



Amendment 2 to RFP Number: **KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021**

FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022.

The amendment to the RFP are covered in this document.

All other instructions, terms & conditions of the above KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021 and Amendment 1 dated 09-04-2021 remain unchanged.

Date: 16-04-2021

Chief Manager



Addendum Item No.1		
RFP Page No. 50	APPENDIX-D	INDICATIVE PRICE BID

ORIGINAL CLAUSE

Appendix-D

INDICATIVE PRICE BID

(to be included in Indicative Price Proposal Envelope)

To:

Dear Sir,

Ref: RFP No. ITS/AMC/20-21/1 dated

28/04/2020 FOR CLUSTER AS DETAILED

BELOW

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our **Indicative Price Bid** of for replacement value calculated by the Bank based on the indicative hardware items/equipment available at various locations of the concerned cluster as per RFP document and as per indicative configuration mentioned in Appendix B of the said bidding document as follows:

S. No	Cluster	Indicative Bid price (%age)
1	HO	
2	RO TRIVANDRUM	
3	RO KOTTAYAM	
4	RO ERNAKULAM	
5	RO THRISSUR	
6	RO MALAPPURAM	
7	RO KALPETTA	
8	RO KOZHIKODE	
9	RO THALASSERY	
10	RO KANNUR	
11	RO KASARAGOD	

Dated this day of2020

Name & Signature of authorised signatory Seal of Company



REVISED CLAUSE

Appendix-D

INDICATIVE PRICE BID

(to be included in Indicative Price Proposal Envelope)

To:

Dear Sir,

Ref: RFP Number : KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our **Indicative Price Bid** of for each assets on the indicative hardware items/ equipment available at various locations of the concerned cluster as per RFP document and as per indicative configuration mentioned in Appendix B of the said bidding document as follows:

SL NO	ASSET TYPE	ITEM	INDICATIVE BID PRICE PER ASSETS
1	WIPRO SUPERGENIUS DESKTOP PC WITH KEYBOARD MOUSE & 18.5" TFT/LED MONITOR	PC	
2	LENOVO DESKTOP PC WITH KEYBOARD MOUSE & 18.5" TFT/LED MONITOR	PC	
3	ACER ALL IN ONE PC veriton m200-h61 WITH KEYBOARD & MOUSE	PC	
4	HP ALL IN ONE PC PRO ONE 400 G1 WITH KEYBOARD & MOUSE	PC	
5	HP ALL IN ONE PC PRO ONE 400 G2 WITH KEYBOARD & MOUSE	PC	
6	CANON LASER PRINTER- LBP6680	LASER PRINTER	
7	BROTHER Laser Printer	LASER PRINTER	



8	HP Laser Printer 2055DN	LASER PRINTER	
9	HP Laser Printer- 403DN	LASER PRINTER	
10	SAMSUNG LASER PRINTER	LASER PRINTER	
11	EPSON PASSBOOK PRINTER- PLQ20	PASSBOOK PRINTER	
12	OLIVETTI PASSBOOK PRINTER	PASSBOOK PRINTER	
13	PRINTER TVS SPEED 40 PLUS	PASSBOOK PRINTER	
14	EPSON DLQ 3500 DMP	DOT MATRIX PRINTER	
15	LIPI 2250 -DMP	DOT MATRIX PRINTER	
16	TVS MSP 255 DMP	DOT MATRIX PRINTER	
17	CANON SCANNER	SCANNER	
18	HP SCANNER	SCANNER	
19	Scanner-EPSON v39	SCANNER	

Dated this day of2020

Name & Signature of authorised signatory
Seal of Company



Addendum Item No.2		
NEW CLAUSE	AGE OF ASSETS AND PARTS COVERED & NOT COVERED UNDER AMC	APPENDIX-M

APPENDIX-M

AGE OF ASSETS AND PARTS COVERED & NOT COVERED UNDER THE SCOPE OF AMC

SL NO	ASSET TYPE	PROCUREMENT YEAR	PARTS COVERED UNDER AMC
1	WIPRO SUPERGENIUS DESKTOP PC WITH KEYBOARD MOUSE & 18.5" TFT/LED MONITOR	2011	ALL THE PARTS OF CPU INCLUDING KEYBOARD & MOUSE & DISPLAY PANEL OF MONITOR. THE FAULTS CAUSED DUE TO PHYSICAL DAMAGES AND OVER VOLTAGE ISSUE WILL NOT COVERED UNDER AMC (RESPECTIVE PROOF HAVE TO BE SUBMIT)
2	LENOVO DESKTOP PC WITH KEYBOARD MOUSE & 18.5" TFT/LED MONITOR	2011	ALL THE PARTS OF CPU & DISPLAY PANEL OF MONITOR. THE FAULTS CAUSED DUE TO PHYSICAL DAMAGES AND OVER VOLTAGE ISSUE WILL NOT COVERED UNDER AMC (RESPECTIVE PROOF HAVE TO BE SUBMIT)
3	ACER ALL IN ONE PC veriton m200-h61 WITH KEYBOARD & MOUSE	2011	ALL THE PARTS OF CPU & DISPLAY PANEL OF MONITOR. THE FAULTS CAUSED DUE TO PHYSICAL DAMAGES AND OVER VOLTAGE ISSUE WILL NOT COVERED UNDER AMC (RESPECTIVE PROOF HAVE TO BE SUBMIT)
4	HP ALL IN ONE PC PRO ONE 400 G1 WITH KEYBOARD & MOUSE	2011	ALL THE PARTS OF CPU & DISPLAY PANEL OF MONITOR. THE FAULTS CAUSED DUE TO PHYSICAL DAMAGES AND OVER VOLTAGE ISSUE WILL



