



ఆంధ్ర ప్రగతి గ్రామీణ బ్యాంక్ ఆంధ్ర ప్రగతి గ్రామీణ బ్యాంక్
ANDHRA PRAGATHI GRAMEENA BANK
 (Sponsored by Canara Bank)

ఆంధ్ర ప్రగతి గ్రామీణ బ్యాంక్

COMMITTED TO RURAL DEVELOPMENT

Department of Information Technology, Head Office, Kadapa 516003, AP

e-mail: hodit_hw@apgb.in

Phone: 08562-244018

Sub: Limited Tender Enquiry/RFP for Supply, Installation, Commissioning and Maintenance of SERVER for 6 years (comprehensive onsite warranty of Three (3) years and Three (3) years AMC).

Tender Reference Number and Date	Limited RFP 294/HO:DIT/Server/2023 Dated: 06.12.2023
Last Date for submission of Financial Bid document	18/12/2023 before 17:00 hours
Date of opening Financial Bid	18/12/2023 at 17:30 hours

Since this is a limited tender enquiry/RFP, only empanelled vendors with APGB are eligible to participate in this tender process.

Please note:

The above mentioned dates are tentative and the Bidder acknowledges that he cannot hold Bank responsible for any revision in these dates. The bids will be opened in the presence of bidders who choose to be present at the time of opening of bids.

Issued by:

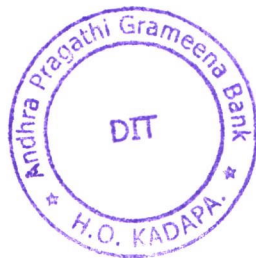
General Manager
 Department of Information Technology
 HEAD OFFICE, 2nd Floor,
 ANDHRA PRAGATHI GRAMEENA BANK
 Beside **Mariyapuram** Church
 Akkayapalle, Kadapa – 516 003
 YSR Kadapa Dist, AP

Contact Numbers:

Tel: 7382132810

Fax: 08562-259017

e-mail_ID: hodit_hw@apgb.in



Limited RFP 294/HO: DIT/Servers/2023

To,
All the Empaneled vendors

Dear Sir,

Sub: Requirement of Server for Head Office.

The Bank is a Regional Rural Bank having network of 551 Branches, 9 Regional Offices in Anantapuramu, Annamaiah, Bapatla, YSR Kadapa, Kurnool, Nandyal, SPSR Nellore, Prakasam, Sri Satya Sai and Tirupathi districts of Andhra Pradesh and Head Office in Kadapa, AP. Bank needs Servers for its Head Office. We request you to submit your financial bid for supply of Premium Brand “Server” as per the details furnished in this document. The terms and conditions, format for financial bid for supply of ‘Server’ is enclosed.

- Supply, installation, commissioning and maintenance of Server as per the specification listed in Annexure-I at Head office located in Kadapa-Andhra Pradesh.
- The bidder is required to provide 3 years comprehensive onsite warranty for Server supplied by the bidder and further provide 3 years comprehensive onsite AMC (AMC at Banks discretion).

1. BRIEF DESCRIPTION OF THE REQUIREMENTS WITH 3 YEARS WARRANTY AND 3 YEARS AMC AFTER WARRANTY PERIOD.

S. No.	Description	Qty.
1.	Server for Ticket Management Solution	1 No.

2. Technical Specification of the item to be procured : As per Annexure-I
3. Scope of work : As per Annexure –II
4. Timelines for Delivery/Installation/Implementation:

The Server should be delivered/installed within 3-4 weeks from the date of acceptance of Purchase Order at Head Office, as mentioned in the purchase order.

5. WARRANTY & AMC: 3 Years Comprehensive warranty and 3 years AMC post warranty Period.

6. Payment Terms:

Within in 30 days, Hundred (100)% of the Contract Price of the Goods along with applicable GST, shall be paid on delivery of goods and installation upon submission of the following documents after deducting applicable taxes:

- Bidder's Original Invoice (with certified Xerox copy), showing Contract No, Goods description, quantity, unit price, total amount, Serial Nos. of the Equipment/s, GSTIN/HSN/SAC etc.
- Original Delivery Note signed by Consignee or Acknowledgement of receipt of goods from the Consignee with the name of the Official who has received the Goods, designation and mobile number.



