



## QUOTATION DOCUMENT

for

**Supply, Installation & Commissioning of Enterprise Desktops,**

**Enterprise Laptop**

**Microsoft Licenses & Anti-Virus Software**

At

**The Calicut Co-operative Urban Bank Ltd.**



Document No. CCUB/Edp/Quotation-03 /2021-22 Dated: 25<sup>TH</sup> December, 2021

ISSUED BY

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### **01.Bid Information Sheet**

<b>Document Description</b>	Quotation Document for “Supply & installation of Nodes, Laptop, Microsoft Licenses & Anti Virus Software at Calicut Co- operative Urban Bank Ltd.
<b>Quotation Document No.&amp; Date</b>	CCUB/Edp/Quotation-3/2021-22 Dt. 25-12-2021
<b>Last date &amp; Time of Submission of Response to Quotation Document</b>	05-01-2022 (14:00 Hrs)
<b>Technical Bid Opening</b>	05-01-2022 (15:00 Hrs)
<b>Declaration of bidders qualified for opening commercial bid</b>	To be declared later
<b>Validity of Quotation</b>	90 (Ninety) days from the date of opening of Quotation
<b>Cost of Quotation Document</b>	Free-(Download from bank’s web site or request on email)
<b>Processing Fee</b>	Nil
<b>Bid Security/EMD</b>	Nil
<b>Name, Designation, Address and other details (For Submission of Response to Quotation Document)</b>	General Manager, The Calicut Cooperative Urban Bank Ltd. Head Office, Kallai Road, Chalappuram P.O., Kozhikode – 673002. Tel. No. 495 – 2307200 & 20307225
<b><u>Important Note:</u></b> Prospective Bidders are requested to remain updated for any notices / amendments / clarifications etc. to the Quotation Document through phone and Email. So you are requested to provide the mobile number & Email ID in front of bid cover.	

## **2. Introduction**

### **2.1. Objective:**

- 2.1.1.** The Calicut Co-operative Urban Bank Ltd. (hereinafter called “CCUB”) is a Reserve Bank licensed urban bank with 106 year of banking experience. The Bank has started Computerization in 1998 onwards.
- 2.1.2.** To improve the bank’s IT infrastructure, CCUB plans to Upgrade Nodes, and Secure Bank.
- 2.1.3.** We want to upgrade our Nodes and Software to update IT infrastructure of CCUB.

## **3. Bid Information and Instructions to Bidders**

### **3.1. Obtaining Quotation Document.**

- 3.1.1.** The Quotation Document can be downloaded free of cost from the website of CCUB, [www.calicuturbanbank.com](http://www.calicuturbanbank.com) from the date mentioned in the Bid Information Sheet.
- 3.1.2.** Prospective Bidders interested to participate in the bidding process are required to submit their Project proposals in response to this Quotation Document.
- 3.1.3.** The bids submitted without any of the required documents shall not be considered for evaluation process.

### **3.2. Bid Submission date and Bid Opening date**

- 3.2.1.** The bidding methodology adopted for this Project shall be Single Stage Two envelop system i.e. The Bidders shall submit their Project proposal (**Technical** in separate sealed envelopes) in line with this Quotation Document. The last date for submission of bid is as mentioned in the Bid Information Sheet. No bids shall be accepted after the date and time mentioned above.
- 3.2.2.** Techno-Commercial bids shall be opened on the same day as mentioned in the Bid Information Sheet.

### **3.3. Minimum Eligibility Criteria**

#### **3.3.1. General Eligibility:**

- i. The bidder must have completed not less than 5 years of experience/ operation in the field of supply & Service in installation and support of Data Center & Supply of Servers, Nodes, Firewalls, Antivirus, Switches, etc.

- ii. The bidder should be OEM or authorized Dealers/ Channel partners/ Distributors of reputed brand having authorization for sales and after sales support for the item(s) quoted. (enclose OEM certificate/letter specific for this Quotation).
- iii. The bidder must have an in-house team of engineers who have experience in installation of Servers, Nodes, Firewalls, Microsoft Products, Anti-Virus, etc.
- iv. The bidder, who are participating Group A must have an office in Kozhikode District with sufficient resident engineers to provide the client support.

### **3.3.2. Financial Capability.**

- i. Turn over should be minimum 3 Crore for either FY 2020-21 or average of three financial years FY 2018-19, 2019-20 and 2020-21. In case the audited annual accounts for the year 2020-21 are not available with the bidder, turnover shall be considered for the FY 2019-20 or average of three financial years FY 2017-18, 2018-19 and 2019-20.