			NOT COVERED UNDER AMC (RESPECTIVE PROOF HAVE TO BE SUBMIT)
5	HP ALL IN ONE PC PRO ONE 400 G2 WITH KEYBOARD & MOUSE	2016	ALL THE PARTS OF CPU & DISPLAY PANEL OF MONITOR. THE FAULTS CAUSED DUE TO PHYSICAL DAMAGES AND OVER VOLTAGE ISSUE WILL NOT COVERED UNDER AMC (RESPECTIVE PROOF HAVE TO BE SUBMIT)
6	CANON LASER PRINTER- LBP6680	2009	ALL THE PARTS INCLUDING FUSER ASSEMBLY SLEEVE USB BOARD EXCEPT CARTRIDGES
7	BROTHER Laser Printer	2009	ALL THE PARTS INCLUDING FUSER ASSEMBLY SLEEVE USB BOARD EXCEPT CARTRIDGES
8	HP Laser Printer 2055DN	2011	ALL THE PARTS INCLUDING FUSER ASSEMBLY SLEEVE USB BOARD EXCEPT CARTRIDGES
9	HP Laser Printer- 403DN	2016	ALL THE PARTS INCLUDING FUSER ASSEMBLY SLEEVE USB BOARD EXCEPT CARTRIDGES
10	SAMSUNG LASER PRINTER	2019	ALL THE PARTS INCLUDING FUSER ASSEMBLY SLEEVE USB BOARD EXCEPT CARTRIDGES
11	EPSON PASSBOOK PRINTER- PLQ20	2011,2014,2016,2017	ALL THE PARTS INCLUDING PRINTER HEAD MYLAR STRIP RD ASSEMBLY GEARS & SENSORS EXCEPT CARTRIDGES
12	OLIVETTI PASSBOOK PRINTER	2011	ALL THE PARTS INCLUDING PRINTER HEAD MYLAR STRIP RD ASSEMBLY GEARS & SENSORS EXCEPT CARTRIDGES



13	PRINTER TVS SPEED 40 PLUS	2011	ALL THE PARTS INCLUDING PRINTER HEAD MYLAR STRIP RD ASSEMBLY GEARS & SENSORS EXCEPT CARTRIDGES
14	EPSON DLQ 3500 DMP	2017	ALL THE PARTS INCLUDING PRINTER HEAD & ALL GEARS EXCEPT CARTRIDGES
15	LIPI 2250 -DMP	2011	ALL THE PARTS INCLUDING PRINTER HEAD & ALL GEARS EXCEPT CARTRIDGES
16	TVS MSP 255 DMP	2011	ALL THE PARTS INCLUDING PRINTER HEAD & ALL GEARS EXCEPT CARTRIDGES
17	CANON SCANNER	2011,2014,2016,2017	ALL THE PARTS INCLUDING CCD UNIT CCD CABLES AND ALL GEARS
18	HP SCANNER	2011,2016	ALL THE PARTS INCLUDING CCD UNIT CCD CABLES AND ALL GEARS
19	Scanner-EPSON v39	2017	ALL THE PARTS INCLUDING CCD UNIT CCD CABLES AND ALL GEARS

FAULTS CAUSED DUE TO PHYSICAL DAMAGE AND LINE VOLTAGE ISSUE WILL NOT COVER UNDER THE SCOPE OF AMC (NECESSARY PROOF HAVE TO BE SUBMIT WITH CALL REPORT)

Date:

Signature with seal:

Name :

Designation :



Addendum Item No.3		
RFP Page No. 15	17.EVALUATION OF INDICATIVE PRICE BIDS AND FINALIZATION:	CLAUSE IV

Original Clause	Revised clause
(iv). The Bidder will be selected as L1 on the basis of net percentage as quoted in the Reverse Auction.	(iv). The Bidder will be selected as L1 on the basis of net price per asset (for 11 months.) as quoted in the Reverse Auction

Addendum Item No.4		
RFP Page No. 16	AWARD CRITERIA AND AWARD OF CONTRACT	CLAUSE II

Original Clause	Revised clause
(ii). In the event of a single vendor attaining the status of L-1 vendor the Bank with a view to spreading its dependence on more vendors may exercise the option of distributing the clusters to L-2 and/ or L-3 vendors etc. provided they match the prices with that of the L-1 vendor. The cluster to be so dropped and allotted to the L2/L3 vendor will be as per choice of the L1 vendor.	(ii). In the event of a single vendor attaining the status of L-1 vendor the Bank with a view to spreading its dependence on more vendors may exercise the option of distributing the clusters to L-2 and/ or L-3 vendors etc. provided they match the prices with that of the L-1 vendor. Distribution of purchase order will be as per APPENDIX-N