Limited RFP 294/HO: DIT/Servers/2023

- Manufacturer's/ Bidder's Warranty Certificate.
- Installation Note signed by Bank Officers with the name of the Official, designation, stamp of branch/office and mobile number.
- Delivery of Server OS license
- Submission of PBG for an amount of 10% of the contract value (as per BoM). Format will be shared to the selected bidder.

7. Bill of Material/Financial bid format: As per Annexure-III

8. Mode of submission of Bid: Through courier/Registered Post/Direct submission.

9. Other Terms and Conditions: As per Annexure-IV

Note: The authorized person should sign on all the pages of the Annexures- I to IV with company seal affixed on it and submit the same in closed envelop cover.

Yours faithfully,



(R. Giri)
General Manager
Department of Information Technology



Annexure-I

Technical Specifications of Servers for Ticket Management Solution[Note: These details should be on the letter head of Bidder and should be signed by an Authorized Signatory]

SUB: Limited Tender Enquiry/RFP for Supply, Installation and Maintenance of Server

If the Bidder feels that certain features offered are superior to what has been specified by Bank, it shall be highlighted separately. Information regarding any modification required in proposed solution to meet the intent of the specifications and state-of-the-art technology be provided. However, the Bank reserves the right to adopt the modifications / sup features suggested/offered.

The selected bidder shall own the responsibility to demonstrate that the services offered as per the specification/performance stipulated in this Limited RFP and as committed by the bidder either at site or in bidder's work site without any extra cost to the Bank.

Technical Specification for Server:

Component	Particulars
Brand	HP/ DELL
CPU	Intel Xeon Silver 4313 2.4G, 16C/32T,10.4GT/s, 24M cache, Turbo HT(135W) DDR4-2666 or Higher
CHIPSET	Server class mother board with original Intel chipset.
RAM	32 GB (16GBx2) or Higher, RDIMM,3200MT/s, Dual Rank or Higher
HDD	1TB x2=2 TB SSD 10K RPM Drive (on RAID 1);
LAN CARD	2 Nos. SERVER Gigabit (100/1000 Mbps Ethernet Cards on board
EXPANSION SLOTS & PORTS	Min 2 Nos. of SERVER I /SERVER i.e., slots, Min 6 DIMM Slots i. Min 1 Serial, 2xRJ45 Ethernet, 4 USB ports, 1 VGA port and Display Port or HDMI 2.0 or above
MONITOR	21.5" LED Monitor or Higher (TCO 05 certified)
OTHER PERIPHERALS	TVS Mechanical 104 key board, Optical scroll mouse with pad.
POWER SUPPLY	80 (±2) efficiency Server grade and dual redundant power supply.
Server Certification	Certified for Microsoft Windows.
Licensed OS	Microsoft Windows Server 2022 Standard (64 bit) service pack-1 or Higher
Life of system	Specify the EOL in years.
Mother Board	OEM logo should be embossed on the mother board (Sticker is not acceptable). System should be able to support OS-64 bit.
Security	TPM 2.0 Security Chip (discrete/integrated/firmware)
Other Technical Requirements	OS installation/re-installation should be done by the successful bidder in case of any error/ correction/ corruption in OS without any extra cost to the bank. Bank will inform the partition at the time of placing Purchase Order.

Date:
Place:

Authorized signatory
Name:
Designation:
Company seal:



ANNEXURE-II**Compliance to Scope of Work**
Scope of Work

(Should be submitted on Company's letter head with company seal and signature of the authorized person)

SUB: Supply, Installation and Maintenance of Server in Andhra Pragathi Grameena Bank for 6 years (comprehensive onsite warranty of Three (3) years and Three (3) years AMC) in Limited Tender Enquiry/RFP