### **3.3.3. Experience:**

- i. The bidder should have successfully executed at least Three similar nature installations/supply. Also, the bidder shall have expertise in documentation of installed products.

### ***3.4. Documents to be signed and submitted by Bidders***

- i. The bid shall be signed by the individual legally authorized to enter into commitments on their behalf. Only one submission of response to Quotation Document by each bidder will be permitted.
- ii. The documents required under the Quotation conditions for submission along with the Quotation are listed below. The bidder/s are advised to examine the various conditions and submit necessary documents accordingly. In case of non-submission of any of the desired information,

the bid may be considered non-responsive and are liable to be rejected outright.

**3.4.1. Basic documents:**

- i. Letter of authorization in favor of the person to sign this Quotation and represent his/her company for this contract.
- ii. Duly signed and stamped Quotation Document (amendments if any) by the Authorized signatory

**3.4.2. Documents in Support of Eligibility:**

- i. Copy of VAT/Sales Tax/GST registration certificate, and PAN.
- ii. Self-attested copies of supply order and their respective completion certificates issued by clients for similar orders.
- iii. Certificate by Statutory Auditor / Practicing Chartered Accountant of the Bidding Company in support of turnover along with audited copies of annual accounts for all the FYs in support of financial capability.
- iv. A copy of Authorization letters issued by each different OEM of proposed items in Technical Bid to Authorized Distributors/ Partners/ Dealers to participate in the bid and for support to after sale service specific to Quotation. Non-submission of these certificates will result rejection of submitted bid.
- v. A Self attested document to prove the experience of your staff (with certifications details) in data center installation and support.

Note:

- a. Compliance with the minimum eligibility criteria mentioned above should be indicated item-wise in a separate sheet with the page number of the supporting document (in the following format).

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Compliance (Yes/No)</b>	<b>Reference of Enclosed Proof</b>
01.	Copy of GST Registration Certificate		(page nos.)
02.	Copies of PAN No		
03.	Copies of supply order submitted		
04.	Copy of Authorization Letter		
05.	Copy of Audited balance Sheet(s)		
06.	Acceptance of terms and conditions on conditions		

- b. CCUB reserves the right to verify/confirm all original documentary evidence submitted by the bidder in support of above-mentioned clauses of eligibility criteria.

### ***3.5. Validity of the Response to Quotation Document***

The Bidder shall submit the response to Quotation Document which shall remain valid up to ninety (90) days from the date of opening of Quotation (“Bid Validity”). CCUB reserves the right to reject any response to Quotation Document which does not meet the aforementioned validity requirement. CCUB may solicit the bidders’ consent to an extension of the validity period of the bid. The request and the response shall be made in writing.

### **3.6. Selection of successful Bidder**

After bid opening, Technical bids submitted by those Bidders shall be evaluated by CCUB on the basis of Minimum Eligibility Criteria stipulated in clause 3.3.

### ***3.7. Structuring of Bid Selection Process:***

Two envelop system has been envisaged under this Quotation Document i.e. Bidders have to submit both Technical bid and financial bid together in response to this Quotation Document in separate sealed envelopes. Technical. In the first stage, Technical bids shall be evaluated as per Minimum Eligibility Criteria and acceptability of technical specification for Nodes, Laptops, Antivirus Software, Microsoft Licenses separately. In the second stage, financial bids submitted by the short-listed Bidders on which lowest will be considered as successful bidder.

### ***3.8. Financial Bid***

- 3.8.1.** The prices quoted in the financial bid should be without any conditions.
- 3.8.2.** The price bid must be filled in completely, without any error, erasures or alterations.
- 3.8.3.** The prices should be mentioned in Indian Rupees only in clearly readable format without any overwriting.
- 3.8.4.** The Financial bid shall be on a fixed price basis and, no price variation on any account shall be considered.

- 3.8.5.** Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, “subject to confirmation before sales”, etc. will be treated as being at variance and shall be liable for rejection.
- 3.8.6.** The envelop consisting of Financial Offer shall be marked as “Financial Bid”
- 3.8.7.** Prices quoted shall be for the entire period of Contract.
- 3.8.8.** It is the responsibility of the Bidder to clearly identify all costs associated with any item or series of items in this Quotation Document and submit the total cost in the financial bid.
- 3.8.9.** In the financial bid, prices of each item must be given individually- cost of item, amount of tax and tax inclusive price, incidental charges and customization charges if any.
- 3.8.10.** The bidder shall ensure that there is no discrepancy in the rates mentioned in figures and words. In case of any discrepancy, the small rate mentioned in the bid shall be taken as final and binding.
- 3.8.11.** In the event of arithmetic calculation mistake, the individual price in words shall be considered for calculation.
- 3.8.12.** The bidder must fill and submit the rates as per instructions given above. If the bidder does not quote a price/rate for any item in the Form of Bid, his Quotation may be summarily rejected.