APPENDIX-N

DISTRIBUTION OF PURCHASE ORDER

1. Distribution of Purchase order:

- 1.1. The Bidder who has quoted lowest price in the reverse Auction, will be declared as **L1 Bidder**. L1 Bidder has to provide the final Bill of Material as per **APPENDIX-O** for L1 prices quoted in the Reverse Auction within 48 hours from the completion of reverse Auction Process.
- 1.2. The Bidder who has quoted the 2nd lowest price in the Reverse Auction will be declared as **L2 Bidder**.
- 1.3. The Bank reserves the right to split the quantities among L1 and L2 vendors for each item in proportions of 60:40 provided L2 vendors in each item is willing to match all the prices/ rates of the L1 Prices for that particular item and complying the other terms & condition of the RFP in a fair and transparent manner.
- 1.4. Norms for distribution of purchase order is as under:
 - 1.4.1. In case of selection of 2 Bidders, 60% of required quantity will go to L1 and remaining 40% of required quantity will be distributed to the next bidder.
 - 1.4.2. First offer for matching the price with L1 will be given to L2 .In case L2 does not agree to match L1 price, then the offer will be extended to L3 and so on.
 - 1.4.3. This does not give any right to L2, L3, L4, L5 and other Bidders to demand the distribution of purchase order.
 - 1.4.4. The Bank reserves the right to place order on L1 and L2 bidder only irrespective of the fact whether the other bidders i.e. L3 and so on match their price with L1 bidder or not. In the event of L2, L3, L4 etc. are not matching the L1 price the entire quantity for that particular item will be awarded to L1 Vendor for that item.
 - 1.4.5. Bank reserves the right to make changes, based on actual requirements, at the time of placing the orders.
 - 1.4.6. Minor deviations in the number of allotments if any, will be accounted for at the appropriate time to ensure equitable distribution.
 - 1.4.7. Bank reserve the rights to negotiate the rates where it deems necessary. In the event a bidder is not able to fulfil the contract, the Bank has right to cancel the order, invoke the Bank guarantee and to distribute the order to the other selected vendor/s.
- 1.5. If at the end of the Reverse Auction/ s only one Bidder submits their Bid, Bank reserves the right to place the entire order on L1 Bidder only.
- 1.6. Bank has the right to cancel the process before awarding any orders at any point of time without assigning any reasons.

Date:

Signature with seal:

Name :
Designation :



APPENDIX-O
FINAL BILL OF MATERIAL

SL NO	ASSET TYPE	PER ASSET RATE (A)	TAX (B)	TOTAL (C=A+B)
1	WIPRO SUPERGENIUS DESKTOP PC WITH KEYBOARD MOUSE & 18.5" TFT/LED MONITOR			
2	LENOVO DESKTOP PC WITH KEYBOARD MOUSE & 18.5" TFT/LED MONITOR			
3	ACER ALL IN ONE PC veriton m200-h61 WITH KEYBOARD & MOUSE			
4	HP ALL IN ONE PC PRO ONE 400 G1 WITH KEYBOARD & MOUSE			
5	HP ALL IN ONE PC PRO ONE 400 G2 WITH KEYBOARD & MOUSE			
6	CANON LASER PRINTER- LBP6680			
7	BROTHER Laser Printer			
8	HP Laser Printer 2055DN			
9	HP Laser Printer- 403DN			
10	SAMSUNG LASER PRINTER			
11	EPSON PASSBOOK PRINTER- PLQ20			
12	OLIVETTI PASSBOOK PRINTER			
13	PRINTER TVS SPEED 40 PLUS			
14	EPSON DLQ 3500 DMP			
15	LIPI 2250 -DMP			
16	TVS MSP 255 DMP			
17	CANON SCANNER			
18	HP SCANNER			
19	Scanner-EPSON v39			



കേരള ഗ്രാമീൺ ബാങ്ക്
Kerala Gramin Bank
(A Government owned bank sponsored by Canara Bank)
Information Technology Wing



Kerala's own Bank
കേരളത്തിന്റെ സ്വന്തം ബാങ്ക്

Date:

Signature with seal:

Name :

Designation :



Addendum Item No.5		
RFP Page No. 16	19.AWARD CRITERIA AND AWARD OF CONTRACT	CLAUSE V

Original Clause	Revised clause
(v). Copy of board resolution and/or power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.	(v). Copy of board resolution and/or power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted as per APPENDIX-P.



APPENDIX-P

Non-Disclosure Agreement

FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022.

RFP Number: **KGB/ITW/AMC RFP 01/2020-21 dated 05-04-2021**

WHEREAS, we,-----
 having Registered Office at -----, hereinafter referred to as the Bidder, are agreeable to provide IT AMC/ATC services to Kerala Gramin Bank, having its office at KGB Towers, AK Road, Uphill, PB No-10. Malappuram -676505, Kerala hereinafter referred to as the BANK and, WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/ or proprietary to the BANK, and

WHEREAS, the Bidder understands that in the course of submission of the offer for "**FOR ANNUAL MAINTENANCE OF COMPUTER HARDWARE, PRINTERS AND SCANNERS, AT ALL THE BRANCHES AND OFFICES OF KERALA GRAMIN BANK ACROSS KERALA FOR THE PERIOD 01-05-2021 TO 31-03-2022**" and/ or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs / duties on the Banks properties and/ or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property /information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so.

The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/ engaged by the Bidder for the purpose of submitting the offer to the BANK and/ or for the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Date:

Signature with seal:

Name :

Designation :



Addendum Item No.6		
RFP Page No. 17	19.AWARD CRITERIA AND AWARD OF CONTRACT	CLAUSE XI

Original Clause	Revised clause
(xi). AMC will be valid for 12 months from the date of commencement. However, the same shall be subject to renewal on the same rates and terms & conditions provided the service support is found satisfactory. The rates shall be valid for 2 years in case of renewal, if mutually agreed by Bank & Vendor. The AMC shall commence immediately as per the letter of allotment of Cluster.	(xi). AMC will be valid for 11 months from the date of commencement. However, the same shall be subject to renewal on the same rates and terms & conditions provided the service support is found satisfactory. The rates shall be valid for 2 years in case of renewal, if mutually agreed by Bank & Vendor. The AMC shall commence immediately as per the letter of allotment of Cluster.