Sl. No.	Broad Scope of Work	Compliance (Yes/No)
1.	The selected bidder should maintain the system during onsite warranty period of 3 (Three) years and 3 (Three) years AMC period (if contracted). During the contract period, the selected bidder is bound to do all hardware spares replacement without extra cost to Bank covering all parts & labor from the date of acceptance of the systems by Andhra Pragathi Grameena Bank at the respective locations i.e. On-Site Comprehensive Warranty.	
2.	The selected bidder shall deliver server as per technical specifications at Head Office on receipt of the Purchase Order from the Bank.	
3.	The selected bidder will be the single point of contact to the Bank.	
4.	The configuration as per the technical and other specifications of the server must be functional and installed from the day one.	
5.	Hardware and Software installation and configuration for the entire set up to be handled by the qualified/experienced personnel only.	
6.	During installation if the bank requires any new Software/OS/Utility in the server, vendor has to install the same without any cost where the licenses of the software are with the Bank.	
7.	All necessary cables and other accessories required for successful installation of the hardware items as per the Scope of Work to be supplied by the selected bidder and the cost of the same to be added along with the respective Hardware items.	
8.	The selected bidder shall provide all other required equipment's and services if any, whether or not explicitly mentioned in this Limited RFP, to ensure the successful installation and functioning of the Hardware Items ordered.	
9.	All the items (Hardware & Software) of Server would be covered under Comprehensive Warranty & AMC except plastic parts & consumables. If there is any gap between Bank's requirement and OEM Warranty/AMC then it will be the responsibility of the selected bidder to fill up the gap.	
10.	<u>Project Completion and Management</u> i. Project implementation team should be conversant with local rules and conditions to resolve the issues, if any.	
11.	In case hard disk of the server is to be replaced, Bank will degauss the Hard Disk. Only degaussed hard Disk will be returned to the successful Bidder after installation of new Hard Disk and required installation (including OS & Software).	



Dated: 06.12.2023

Limited RFP 294/HO: DIT/Servers/2023

12.	The following activity also to be completed by the Bidder while installation of the server:- a. Installation of MS Office b. Installation of Antivirus.	
13.	The Bidder's scope of work as per the conditions of RFP and technical specifications shall be to supply & Installation of ordered Equipment, transportation, transit insurance, local delivery, storage and installation insurance up to acceptance by the Bank and also includes documentation, warranty, annual maintenance(if contracted).	
14.	The Bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered Hardware Items.	
15.	The Bidder shall provide all other required equipment and services if any, whether or not explicitly mentioned in this RFP, to ensure the successful installation and functioning of the Hardware Items ordered.	

We comply with all above points without any deviations. We understand that non-compliance to any or all the points mentioned in Scope of Work may lead to disqualification from Limited RFP under technical evaluation.

Date:
Place:

Authorized signatory
Name:
Designation:
Company seal:



Annexure-IIIFinancial bid/Bill of material

(To be submitted in Company's letter head by all the bidders)

Date:

To
 The General Manager
 Andhra Pragathi Grameena Bank,
 Head Office, II Floor,
 Department of Information Technology,
 Beside Mariyapuram Church, Akkayapalle,
 KADAPA-516 003
 YSR Kadapa Dist, AP

Dear Sir,

SUB: Limited Tender Enquiry/RFP for Supply, Installation, Commissioning and Maintenance of Server with 3 years warranty and 3 years AMC period for Head Office.

Ref. No. Limited RFP XX/HO: DIT/Server/2023, Dated: 04.12.2023

Price details of the Server

S. No	Description	Ticket Management Solution server
1	Model	
2	Base price per machine	
3	Tax	
4	4 th Year AMC (Incl. of GST)	
5	5 th Year AMC (Incl. of GST)	
6	6 th Year AMC (Incl. of GST)	
7	Additional cost if any	
Total (2+3+4+5+6+7) Incl. of GST		

Rs. (in words): _____

Undertakings:

- Financial bid is submitted on letter head and is signed by an authorized signatory with name and seal of the company.
- We confirm that we have gone through the Limited RFP clauses, subsequent amendments if any.
- We are agreeable to the payment schedule as per payment terms of the Limited RFP.
- The L1 bidder will be informed through mail immediately after opening of the financial bid.

Date:
Place:

Authorized signatory
Name:
Designation:
Company seal:



Annexure-IVOther terms and conditions**1. Delivery and Installation:**

The Equipment has to be delivered and installed at the destination as per the locations mentioned in the Purchase Order. The machinery as per configuration mentioned in the format of technical specification shall be delivered and installed **within 3-4 weeks from the date of acceptance of Purchase Order** at the addresses, as mentioned in the purchase order.

The Supplier is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware/batteries and connecting to power supplies. The Supplier will test all operations and accomplish all adjustments necessary for successful and continuous operation of the Hardware / Peripherals at Head Office.