### ***3.9. Non-Transferable Bid***

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect. The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract.

### ***3.10. Deviations***

The bidder should clearly read and understand all the terms and conditions, specifications, etc. mentioned in the original Quotation documents. Bidders are advised not to make any corrections, additions or alterations in the original Quotation documents. If this condition is not complied with, Quotation is liable to be rejected.



**3.11. *Deadline for submission of bid***

The bid duly filled must be received by CCUB at the address specified, not later than the date and time mentioned in the “Bid Information Sheet”. Bid received later than the deadline prescribed for submission of Quotation by CCUB will be rejected.

**3.12. *Withdrawal of bid***

No Quotation can be withdrawn after submission and during Quotation validity period. Submission of a Quotation by a bidder implies that he had read all the Quotation documents including amendments if any, visited the site and has made himself aware of the scope and specifications of the job to be done, local conditions and other factors having any bearing on the required job.

**3.13. *Sealing and marking of bids***

All completed Quotation documents shall be sealed in an envelope superscribed with the name of the Bidder, the Quotation Document Number and the name of package “Supply & Installation of Servers and Other Devices” or specify Item Names, as indicated in “Bid Information Sheet”. In addition to the above, the envelope shall also contain the name, address and phone no. of the bidder.

**3.14. *Opening of the bid***

Bids will be opened at the address mentioned in “Bid Information Sheet” in presence of bidders or authorized representatives of bidders who wish to attend the opening of Quotations. CCUB reserves the right to open the bid/s even if only one bid is received.

Bidders or their authorized representatives who are present shall sign in register for evidence of their attendance.

**3.15. *Clarification of the bid***

To assist the examination, evaluation and comparison of the Quotations, CCUB may at their discretion ask the bidders for any clarifications as considered essential. All such correspondence shall be in writing and no change in price or substance of the Quotation shall be either sought or

permitted. Above clarification and their response shall form part of the Quotation and shall be binding on the bidder.

**3.16. Examination of the bids**

CCUB shall determine whether each bid is of acceptable quality, is generally complete and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive bid is one that confirms to all the terms, conditions and specifications of the bidding documents without material deviations, objections, conditionally or reservation. If a bid is not substantially responsive, it shall be rejected by the CCUB. In case of Quotations containing any conditions or deviations or reservations about contents of Quotation document, CCUB may ask for withdrawal of such conditions/deviations/reservations. If the bidder does not withdraw such conditions/deviations/ reservations, the Quotation shall be treated as non-responsive. CCUB's decision regarding responsiveness or non-responsiveness of a Quotation shall be final and binding.

**3.17. Canvassing**

No bidder is permitted to canvass to CCUB on any matter relating to this Quotation. Any bidder found doing so may be disqualified and his bid may be rejected.

**3.18. Right to accept any bid or reject all bids**

CCUB reserves the right to accept, split, divide, negotiate, cancel or reject any bid or to annul and reject all bids at any time prior to the award of the contract without incurring any liability to the affected bidders or any obligation to inform affected bidder, the grounds of such action. If the bidder, as individual or as a partner of partnership firm, expires after the submission of his bid but before award of services, the CCUB shall deem such bid as invalid.

**3.19. Award of Contract**

CCUB shall issue Purchase Order in duplicate to the successful bidder in writing. Duly signed and stamped duplicate copy of the letter has to be returned by the selected bidder within a week of receipt of letter as token of

acknowledgment. Issuance of PO against an offer made shall constitute a legal and binding contract between CCUB and the selected bidder.