Addendum Item No.7		
RFP Page No. 18	25.SERVICES & PAYMENT	CLAUSE VIII
RFP Page No. 19	25.SERVICES & PAYMENT	CLAUSE X

Original Clause	Revised clause
(viii). The support service team shall be dedicated for Kerala Gramin Bank only and shall report to and operate from a designated Kerala Gramin Bank branch/office only. The name, qualification and experience of the service engineer(s) must be submitted along with the agreement.In case of any new engineer joins during AMC, the above details will be immediately furnished to the Bank.	(viii). The support service team shall be either shared or dedicated for Kerala Gramin Bank and shall report to and operate from a designated Kerala Gramin Bank branch/office only. Make sure that minimum one engineer should be there in each districts for providing service support.The name, qualification and experience of the service engineer(s) must be submitted along with the agreement.In case of any engineer relieves/joins during AMC, the details of such persons will be immediately informed to the Bank via letter/ email.



<p>(x).One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 desktops). Location of stationing of engineer will be decided in consultation with concerned Administrative Office. However, in case of multiple offices situated in the same premises, any individual office with up to 150 workstations one resident engineer should be placed. If the number of workstations crosses 150 per office another engineer must be deployed.</p>	<p>(x). One Service Engineer will be provided for each districts. In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes including one team leader for coordinating the entire project, as per qualification/experience applicable. If the nodes exceeds 150 bidder shall provide shared / dedicated engineer.</p>
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Addendum Item No.8		
RFP Page No. 21	25.SERVICES & PAYMENT:	CLAUSE xxviii

Original Clause	Revised clause
<p>(xxviii). The company shall ensure those faults & failures intimated by Kerala Gramin Bank as above are diagnosed & repaired within 2 hours plus journey time. If the repair work is expected to be prolonged beyond 2 hours plus journey period of downtime, the company shall replace the defective equipment with standby equipment immediately & restore operations.</p>	<p>(xxviii). The company shall ensure those faults & failures intimated by Kerala Gramin Bank as above are diagnosed & repaired within 2 hours plus journey time. If the repair work is expected to be prolonged beyond 2 hours plus journey period of downtime, the company shall replace the defective equipment with standby within 24 hours & restore operations.</p>



Addendum Item No.9		
RFP Page No. 54	APPENDIX-F OTHER TERMS & PENALTIES	CLAUSE 3

Original Clause	Revised clause
<p>(3).The vendor shall resolve any complaint and failures in the equipment and shall repair and replace worn out or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by KERALA GRAMIN BANK are diagnosed and repaired within 2 hours plus journey time, if any. If the repair work is expected to prolong beyond 2 hours to down time, the vendor shall replace the defective equipment with stand-by equipment immediately and restore operations. Time taken for resolution of complaints can be relaxed in exceptional circumstance in case of branches situated in hilly areas .</p>	<p>(3).The vendor shall resolve any complaint and failures in the equipment and shall repair and replace worn out or defective parts of the equipment immediately. The vendor shall ensure that faults and failures intimated by KERALA GRAMIN BANK are diagnosed and repaired within 2 hours plus journey time, if any. If the repair work is expected to prolong beyond 2 hours to down time, the vendor shall replace the defective equipment with stand-by within 24 hours and restore operations. Time taken for resolution of complaints can be relaxed in exceptional circumstance in case of branches situated in hilly areas .</p>



Addendum Item No.10		
RFP page no.60	APPENDIX-G KERALA GRAMIN BANK AGREEMENT FOR MAINTENANCE OF COMPUTERS, PERIPHERALS, PRINTERS & SCANNERS	CLAUSES vi,vii&viii

Original Clause	Revised clause
(vi). The support service team shall be dedicated for KERALA GRAMIN BANK only and shall report to and operate from a designated KERALA GRAMIN BANK branch/office only. The name, qualification and experience of the service engineer(s) must be submitted along with the agreement. In case of any new engineer joins during AMC, the above details will be immediately furnished to the Bank.	(vi). The support service team shall be either shared or dedicated for Kerala Gramin Bank and shall report to and operate from a designated Kerala Gramin Bank branch/office only. Make sure that minimum one engineer should be there in each districts for providing service support. The name, qualification and experience of the service engineer(s) must be submitted along with the agreement. In case of any engineer relieves/joins during AMC, the details of such persons will be immediately informed to the Bank via letter/ email.
(vii). In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes with minimum number of four resident engineers including one team leader, as per qualification/experience applicable.	(vii). In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes including one team leader for coordinating the entire project, as per qualification/experience applicable. . If the nodes exceeds 150 bidder shall provide shared / dedicated engineer.
(viii). One Service Engineer will be provided for maximum 10 Branches (to cover maximum of 150 desktops). Location of stationing of engineer will be decided in consultation with concerned Administrative Office/RO. However, in case of multiple offices situated in the same premises, any individual office with up to 150 workstations one resident engineer should be placed. If the number of workstations crosses 150 per office another engineer must be deployed.	(viii). One Service Engineer will be provided for each districts. In case of AMC of Head Office, at Malappuram, the vendor shall arrange for one engineer per 150 nodes including one team leader for coordinating the entire project, as per qualification/experience applicable.



