authorized to sign bid for and on behalf of

Encl.: MSME Certificate



19. Annexure – 7 Pre-Bid Query Format

Note: Bidder's request for Clarification - to be submitted minimum of two days before pre-bid meeting

If, bidder, desiring to respond to RFP for Purchase, Installation and Maintenance of 16 Port Network Switches for branches and Buy Back of old Inventory, requires any clarifications on the points mentioned in the RFP, it may communicate with The Ahmednagar District Central Co-operative Bank using the following format (in an Microsoft excel (xls/xlsx) format). All questions should be received as per the last date mentioned in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, the bank may at its discretion, may or may not answer all queries in the Pre-bid meeting.

Section Number	Page Number	Point Number	Original Clause	Query

**20. Annexure – 8 Bidder's Information**

Name of the Bidder	
Constitution & Year of Establishment	
Registered Office/Corporate office Address	
Mailing Address	
Name and designations of the persons authorized to make commitments to the Bank	
Telephone Fax e-mail	
Gross annual turnover of the bidder. (Amount in INR Crore) 2021-22: 2022-23: 2023-24:	