



**REQUEST FOR QUOTATION (RFQ)
FOR
SUPPLY AND INSTALLATION OF BIOMETRIC DEVICES
FOR**

KERALA GRAMIN BANK
Head Office, Malappuram, Kerala
(Regional Rural Bank sponsored by Canara Bank)

RFQ Number: KGB/ITW/RFQ - 05/2021 dated 28-09-2021

RFQ issued by

Kerala Gramin Bank
Head Office: IT Wing, KGB Tower,
A K Road, Malappuram, Kerala – 676 505

RFQ INVITING OFFERS IN SINGLE-BID SYSTEM

For Supply and Installation of Biometric devices for Kerala Gramin Bank. The Offer document consists of the Following: -

1. Notice Inviting Offers
2. Instructions / Terms and Conditions to Bidders - **Annexure 1**
3. Technical Specification of Biometric devices– **Annexure 2**
4. Broad scope of work – **Annexure 3**
5. Offer Letter – **Annexure 4**
6. Non-Disclosure Agreement – **Annexure 5**
7. Undertaking of Authenticity for Supply and Installation of Biometric devices – **Annexure 6**
8. Escalation Matrix – **Annexure 7**

1. About Kerala Gramin Bank:

Kerala Gramin Bank, a Regional Rural Bank established in the State of Kerala on 08/07/2013, by amalgamating the erstwhile RRBs, namely South Malabar Gramin Bank and North Malabar Gramin Bank, vide Government of India notification F No: 7/9/2011-RRB (Kerala) dated 08/07/2013, having its Head Office at KGB Towers, A K Road, UP Hill, Malappuram, Kerala, PIN 676505 and the sponsor bank is Canara Bank. The Bank is having pan Kerala presence of 634 branches, 314 ATMs and 10 Regional Offices. The Bank is working on Core Banking System using Finacle. The Bank is a forerunner in implementation of IT related products and services and continuously making efforts to provide the state-of-the-art technological products to its customers.

2. Requirement Details:

2.1 Bank invites sealed offers for Supply and Installation of Biometric devices for different Branches/Offices of the Bank as per the Terms & Conditions, Technical Specifications and Scope of Work described elsewhere in this document. The brief description of Biometric devices are furnished in the following table:

ITEM DETAILS	Tentative Requirement (QUANTITY)	LOCATION
Supply, Installation and Maintenance of Biometric devices as per Technical Specifications narrated in Annexure - 2	200	Kerala Gramin Bank, Information Technology Wing, Head Office, A K Road, Malappuram PIN - 676505, Kerala

2.2 Detailed technical specification for the above Biometric devices is furnished in **Annexure-2**.

2.3 All other terms and conditions are furnished in **Annexure – 1**.

2.4 All the Hardware/Software ordered for Supply and Installation of Biometric devices should have comprehensive onsite warranty of 1 year.

2.5 Your quotation should be reached to the undersigned in closed cover superscripting "Quotation for supply of Biometric devices" to the address shown below.

**The Asst. General Manager
Kerala Gramin Bank
Information Technology Wing, Head Office,
A K Road, Malappuram
Malappuram P.O. – 676505, Kerala**

2.6 Last date for submission of sealed quotations: **12-10-2021 at 3:00 PM**.

2.7 Bids will be opened on **16-10-2021 at 3:00 PM**.

2.8 Sealed covers containing the following should be submitted or Sent through Courier or dropped in the Tender Box kept at the Address mentioned above on or before **12-10-2021 at 3:00 PM.**

- Instructions / Terms and Conditions to Bidders - **Annexure 1**
- Technical Specification of Biometric devices– **Annexure 2**
- Broad Scope of Work - **Annexure 3**
- Offer Letter – **Annexure 4**
- Undertaking of Authenticity for Supply and Installation of Biometric devices – **Annexure 6**
- Escalation Matrix – **Annexure 7**

3. Resolution of Disputes:

All disputes and differences of any kind whatsoever, arising out of or in connection with this Contract or in the discharge of any obligation arising under this Contract (whether during the course of execution of the order or after completion and whether beyond or after termination, abandonment or breach of the Agreement) shall be resolved amicably. In case of failure to resolve the disputes and differences amicably the matter may be referred to a sole arbitrator mutually agreed upon after issue of at least 30 days' notice in writing to the other party clearly setting out there-in the specific disputes. In the event of parties failing to consent upon a single arbitrator than BOTH PARTIES shall approach Court of Law for the appointment of sole arbitrator as provided under the Arbitration and Conciliation Act 1996. Place of Arbitration shall be Malappuram, Kerala, INDIA which will be governed by Indian Arbitration and Conciliation Act 1996. Proceedings of Arbitration shall be conducted in English language only.

4. Legal Disputes and Jurisdiction of the court:

- 4.1** The Bank Clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain bidder/ prospective bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFQ . These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.
- 4.2** All disputes and controversies between Bank and Bidder shall be subject to the exclusive jurisdiction of the courts in Malappuram and the parties agree to submit themselves to the jurisdiction of such court as this RFQ /Contract agreement shall be governed by the laws of India.

ASSISTANT GENERAL MANAGER

Annexure 1

INSTRUCTIONS / TERMS & CONDITIONS TO BIDDERS

1. Award of Contract:

Bidder can be either the Partner/Distributor/System Integrator on behalf of the OEM or OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender.