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Addendum Item No.11		
NEW CLAUSE	REVERSE AUCTION RULES	REVERSE AUCTION FORMATS

Reverse Auction Formats	
Appendix- Q	Business Rules and Terms and Conditions of Reverse Auction.
Appendix –Q(1)	Pre Bid Confirmation Post Reverse Auction.
Appendix-Q(2)	Reverse Auction Compliance Statement.



APPENDIX-Q

Rules for Reverse Auction

1. Particulars

SI No.	Particulars	Details
1.	AUCTION TO BE CONDUCTED BY (SERVICE PROVIDER)	E Procurement technologies limited Wall street II, opposite to orient club, Ahmedabad – 380006 Phone: +91-79-40270502/589/592/569
2.	WEBSITE ADDRESS FOR REVERSE AUCTION DATE OF AUCTION	Will be intimated at a later date to the shortlisted bidders

3. Online Reverse Auction

Bank desires to make use of Online Reverse Auction for various procurement processes at its Offices to get the most competitive price from the participating technically qualified Bidders. Reverse Auction event will be carried out among the Qualified Bidders, for providing opportunity to the Bidders to quote the price dynamically for the procurement for which RFP is floated.

4. PROCESS OF REVERSE AUCTION:

- 3.1.** Bank will engage the services of a Service provider for conducting Online Reverse Auction on behalf of the Bank.
- 3.2.** For the proposed reverse auction, technically qualified Bidders having a valid digital certificate alone shall be eligible to participate.
- 3.3.** Rules like event date and time, start price, bid decrement, extensions etc., will be communicated for compliance to the Bidder.
- 3.4.** For creating necessary obligations and rights, the Service Provider will also enter into an agreement with each Bidder for this purpose.



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- 3.5.** The Service Provider will provide all necessary training and assistance before commencement of online bidding on Internet. Service Provider / auctioneer is responsible for conducting training to all technically qualified Bidders participating in the reverse auction and bidding process. Bidder may contact the Service Provider in this regard.
- 3.6.** Wherever it is considered necessary and asked by the Bidders or as decided by the auctioneer or by Bank, a mock auction may also be conducted for the benefit of all concerned.
- 3.7.** Each Bidder shall participate in the training/ mock auction at his / their own cost. Bidder / Authorised representatives of the Bidders named in the authorization letter given by the Bidder shall be given with a unique user name, password by the Service Provider / auctioneer. Each Bidder / Authorised representatives shall change the password after receipt of initial password from Service Provider.
- 3.8.** Reverse auction will be conducted on a scheduled date & time and the same shall be communicated in advance.
- 3.9.** Bidders have to submit the compliance form in the prescribed format, if any, provided by Service Provider before start of Reverse Auction. Without this the Bidder will not be eligible to participate in the event.
- 3.10.** Start price for the Reverse Auction will be notified by the Bank. This start price can be either of the following
- 3.10.1.** Lowest quote amongst the bidders
 - 3.10.2.** Quote determined by the Bank through a mechanism of price discovery/industry prevalent rates
- 3.11.** All the bids made from the login ID given to Bidder will be deemed to have been made by the Bidder to whom login ID and password were assigned by the Service Provider / auctioneer.
- 3.12.** Any bid once made through registered Login ID / password by the Bidder cannot be cancelled. The Bidder, in other words, is bound to supply the items as per the RFP at the bid price offered during the Reverse Auction.
- 3.13.** Every successive bid by the Bidder being decremented bidding shall replace the earlier bid automatically and the final bid as per the time and login ID shall prevail over the earlier bids.
- 3.14.** The Bank shall conduct the reverse auction as per the Standard English reverse auction, that is, no two bids can have identical price from two different Bidders. In other words, there shall never be a "Tie" in bids.
- 3.15.** At the end of Reverse Auction event, the lowest Bidder value will be known on



the network.

- 3.16. The lowest Bidder has to submit the duly signed filled-in prescribed format along with break-up as provided on case-to-case basis to the Bank within 48 hours of auction without fail as per **Appendix Q (1)** – Price bid confirmation post reverse auction.
- 3.17. Any variation between the online Bid value and the signed document will be liable for rejection of the Bid, forfeiture of the Bid Security etc., and the Bidder may be disqualified to conduct business with the Bank in future.
- 3.18. The Reverse Auction will be treated as closed only when the bidding process gets closed in all respects for the item listed in the tender.
- 3.19. The Service Provider at the end of each Reverse Auction shall provide the Bank with all details of the bids and reports of Reverse Auction.
- 3.20. Bank's decision on award of Contract shall be final and binding on all the Bidders.

4. Rules and Terms & Conditions of Reverse Auction:

Online Reverse Auctions are carried out under the framework of a set of rules. Following are the 'Rules and Terms & Conditions' of Online Reverse Auction.

4.1. Definition :

"Bank" means Kerala Gramin Bank

"Service Provider" means the third party agency / company who have been selected by the Bank for conducting Reverse Auction.

"Bidder" means the party or his authorised representative who has participated in the RFP / Tender Process, Technically qualified, having valid Digital Certificate, and willing to comply with all the instructions and terms and conditions of RFP.

"L1" means the Bidder who has quoted lowest price in the Reverse Auction process.