The installation will be deemed as incomplete if any component of Server is not delivered or delivered but not installed and/or nor made operational or found not acceptable to the Bank The installation will be accepted only after commissioning of server and satisfactory working for a minimum period of 7 days.

- i. During the installation the bidder shall check physical availability of items as per the packing list. If any of the items are not delivered/not as per the specification/ are damaged etc., the bidder or their engineer/s at the site shall take immediate steps and ensure all the items are delivered so that the installation is not hampered. The vendor shall have to arrange for all testing equipment and tools required for installation, maintenance, and also arrange the vehicle for transport at no additional cost to the Bank.
- ii. In case damage of the property owned / leased by the Bank during Server delivery and installation which is attributable to the bidder, bidder has to replace the damaged property at his own cost.
- iii. **The bidder shall ensure compatibility of the hardware, software and other equipment that they supply with the hardware and software systems being used in the bank.**
- iv. If server is becoming out of order for technical reasons for more than three times in a month and for two consecutive months, the Bank may ask the bidder to replace the server and bidder should replace the server with another new one at no additional cost to the Bank.
- v. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- vi. The bidder shall provide replacement equipment if any equipment is taken out of the premises for repairs.
- vii. In case the supply is not according to the order or if the components, if any, are found to be varying from the order in any respect, the Vendor will undertake to replace at no extra cost to the Bank, during the period of use or after the warranty also.
- viii. The offered model should be provided for POC.
The Bank reserves the right for inspection of 'Server before delivery.



2. WARRANTY & AMC:

- The Supplier warrants that the Goods supplied under the Contract are new, unused and shall have no defect arising from design, materials or workmanship.
- The Products supplied by the bidder shall carry minimum 36 months Comprehensive on-site warranty covering total equipment from the date of installation. The bidder shall provide 36 months onsite comprehensive AMC post warranty period. Warranty and AMC terms & conditions shall cover the total equipment, including spare replacements etc., procured from the bidder, with maintenance (Minimum 9 AM to 6 PM support during weekdays) by FAX, email, telephone and onsite support, if any.
- Warranty of the server starts from the date of installation
- The Vendor must warrant all equipment, spare parts etc. against any manufacturing defects during the warranty & AMC period.
- During the warranty & AMC period, the vendor shall maintain the Servers and repair/replace at the installed site, at no charge to the Bank, all defective components that are brought to the Vendor's notice.
- In the case of authorized/ channel partners, Warranty shall also include the cost for the back to back arrangement with OEM for maintenance of spares, providing support services, if any required.
- This warranty shall remain valid for a minimum period of 36 (Thirty-Six) months after the goods, or any portion thereof as the case may be, have been delivered to, accepted and installed at the final destination indicated in the Contract.
- During Warranty and AMC period all parts of "Server" are to be covered.
- Third party warranty certificate/s should be provided to the Bank. However, the responsibility of comprehensive Warranty period lies primarily with the Server only.
- The Bidder will provide a Single point of contact with whom the bank will coordinate for the Warranty & AMC. The bank may log a call with the bidder by phone, fax, email or any other manner the bank desires.
- The Bank at its discretion may award the AMC contract to the selected bidder/supplier, bank is free to choose any vendor other than selected bidder/supplier.

3. Payment Terms:

All payments will be released from our office within 30 days of claim on submission of all relevant documents. The payments will be released through NEFT/ RTGS and the Selected Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code etc. Applicable TDS, if any, will be deducted at the time of releasing the payments.

4. SUBMISSION of Performance Bank Guarantee:

The selected bidder has to provide performance Bank Guarantee @10% of the contract value (as per BoM) for a period of 74 (72+2) months. PBG format will be shared with the selected bidder along with purchase order.

5. LIQUIDATED DAMAGES:

For any delay, over and above 4 weeks from the date of acceptance of purchase order, LD @ 0.5% (of the base price of the equipment) per week delay subject to a maximum of 10% of contract value will be levied and recovered from the final payment due.

As per Law, GST will be charged on LD charges and the same will be recovered from the Bidder at prevailing GST rates during the time of levy.

However, if there is delay beyond the above period and/or amendments thereon, due to reasons attributable to the Bank, such period will be exempted from computation of delay for the purpose of LD. The bidder shall have to produce document showing "Reasons for delay to commence work" from the representatives of Andhra Pragathi Grameena Bank.