**3.20. Method of Submission**

The response to Quotation Document is to be in the following manner: -

**3.20.1. “Covering Envelope”** – Super scribed as **“Covering Envelope containing bids”** at the top of the Envelope; and **“Name & Address of the Bidder”** on the left hand side bottom;

It should be addressed to CCUB and shall contain:

- i. Covering Letter.
- ii. Technical Quotation
- iii. Commercial Quotation

**3.20.2.** The technical bid must be as - Super scribed as **“Technical Proposal in response to Quotation Document 03/2021-22** (Mention the Quotation Document No)” at the top of the Envelope; and **“Name & Address of the Bidder”** on the left-hand side bottom;

**3.20.3. “Financial Envelope”** - Super scribe as **“Financial Bid in response to Quotation Document 03/2021-22** (Mention the Quotation Document No)” at the top of the Envelope; and **“Name & Address of the Bidder”** on the left-hand side bottom;

It shall be sealed and shall contain:

- i. Quotation Document 03/2021-22
- ii. (Covering letter of Financial Proposal  
Financial Envelope for .....<<item name>>.....” - Super scribed as **“Financial Bid for .....<<item name>>.....** in response Mention the Quotation Document No)” at the top of the Envelope. It shall be sealed and shall contain Financial Bid for Nodes, Laptops, Antivirus software and Microsoft Licenses.

Important Note: The Bidders shall not deviate from the naming and the numbering formats mentioned above, in any manner.

**3.21. *Right of CCUB to reject a Bid***

CCUB reserves the right to reject any or all of the responses to Quotation Document or cancel the Quotation Document without assigning any reasons whatsoever and without any liability.

**3.22. *Cancellation of Contract***

The CCUB reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the CCUB on the following circumstances:

**3.22.1.** The bidder has made misleading or false representations in the forms, statements, and attachments submitted in proof of the eligibility requirements.

**3.22.2.** The selected bidder commits a breach of any of the terms and conditions of the bid/contract.

**3.22.3.** The bidder goes into liquidation voluntarily or otherwise during the execution of contract.

**3.22.4.** The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.

**3.22.5.** After the award of the contract, if the ‘selected bidder’ does not perform satisfactorily or delays execution of the contract, the CCUB 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 bidder’ is bound to make good the additional expenditure, which the CCUB may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is canceled.

**3.23. *Important notes and instructions to Bidders***

**3.23.1.** Wherever information has been sought in specified formats, the Bidders shall fill in the details as per the prescribed formats and shall refrain from any deviations and referring to any other document for providing any information required in the prescribed format.

- 3.23.2.** If the Bidder conceals any material information or makes a wrong statement or misrepresents facts or makes a misleading statement in its response to Quotation Document, in any manner whatsoever, CCUB reserves the right to reject such response to Quotation Document and/or cancel the PO., if issued. Bidder shall be solely responsible for disqualification based on their declaration in the submission of response to Quotation Document.
- 3.23.3.** CCUB reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.
- 3.23.4.** Response submitted by the Bidder shall become the property of the CCUB and the CCUB shall have no obligation to return the same to the Bidder.
- 3.23.5.** Bidders may carefully note that they are liable to be disqualified at any time during bidding process in case any of the information furnished by them is found to be not true. The decision of CCUB in this respect shall be final and binding.
- 3.23.6.** The bidder must obtain for itself on its own responsibility and its own cost all the information including risks, contingencies & other circumstances in execution of the installation and commissioning. It shall also carefully read and understand all its obligations & liabilities given in Quotation documents.
- 3.23.7.** CCUB may at its discretion extend the deadline for submission of the bids at any time before the time of submission of the bids.
- 3.23.8.** Bidders shall mention the name of the contact person and complete address of the Bidder in the covering letter.
- 3.23.9.** Response to Quotation Document that are incomplete, which do not substantially meet the requirements prescribed in this Quotation Document, will be liable for rejection by CCUB.
- 3.23.10.** Bidders delaying in submission of additional information or clarifications sought will be liable for rejection.
- 3.23.11.** Non-submission and/or submission of incomplete data/ information required under the provisions of Quotation Document shall not be construed as waiver on the part of CCUB of the obligation of the Bidder to furnish the said data/information unless the waiver is in writing.

- 3.23.12.** CCUB reserves the right to delete/Modify the items from the schedule of requirements specified in the Quotation. CCUB also reserves the right to alter the quantity and specifications.
- 3.23.13.** CCUB reserves the right to make any changes in the terms and conditions of the Quotation.
- 3.23.14.** CCUB shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.
- 3.23.15.** CCUB will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.
- 3.23.16.** The bidder shall not make any addition or alteration in the Quotation documents. The requisite details should be filled in by the bidder wherever required in the documents. Incomplete Quotation or Quotation not submitted as per instructions is liable to be rejected.
- 3.23.17.** Bidders can bid for either Any Group (Group A or Group B) Separately or both together.
- 3.23.18.** Items with higher specifications than those are mentioned in the specification section of this document will not attract any leniency for prices.