"L2" means the Bidder who has quoted second lowest price in the Reverse Auction process and so on.

4.2. Eligibility of Bidders to participate in Reverse Auction:

- 4.2.1. Bidders who are qualified in terms of the relative Terms & Conditions



of the RFP and accept the Rules and Terms & conditions of Reversion Auction and submit the undertaking as per the prescribed format in **Appendix Q(2)** – Reverse auction compliance statement can only participate in Reverse Auction related to the procurement for which RFP is floated.

- 4.2.2. Bidders not submitting the above undertaking or submitting the same with deviations / amendments thereto will be disqualified from further evaluation / participation in the process of relevant procurement.
- 4.2.3. Bidders should ensure that they have valid digital certificate well in advance to participate in the Reverse Auction. Bank and / or Service Provider will not be responsible in case Bidder could not participate in Reverse Auction due to non- availability of valid digital certificate.
- 4.2.4. Bidders participating in Reverse Auction shall submit the following duly signed by the same Competent Authority who signs the offer documents in response to the RFP floated by the Bank.
- 4.2.5. Undertaking letter for acceptance of Rules for Online Reverse Auction and Letter of Authority authorizing the name/s of official/s to take part in Reverse Auction as per the format **Appendix Q (2)** – Reverse Auction compliance statement
- 4.2.6. Agreement between Service Provider and Bidder. This format will be given by the service provider prior to announcement of Reverse Auction.

4.3. Training

- 4.3.1. The Service Provider shall impart training on the Reverse Auction to representatives of all eligible Bidders for participation in Reverse Auction.
- 4.3.2. All rules & procedure related to Reverse Auction will be explained during the training.
- 4.3.3. The Bank/Service Provider may also conduct a “Mock Reverse Auction” to familiarize the Bidder/s with Reverse Auction process.
- 4.3.4. Date, Time, Venue etc. of training will be advised at appropriate time.
- 4.3.5. Eligible Bidder / his authorized nominee have to attend the training as per the schedule and at the specified venue at his / Bidder's own cost.
- 4.3.6. No request from the Bidders for change in training schedule and/or venue will be entertained.
- 4.3.7. However, Bank reserves the right to postpone / change / cancel the



training schedule for whatsoever reasons without assigning any reasons there for, even after its communication to eligible Bidders.

- 4.3.8.** Any Bidder not participating in the training process will do so at his own risk and it shall not be open for him to make any complaint / grievance later.

4.4. Reverse Auction Schedule:

- 4.4.1.** The date & time of commencement of Reverse Auction and its duration of time shall be communicated to the eligible Bidders prior to the Reverse Auction date.
- 4.4.2.** Bank reserves the right to postpone / change / cancel the Reverse Auction event even after its communication to Bidders without assigning any reasons thereof.
- 4.4.3.** The time period of Reverse Auction & Maximum number of its extensions & time are subject to change and will be advised to eligible Bidders before the start of the Reverse Auction event.
- 4.4.4.** During English Reverse (no ties) Auction, if no bid is received within the specified time, the Bank, at its discretion, may decide to revise Start price / scrap the Reverse Auction process / proceed with conventional mode of tendering.
- 4.4.5.** Bank / Service Provider will in no way be responsible for any failing of systems / communications etc. In such a case FAX/EMAIL can be sent to Service Provider giving sufficient time for service provider to upload in their systems. Bank's decision will be final in this matter. No correspondence shall be entertained in this matter.

4.5. Bidding Currency:

- 4.5.1.** Bidding will be conducted in Indian Rupees (INR).

4.6. Start Price:

- 4.6.1.** Bank shall determine the Start Price for Reverse Auction
- 4.6.2.** On its own and / or
- 4.6.3.** Based on the indicative price band information on Grand Total as per our price schedule value received as per **Appendix - O** – Bill of Materials.



4.6.4. The start price of an item in online Reverse Auction is open to all the participating Bidders. Bidders are required to start bidding after announcement of Start Price and decrement amount. Any Bidder can start bidding, in the online Reverse Auction, from the start price itself. Please note that the first online bid that comes in the system during the online Reverse Auction can be equal to the auction's start price, or lesser than the auction's start price by decremented value, or lesser than the auction's start price by multiples of decrement. The subsequent bid that comes in to outbid the L1 rate will have to be lesser than the L1 rate by one decrement value or in multiples of the decrement value.

4.7. Decrement Bid Value:

4.7.1. The bid decrement value will be specified by Bank before the start of Reverse Auction event. It can be a fixed amount or percentage of Start Price or both whichever is higher or as determined by the Bank.

4.7.2. Bidder is required to quote his bid price only at a specified decremented value which may be informed to the technically qualified Bidders during Reverse Auction.

4.7.3. Bidder need not quote bid price at immediate next available lower level, but it can be even at 2 / 3 / 4level of next available lower level.

4.7.4. Bid decrement value shall be rounded off to nearest 100s or 1000s.

4.8. Web Portal and Access:

4.8.1. Reverse Auction will be conducted on a specific web portal meant for this purpose with the help of the Service Provider identified by the Bank.

4.8.2. Service Provider will make all necessary arrangement for fair and transparent conduct of Reverse Auction like hosting the web portal, imparting training to eligible Bidders etc. and finally conduct of Reverse Auction.

4.8.3. Bidders will be participating in Reverse Auction event from their own office / place of their choice. Internet connectivity and other paraphernalia requirements shall have to be ensured by Bidder themselves.