6. HARDWARE MAINTENANCE:

The Bidder will assume total responsibility for the fault free operation of hardware and maintenance during the warranty.

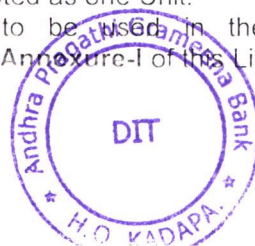
- i. On lodgment of complaint, service should be provided and rectification of reported problem shall be made within one business day. In case any part is found defective & needs to be taken to the Vendor's Premises/ lab for repairs, the Vendor should either ensure the required parts is replaced or a standby equipment is provided in place of defective equipment within 24 hours or next business day.
- ii. The Bidder will assume total responsibility for the fault free operation of hardware, application software and maintenance during the warranty and post warranty (AMC period) for a total duration of six years. The Supplier will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption for at least 99% uptime for 24 hours a day, If the service support is less than 24 x 7 basis, bank may at its own discretion reject the proposal in total, without assigning any reason.
- iii. In case the supply is not according to the order or if the components, if any, are found to be varying from the order in any respect, the vendor will undertake to replace at no extra cost to the Bank, during the period of use after the warranty also.
- iv. Failure to repair/ replace as above will be a breach of warranty and a penalty of Rs.500/- per day per item will be levied for number of days delayed, subject to a maximum of 10% of the contract value. The amount of penalty will be recovered from the bidder from payments due to them. If the penalty amount reaches the maximum, Bank will be at liberty to cancel the contract.
- v. GST will be collected at applicable rates on Penalty Charges and the same will be deducted from the payments due to the Bidder. Bank will raise Invoice for the charges deducted.
- vi. The bidder will make available the spare parts for the Server, for a minimum period of six years from the time of acceptance of the system.
- vii. If any of the peripherals/ components is not available or difficult to procure or the procurement is likely to be delayed for replacement, if required, the replacement shall be carried out by the bidder with state of the art technology equipment of equivalent configuration and capacity or higher configuration and capacity equipment after consulting the Bank, at no additional charges to the Bank.
- viii. The spares given during the Warranty period for any enhancement/upgradation required by the Bank should be at market related costs and not at costs arbitrarily fixed by the Bidder.

7. PROPOSAL FORMAT:

- i. The Financial Bid should be submitted in a sealed envelope. The sealed cover should be submitted, super scribing the envelope with the Limited RFP Reference number, due date, Name of the Bidder, etc.
- ii. The eligible all annexures (I to IV) as per Limited RFP on Company's letter head shall be submitted with authorized person's signature and company seal on all pages.
- iii. If the participating bidders need any clarification they can seek clarifications in advance through e-mail to hodit_hw@apgb.in before 08/12/2023 15:00 hours.
- iv. The Bank reserves the right to make amendments to the Limited RFP before the last date prescribed for submission of the responses. Such clarifications, amendments to our Limited RFP, if any, will form part of this Limited RFP. Bidders are requested to take note of the same.

8. OTHER TERMS:

- a. All materials to be supplied should be original and Brand New.
- b. The vendors should supply spares for a minimum period of 6-8 years even though the bank opts for third party servicing.
- c. The committee's decision to reject/accept bids will be final.
- d. The price of server shall be quoted as one Unit.
- e. Only standard components to be used in the server and are as per Technical Specifications as mentioned in Annexure-I of the Limited Tender Enquiry/RFP.



Limited RFP 294/HO: DIT/server /2023

Dated: 06.12.2023

- f. Financial Bid document shall be signed with ball pen or digitally signed with digital signature certificate.
- g. **Financial bid document received with the image of the signature and seal will not be considered for evaluation.**
- h. The financial Bid being submitted would be binding on the bidder. As such it is necessary that authorized personnel of the firm or organization to sign the BID. The designated personnel should be authorized by the organization or by a senior official of the organization having authority to do so.
- i. The bidder who stood as L1 bidder will be informed through mail immediately after opening of the financial bid as per schedule and issue purchase order for supply of the same.

Note: Bank reserves the right to reject this invitation to offer in part or in full, or cancel the entire procurement process at any stage without assigning any reason.

All the terms and conditions mentioned in the EOI invited vide Ref.no. **EOI 06/HO: DIT/Empanelment/2022 Dated: 18/08/2022** shall be applied for this limited RFP.