#### **4. SPECIFICATION DETAILS & QUANTITY**

##### **Group A**

The Hardware Item listed in **Group A** Shall be under 5 year Manufacturer's Warranty. The bidder shall be responsible to provide the support for the whole 5 years and they shall prepare and provide the documents of items provided, the specification, configurations made in each items. They also must be ready to provide the service in bank's existing infrastructures like servers, Cisco routers, manageable Switches, etc. In these periods the bidder shall attend all calls and do the necessary support required for bank, and update and maintain all security patches, supports required for the devises supplied and existing with bank.

The Microsoft Licenses listed in **Group A** are optional. So the items, counts, specifications will by vary depending to the price quoted.

#### **4.1. Specification & Quantity**

##### **A. On Buy Back of 52 Nodes**

Sl. No.	Specification details	Nos.
01.	Acer Veriton M200 Intel Dual Core 3.06 GHz, Intel G41 Series, 2 GB DDR3 RAM, 320 GB SATA HDD, DVD RW, 4 USB, Acer 15.6" TFT Monitor Ubuntu Pre loaded	8
02.	Dell Optiplex 390 Dual Core Desktop Intel 2nd Gen dual core G850 Processor with 2.80 GHz, Intel H61 Chipset Mother board, Integrated Gigabit Ethernet, USB Keyboard, Optical USB Mouse dated 03.05.2013	21
03.	Acer Veriton M200 H61 Enterprise Desktop with Ubuntu Linux Pre loaded dated 16-05-2014	14
04.	Acer Veriton M200 H61 Enterprise Desktop with Windows 8 Professional OEM Pre loaded – dated 20-05-2014	9
<b>Grand Total</b>		<b>52</b>

**B. Commercial Enterprise Desktops & Laptops Total– 52 Nos**

Sl. No.	Item	Specification details	Nos.
01.	Make Model Processor Chipset Memory SSD Monitor/Display Graphics Keyboard Mouse Ports OS Supports Operating System Certifications Other Ports Network Warranty	<b>Lenovo / HP/ Dell</b> Enterprise Business Desktop Intel Pentium 10 <sup>th</sup> Generation Dual Core Processor or Higher Intel Chipset OEM Mother board 8 GB – DDR4 –Expandable to 32 GB (Minimum 2 DIMM Slots) (1 x 8 GB) 256 GB PCIe NVMe Solid State Drive 18.5" or Higher LED Backlight Display TCO 6.00 Certified ( Same make as PC) Intel HD Graphics 104 keys USB Keyboard (Same make as PC) USB Optical Mouse with 2 Button + Scroll (Same make as PC) 6 USB Ports (2 x 3.0 in front, 2 x 3.0 + 2 x 2.0 in Rear) Microsoft Windows and Linux OS Win 10/11 Professional (Price may be quoted separately) ISO 9001, ISO 14001, Energy Star, RoHS, EPEAT, etc 1 Mic., 1 headphone, 1 Display Port 10/100/1000 Mbps Ethernet Onboard 5 Year Onsite Manufacturer Warranty includes Monitor, Keyboard & Mouse and warranty should visible on OEM website	<b>46</b>
02.	Make Model	<b>Lenovo / HP/ Dell</b> Enterprise Business Laptop	<b>02</b>