4.8.4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be)

4.8.4.1. It is the Bidders responsibility/ decision to send fax/email communication immediately to Service



Provider furnishing the bid price, they want to bid online, with a request to upload the faxed/email bid price online so that the service provider will upload that price online on behalf of the Bidder.

4.8.4.2. It shall be noted clearly that the concerned Bidder communicating this price to Service Provider has to solely ensure that the fax/email message is received by Service Provider in a readable / legible form and also the Bidder should simultaneously check up with Service Provider over phone about the clear receipt of the bid price faxed/emailed and the Service Provider has entered the same in the system.

4.8.4.3. It shall also be clearly understood that the Bidder shall be at liberty to send such fax/email communications of prices to be uploaded by Service Provider only before the closure of Reverse Auction time and under no circumstances it shall be allowed beyond the closure of Reverse Auction event time. No fax/email will be entertained during the last extension in the extended period.

4.8.4.4. Such Bidders have to ensure that the Service Provider is given reasonable time by the Bidders, to upload such faxed/emailed bid prices online and if such required time is not available at the disposal of Service Provider at the time of receipt of the fax/email message from the Bidders, Service Provider will not be uploading the bid prices. It is to be noted that neither the Bank nor the Service Provider will be responsible for these unforeseen circumstances.

4.8.5. In order to ward-off such contingent situation:

4.8.5.1. Bidders are advised to make all the necessary arrangements / alternatives such as back -up power supply, whatever required so that they are able to circumvent such situation and still be able to participate in the Reverse Auction successfully.

4.8.5.2. Bidders are requested not to wait till the last moment to quote their bids to avoid any such complex situations.

4.8.5.3. Failure of power at the premises of Bidders during the



Reverse Auction cannot be the cause for not participating in the Reverse Auction.

4.8.5.4. On account of this the time for the auction cannot be extended and Bank is not responsible for such eventualities.

4.8.5.5. Bank and / or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of Reverse Auction irrespective of the cause.

4.8.6. For making the process of Reverse Auction and its result legally binding on the participating Bidders, Service Provider will enter into an agreement with each Bidder, before the start of Reverse Auction event. Without this, Bidder will not be eligible to participate in the event.

4.8.7. Neither Bank nor service provider / auctioneer can be held responsible for consequential damages such as no power supply, system problem, inability to use the system, loss of electronic information, power interruptions, UPS failure, etc. Bank's decision will be final in this regard. Bank will not entertain any correspondence in this regard.

4.9. TRANSPARENCY IN BIDS:

All Bidders will be able to view during the auction time the current lowest price in portal. Bidder shall be able to view not only the lowest bid but also the last bid made by him at any point of time during the auction time.

4.10. MASKING OF NAMES:

4.10.1. Bidder will be able to view the following on their screen along with the necessary fields in Reverse Auction : i) Opening Price ii) Leading / Lowest Bid Price in Auction (only total price) iii) Last Bid Price placed by the respective Bidder.

4.10.2. Names of Bidders / Bidder shall be anonymously masked in the Reverse Auction process and Bidders will be given suitable dummy names.

4.10.3. After completion of Reverse Auction, the Service Provider / auctioneer shall submit a report to the Bank with all details of bid and the original names of the Bidders as also the L1 Bidder with his / their original names.



4.11. Finalization of the Bidder:

4.11.1.At the end of Reverse Auction event Service Provider will provide the Bank all necessary details of the bid prices and reports of Reverse Auction.

4.11.2.Upon receipt of above information from Service Provider, Bank will evaluate the same and will decide upon the winner i.e. Selected Bidder. Bank's decision on award of Contract shall be final and binding on all the Bidders.

4.11.3.Selected Bidder has to fax/email the duly signed filled-in prescribed format as provided on case-to-case basis to Bank within 24 hours of Reverse Auction without fail. The original signed **Appendix Q (1)** – Reverse Auction price bid confirmation should reach the Bank within 48 hours of Reverse Auction without fail along with the break-up figures as per price schedule as per **Appendix-O** – Bill of materials.

4.11.4.Any variation between the on-line Reverse Auction bid price and signed document will be considered as sabotaging the RFP process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure.

4.11.5.Selected Bidder has to give break-up of his last/lowest bid price as per Bill of Material at the end of Reverse auction event within 24 working hours without fail.

4.11.6.Selected Bidder is bound to supply at their final bid price of Reverse Auction. In case of back out or failure to supply as per the rates quoted, Bank will take appropriate action against such Bidder and / or forfeit the Bid Security amount, debar him from participating in future.

4.11.7.In case Bank decides not to go for Reverse Auction related to the procurement for which RFP is floated and price bids if any already submitted and available with Bank shall be opened as per Bank's standard practice using the closed sealed commercial bids.

4.12. Bidder's Obligation:

4.12.1.Bidder shall not form a cartel and involve themselves in Price manipulation of any kind directly or indirectly with other Bidder / Bidders at any point of time. If any such practice comes to the notice, Bank shall disqualify the Bidder / Bidders concerned from the Reverse Auction process.

4.12.2.Bidder shall not divulge his Bid details to unauthorized parties.



4.13. Change in Rules and Terms & Conditions of Reverse Auction:

- 4.13.1.** Any change in the Rules as may become emergent and based on the experience gained shall be made only by a Committee consisting of Senior Executives of Bank.
- 4.13.2.** Bank reserves the right to modify / withdraw any of the Rules and Terms & Conditions of Reverse Auction at any point of time.
- 4.13.3.** Modifications of Rules and Terms & Conditions of Reverse Auction will be made available on website/email immediately.
- 4.13.4.** Modifications made during the running of Reverse Auction event will be informed to participating Bidders immediately.