	Processor	Intel Pentium 10 <sup>th</sup> Generation Core i5 Processor or Higher (Minimum 6 MB Cache, up to 4.2 GHz)	
	Chipset	Intel Chipset based OEM Mother board	
	Memory	16 GB – DDR4 –Expandable to 32 GB ( min 2 DIMM Slots)	
	SSD	512 MB PCIe NVMe Class 35 Solid State Drive or Higher	
	Wireless	Intel Wireless Card 802.11ac + Bluetooth 4.1, Dual Band 2.4&5 GHz	
	Monitor/Display	14/15.6-inch IPS FHD (1920 x 1080) AntiGlare LED-Backlit Display	
	Graphics	Intel HD Graphics	
	OS Supports	Microsoft Windows and Linux OS	
	Operating System	Win 10/11 Professional (Price may be quoted separately)	
	Certifications	Certification Windows OS Certification BEE/Energy Star Compliance RoHS certified	
	Ports	4 usb ports minimum (USB 3.1 Gen 1 Type-A, USB 2.0 or USB Type C) AC Power Jack, 1 HDMI 1 RJ45 - 10/100/1000Mbps GbE 1 Headphone/Mic	
	Security	TPM 2.0	
	Warranty	5 Year Onsite Manufacturer Warranty including Laptop, Charger, Keyboard & Mouse. And the warranty should be visible on OEM Website	
03	Make	<b>Lenovo / HP/ Dell</b>	<b>04</b>
	Model	Enterprise Business Laptop	
	Processor	Intel Pentium 10 <sup>th</sup> Generation Core i3 Processor or Higher (Minimum 6 MB Cache, up to 4.2 GHz)	
	Chipset	Intel Chipset based Mother board	
	Memory	8 GB – DDR4 –Expandable to 32 GB (min 2 DIMM Slots)	
	SSD	256 GB PCIe NVMe Class 35 Solid State Drive or Higher	
	Wireless	Intel Wireless Card 802.11ac + Bluetooth 4.1, Dual Band 2.4&5 GHz	
	Monitor/Display	14/15.6-inch IPS FHD (1920 x 1080) AntiGlare LED-Backlit Display	
	Graphics	Intel HD Graphics	
	OS Supports	Microsoft Windows and Linux OS	
	Operating System	Win 10/11 Professional (Price may be quoted separately)	
	Certifications	Certification Windows OS Certification BEE/Energy Star Compliance RoHS certified	
	Ports	4 USB Port Minimum (USB 3.1 Gen 1 Type-A, USB 2.0 or USB Type C) AC Power Jack, 1 HDMI 1 RJ45 - 10/100/1000Mbps GbE 1 Headphone/Mic	
	Security	TPM 2.0	



Warranty	5 Year Onsite Manufacturer Warranty including Laptop, Charger, Keyboard & Mouse. And the warranty should be visible on OEM Website	
<b>Grand Total</b>		<b>52</b>

### C. Microsoft License Purchases

Sl. No.	Buy Back/Upgradation	New Requirement	Nos.
01.	Nil	Windows 10/11 Professional Operating System Paper License	52
02.	Nil	Windows 10/11 Professional Operating System OEM License	43
03.	Windows 8 Professional Operating System OEM License	Windows 10/11 Professional Operating System OEM License	9
04.	Nil	Windows Server Client License	29
05.	Nil	Windows SQL Client License	32
06.	Microsoft Office 2007 Standard Paper License	Microsoft Office 2019 Standard Paper License	20
07.	Nil	Microsoft Office 2019 Standard Paper License	14
08.	Nil	Microsoft Office 365 Business Standard (Excel & Word for Desktop (Annual Subscription))	14
09.	Microsoft SQL 2008 R2 Enterprise Server	Microsoft SQL 2019 Std. Server	02
10.	Microsoft Windows 2008 Enterprise Server	Microsoft Windows 2019 Server Std	02
11.	Microsoft Windows 2008 Server Std	Microsoft Windows 2019 Server Std	01
12.	Windows 8 Professional Operating System OEM License	Windows 10/11 Enterprise E3 (MWP)	9

### Group B

#### 4.2. Anti- Virus Software License – 3 Year

**Anti- Virus Software should have the following specifications as given below:-**

The Antivirus should have a single key to activate the Licenses in systems which includes few Windows based Servers, Desktop and Laptops located on Multiple LANs, Standalone systems with different operating system.

**Enhanced Protection**

1. The Antivirus solution should provide enhanced antivirus protection for desktops, laptops & servers of all the attacks originating from places inside/outside of the network due to virus and/or other malicious programming code and should give appropriate warning messages
2. Anti-Virus Software must have the capability to clean, Quarantine or delete Viruses and should be able to detect new classes of viruses by normal virus definition update mechanisms
3. The Antivirus Solution technology should include a behavioral based technology apart from providing the signatures for vulnerability add heuristic based approach. It should be able to score both good and bad behaviors of unknown applications, enhancing detection and reducing false positives without the need to create rule-based configurations to provide protection from unseen threats i.e. zero-day threats.