4.14. Errors and Omissions:

- 4.14.1.** On any issue or area of material concern respecting Reverse Auction not specifically dealt with in these Rules, the decision of the Bank shall be final and binding on all concerned.



Appendix-Q (1)

Price Bid Confirmation Post Reverse Auction

(To be submitted in Company's letter head by all the Bidders participating Reverse Auction)

To,

The General Manager
Kerala Gramin Bank ,
Information Technology Wing,
KGB Towers, Head Office, A K Road,
Malappuram, Kerala -676505.

Date : -----

Dear Sir,

Sub : Final / Lowest Bid Price quoted in Reverse held on _____ in respect of RFP
Ref. No. _____ Dated _____ for procurement of Printers and Scanners

We confirm that the final total bid price quoted by us in the captioned Reverse Auction event for captioned tender is as under – Rs. (in figure) : _____ Rs. (in words) : _____ and also submitting the detailed price schedule with item wise details as per **Appendix-O**– Bill of Materials. We confirm that -

- 1) We enclose herewith the detailed break-up of above price as per Bill of Material. We undertake to give detailed break-up of above bid price as per Bill of Material within 48 hours from the end-of Reverse Auction event.
- 2) Any variation between the on-line Reverse Auction bid price quoted by us and this document will be considered as sabotaging the tender process and will invite disqualification of Bidder/vender to conduct business with Bank as per prevailing procedure. In such case Bank is free to take appropriate action and / or forfeit the Bid Security amount and / or debar us from participating in future.
- 3) We are bound to supply at the above final bid price of Reverse Auction.
- 4) We note that in case of back out or not supply as per the above rates quoted by us, Bank will take appropriate action against us and / or forfeit our Bid Security amount and / or debar us from participating in future

Signature with company seal:



Name of Authorized Representative :
Designation :
Email :
Mobile :

Appendix-Q (2)

Reverse Auction Compliance Statement

(To be submitted on company letter head by all Bidders participating in Reverse Auction)

To,

The General Manager
Kerala Gramin Bank ,
Information Technology Wing,
KGB Towers, Head Office, A K Road,
Malappuram, Kerala -676505.

Date: -----

Sub: Acceptance of Reverse Auction Business Rules and Terms & conditions in respect of Tender / RFP Ref. No. _____ Dated _____ for procurement of Printers and Scanners.

We refer to the captioned subject and confirm that –

- 1) We _____ (Name of the Company) hereby confirm having submitted our bid for participating in Bank's RFP dated _____ for Printers and Scanners.
- 2) We have accepted and abide by all Terms of captioned Tender documents and Business Rules and Terms & conditions of Reverse Auction for the procurement for which RFP is floated.
- 3) Bank and Service Provider shall not be liable & responsible in any manner whatsoever for my / our failure to access & bid in Reverse Auction due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the auction event.
- 4) We understand that in the event we are not able to access the auction site, we may authorize Service Provider to bid on our behalf by sending a fax/email containing our offer price before the auction close time and no claim can be made by us on either Bank or Service Provider regarding any loss etc. suffered by us due to acting upon our authenticated fax/email instructions.
- 5) I / We do understand that Service Provider may bid on behalf of other Bidders as well in case of above mentioned exigencies.



-
- 6) We also confirm that we have a valid digital certificate issued by a valid Certifying Authority.
- 7) We shall participate in Reverse Auction conducted by _____
(Service Provider) and agree to enter into an agreement with him (Service Provider) for making the process of Reverse Auction and its result legally binding on us.
- 8) We shall fax/email duly signed filled-in Price Bid format as provided in the RFP to the Bank and to the service provider within 24 hours of end of Online Reverse Auction without fail.
- 9) We will give break-up of our last / lowest bid price as per Bill of Material at the end of Reverse Auction event within 48 hours without fail.
- 10) We undertake to supply at our final lowest bid price of Reverse Auction. In case of back out or not supply as per the rates quoted by us, Bank is free to take appropriate action against us and / or forfeit the Bid Security amount, debar us from participating in future tenders.
- 11) We nominate our official Shri _____ Designation _____ of our company to participate in Reverse Auction. We authorize Bank to issue USER ID & PASSWORD to him. His official e-mail & contact number are as under – Email:
Mobile:
-
-

- 12) The Bank and the Service Provider shall contact the above named official for any and all matters relating to the Reverse Auction showing any of the communication modes mentioned in the item No. 11 above.
- 13) We, hereby confirm that we will honor the bids placed by us during the auction process, We also understand that the Bank may debar us from participating in future tenders.
- 14) We undertake that the Company shall be bound the bids made by the above name official of our company in Reverse Auction, failing which the Bank shall forfeit the EMD. We agree and understand that the Bank may debar us from participating in future tenders for any such failure on our part.

Signature with company seal:
Name of Authorized Representative :
Designation:
Email :
Mobile :
Tel. No:
Fax No:



കേരള ഗ്രാമീൺ ബാങ്ക്
Kerala Gramin Bank
(A Government owned bank sponsored by Canara Bank)
Information Technology Wing



Kerala's own Bank
കേരളത്തിന്റെ സ്വന്തം ബാങ്ക്