### **Centralized Management and Graphical Reporting**

4. Should be capable of being managed via a centralized console, should be capable of deploying Antivirus on all desktop and servers attached to the network centrally and should provide reports such as AV Coverage, Virus Definition update reports, actions performed etc.
5. The Antivirus solution must provide a mechanism for developing and deploying policy to each system node with respect to scheduling scan jobs, real-time scan settings, signature distribution, alerting and analysis etc.
6. Antivirus should provide centralized event logging to locate and cure virus problems.
7. Administrator should be able to initiate virus sweeps remotely in case of an outbreak.
8. Antivirus solution should have a Single, Configurable Installation with centralized configuration & policy management & should have a Common Distribution mechanism via combination of push & pull Technology for better BW management
9. Antivirus should be capable of pushing client installation, distribute new and update anti-virus software, virus definitions and policies automatically to clients and servers from a centralized location and it should It should also support manual installation of client via network share.
10. Automatic update of Antivirus Server from Vendor Site & client should get update from the local Server & If updating from the Primary Server fails for any reason (such as the user being off the network) an attempt should be made to contact the Secondary Server (i.e Vendor site)

### **Active Directory Support**

11. Antivirus solution should support integration with Active directory for directory structure of computers for better management & should have logical group based on IP addresses (Subnets) & VLANs,
12. Should support scanning of Active Directory Database and also must scan compressed file formats like\ZIP, ARJ GZIP, BZ2, JAR, RAR, LHZ, TAR Microsoft compressed tile etc.

## **Scans and antivirus**

13. The Antivirus solution must automatically scan external devices (Floppy disks, Compact disks, USB devices and Network shares in real-time when accessed) as soon as they are attached to PC, Server, Laptop etc.
14. Should allow the user/administrator to initiate a scan on the memory as well as the HDD
15. Should have the ability to exclude specific files and directories from the on Demand Scanning
16. Should allow the user to define processes/files as high risk or low risk and thereby assign a scan policy on them
17. Solution should have File antivirus with following technologies
  - a) Signature based analyses
  - b) Heuristic based analyses
  - c) iSwift & ichecker based scanning
18. Should allow the user/administrator to run at specific times or at scheduled intervals and update at the end points from central Server.
19. Solution should provide Web antivirus features which should analyze site address and block access to dangerous sites & Scan the object downloaded over HTTP
20. Should have the ability to include on demand or scheduled in-memory process scanning for viruses, worms and Trojans. Memory Scanning should use viral signatures instead of file names
21. Should protect from the threats that e-mail message may contain & Messages should be intercepted at the protocol level and by embedding into the most popular mail clients.
22. Should protect from the threats that e-mail message may contain & Messages should be intercepted at the protocol level and by embedding into the most popular mail clients.
23. Should provide scanning capabilities for POP3, SMTP, NNTP and IMAP mail traffic, protecting email communications from one of the most common channels of mal ware attack
24. Should allow the On Demand Scanner to recognize the last scanned file and resume scanning from that file if an "On demand Scan" is interrupted
25. Solution should provide IM antivirus features which should protect from the threats that IM attachment may contain & and it should support the following Instant messaging applications: ICQ,MSN,AIM,MAIL.RU AGENT & IRC Spyware, adware and dialer detection
26. The proposed solution should be capable of detecting and removing unwanted programs in real time malicious software including viruses, worms, Trojan horses, spyware, Adware, Dialers, Joke programs, Remote administration tools, Password crackers, User defined programs and RootKit.
27. Should have the ability to detect and remove unwanted joke programs, toolbars, adware, spyware, dialers etc

## **Post detection action**

28. Post detection antiviral performs following action Alert / Notify, Clean, Delete / Remove, Move / Quarantine, Prompt for Action
29. The administrator should have the option of excluding specific programs that are detected as part of this detection. The exclusion can be set based on file-names or categories
30. Antivirus should provide a feature for the rollback of malware actions during disinfection( Roll back means rolling back the changes made to the file system (creating, relocating, renaming files) and registry keys

### **Supported Platforms**

31. The Antivirus solution Should Support Multi -Platform operating system(Windows , Mac, Linux ) and the same should be managed from a single Centralized Management console

### **Support for Feature/Compatibility**

Anti-Virus Software should also support the following features:-

32. Group Policy Settings Features.
33. Device control management facility for devices like USB storage CD drive, Card Reader, Wifi, Bluetooth, webcam, printer sharing etc.
34. Client Management features like removing and adding client in a server.
35. It should support conversion to and from virtual environments like VMware, Microsoft Hyper & Microsoft Virtual Server
36. Solution should provide Mobile device security & Mobile device Management (MDM) feature & it should support Active Directory, Microsoft Exchange
37. Solution should provide management visibility and security for mobile endpoints - without the complexity of a separate solution.
38. 35. Solution should provide Antimalware feature for Mobile devices and should use the power of the cloud to provide rapid protection against new and emerging threats.
39. Solution should provide Multi-level defense technologies for mobile devices (E.g. Anti-spam technology to filter out unwanted calls and text messages) it should also have Safe Browser feature for iOS devices to protect against phishing websites.
40. Solution should have feature to Enforce encryption on each user's mobile device and should offer a convenient way to enforce the use of the encryption technologies that are resident within the mobile device - so we can easily ensure that all data on the device is encrypted or just encrypt all of the corporate data that's held within a special container on the user's device.
41. Solution should support Bring Your Own Device (BYOD) initiatives and should include containerization features - to help ensure corporate data and personal data are held in separate containers on the user's device.
42. Solution should have special Anti-theft features that should help to minimize the risk of security breaches that can result from a lost or stolen device.

43. Solution should have Remote Lock, Find and Wipe features (E.g. Administrator can remotely lock a mobile device, find the device's approximate location he can also choose to wipe corporate data from the device and return the device to its original factory settings.
44. 41. Solution should have a Mobile device management (MDM) feature with extensive mobile device management functionality - to give administrator easy and rapid control over all mobile security functions.
45. Vendor Should have 24x7 anti-malware laboratory analysis centers to provide proactive rapid protection against known and unknown threats

## **5. OTHER DETAILS**

### **5.1. Warranty Period**

This contract will **include supply, installation, testing and commissioning** of Desktops, Laptops for 5 years on-site comprehensive warranty, and for Anti-Virus Software 3 Years of support, License and support as per **OEM from date of installation**. The bidder wants to produce the documentary proof the item quoted. Also after the installation the bidder shall submit an installation certificate for the commencement of warranty.

### **5.2. AMC Rate**

The bidder shall submit AMC rate for each items. The AMC rate must be calculated on the cost of the item without taxes, all installation charges and other service charges for commissioning the item.

### **5.3. Service response time and mode of service**

For complaints not requiring spare parts, the system will be made operational within one working day or two calendar days, whichever is earlier, from the day of complaint is registered.

### **5.4. Delivery & Installation**

**5.4.1.** The delivery and installation period of the supplies shall be provided with the purchase order issued by CCUB. In case bidder fails to supply or installation within the accepted period, liquidated damages at the rate of 1% of contract value of the order, for per week of delay subject to maximum of 10% of the order value will be levied.

**5.4.2.** The Delivery place will be communicated by bank to the supplier in time. CCUB have the right to transport any of the items from one branch to another, the supplier required to be provided the support & service at any branch of CCUB.

## **5.5. Payment Terms**

- 5.5.1.** Bank will not allow any Advance Amount for the purchases
- 5.5.2.** 80% of the price of supplied items shall be paid by the bank on delivery of material in good conditions along with Certificate of receipt.
- 5.5.3.** Balance 20% will be released within 15 days from date of successful installation, testing & commissioning. The supplier shall provide the signed copy of certificate of installation from our branches.
- 5.5.4.** Payment will be released only on submission of Invoice/Bills with Warranty/License Certifications duly completed in all respect.

## **6. OTHER CONDITIONS.**

- 6.1.1.** If any failure of hard disks occurs the vendor shall take the necessary action to ensure prevention of the data loss through the hard disk or any other peripherals.
- 6.1.2.** Any deduction by CCUB on the amount of bill due to any pending issue related to the bill period will be paid after receipt of written confirmation by the contractor that the pending issue has been satisfactory attended to. If the pending issue is not resolved till the subsequent bill is submitted, the same shall not be entertained and adjustments made from further payments of the contractor for which he will be responsible.
- 6.1.3.** The contractor shall be liable for any breach, non-performance or delay in carrying out any obligation contained in the contract. In case a job is not attended within one week of reporting, it may be carried out through some other source at the risk and cost of the contractor, after issue of one written warning.
- 6.1.4.** All the items must be installed, tested and commissioned as per guidelines of the OEMs. Bank should not be held responsible for any type of on-site accidents during installation, testing and commissioning of the project.

## **7. Letter of Acceptance**

Every bidder shall submit the attached statement in their letter head, with the Technical bid document submitted by them.

**ACCEPTANCE OF CCUB'S QUOTATION CONDITIONS**

1. Quotation document for supply of Computers, Peripherals and Microsoft License has been received from CCUB, directly / website. I/We hereby unconditionally accept the terms and conditions mentioned in the tender document.
2. I/We herewith submitting the Quotation documents as requested by CCUB.
3. Upon selection as the supplier we hereby undertake the responsibility of supply of the items as per the specifications and conditions mentioned in the tender document

Signature with Seal of bidder

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