- 1.1. In the event Partner/Distributor/System Integrator fails in their obligations to provide the product updates (including management software updates and new product feature releases) within 30 days of release/announcement, the OEM should assume complete responsibility on behalf of the Partner/Distributor/System Integrator to provide the same to the bank at no additional cost to the bank and will directly install the updates and any new product releases at the Bank's premises.
- 1.2. Detailed technical specification for the above Biometric devices furnished in **Annexure-2**. All the Hardware/Software ordered for Supply and Installation of Biometric devices should have comprehensive onsite warranty of **1 years**.
- 1.3. The lowest Quote as per the Offer Letter-**Annexure 4** will be selected as L1 bidder and Bank will notify the name of the selected bidder through Email/Letter.
- 1.4. The contract shall be awarded and order shall be issued to the selected successful bidder.
- 1.5. The selected bidder shall submit the acceptance of the order within Three days from the date of receipt of order. No conditional or qualified acceptance shall be permitted.

2. Other Terms & Conditions:

- 2.1. The offer submitted, and prices quoted there in shall be valid for a period of 60 days from the date of submitting the Bid. Bid valid for any shorter period shall be rejected by the Bank.
- 2.2. The selected bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, or service, or other performance required of the vendor under the contract without prior written consent from the Bank.
- 2.3. The selected bidder shall submit Non – Disclosure Agreement as per **Annexure 5**.
- 2.4. The selected bidder has to submit undertaking of authenticity for supply and installation of Biometric devices as per **Annexure – 6**.
- 2.5. The Scope of the work is for Supply and Installation of Biometric devices as per the quantity detailed under clause 2 and elsewhere in the document.
- 2.6. Bidder has to conform compliance to the Scope of Work mentioned in **Annexure-3**. Noncompliance of above will attract Penalty at 0.50% per week subject to a maximum

of 5% of the Contract value. The Bank reserves the right to cancel the Purchase Order either fully or partly if there is inordinate delay in delivery of the item.

- 2.7.** All incidental expenses and Transportation etc., should be borne by the Bidder.
- 2.8.** No additional costs will be paid other than ones mentioned in this document.
- 2.9.** Please note that submission of bid does not automatically entitle for the contract work. Bank reserves the right to reject any or all offers without assigning any reason whatsoever. Decision of the Bank is final and binding.
- 2.10.** Bank shall provide the address and contact details for delivery of Biometric devices while placing the order.
- 2.11.** Delivery of all Biometric devices should be within **14 days** from the date of acceptance of the Purchase Order or **18 days** from the issuance of Purchase order whichever is earlier. Vendor has to arrange for road permit at his own cost. It will be the sole responsibility of the vendor to submit any form required for release of shipment from the check post.
- 2.12.** Bank reserves the right to change/ modify locations for supply of the items. In the event of any change/ modification in the locations where the hardware items are to be delivered/ not billed, the bidder in such cases shall deliver, install at the modified locations at no extra cost to the Bank. However, if the hardware items are already delivered/billed, and if the modifications in locations are made after delivery, the bidder shall carry out installation at the modified locations and the Bank in such cases shall bear the shifting charges/arrange shifting. The Warranty should be applicable to the altered locations also.

3. Penalties/Liquidated Damages:

- 3.1.** In case faulty Biometric devices are not repaired/ replaced within a Business day as per clause **5.3 of Section 5**, Bank shall impose a penalty of Rs. 100 (Plus GST) per day and part thereof delay. However, the total Penalty /LD to be recovered under this clause shall be restricted to 10% (Plus GST) of the total value of the order.
- 3.2.** Penalties/Liquidated Damages for non-performance: If the specifications of the RFQ are not met by the bidder during various tests, the bidder shall rectify or replace the same at bidders cost to comply with the specifications immediately to ensure the committed uptime, failing which the Bank reserves its right to reject the items.
- 3.3.** The liquidated damages shall be deducted/recovered by the Bank from any money due or becoming due to the bidder under this purchase contract or may be recovered from any other amount payable to the bidder in respect of other Purchase Orders issued under this contract, levying liquidated damages without prejudice to the Bank's right to levy any other penalty where provided for under the contract.
- 3.4.** All the above LDs are independent of each other and are applicable separately and concurrently.
- 3.5.** LD is not applicable for the reasons attributable to the Bank and Force Majeure.

4. Payment Terms:

Payment Schedule will be as under:

SL NO	PAYMENT STAGES	PERCENTAGE OF PAYMENT	CONDITION/REMARKS
1	Delivery	70%	70% on delivery of all Hardware & Software items on production of relevant documents. Please note that Originals of invoices (plus One Copy) [Invoices should be manually signed or digitally signed] reflecting Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/Office and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
2	Installation	30%	30% of the total cost will be released after successful installation of Hardware/Software items supplied as per Scope of Work. The vendor has to submit installation reports duly signed by the Bank Officials of the respective Branch/Offices, while claiming payment. The invoice [Invoices should be manually signed or digitally signed] and installation report should contain the product serial number of the item supplied.

- 4.1** Bank will release the payment on completion of activity and on production of relevant documents /invoices. Please note that Originals of invoices (plus One Copy) [Invoices should be manually signed or digitally signed] reflecting GST, GSTIN, State Code, State Name, Taxes & Duties, Proof of delivery duly signed by Bank Officials of the respective Branch/ Offices and Manufacturer's/Supplier's Warranty Certificate should be submitted while claiming payment in respect of orders placed.
- 4.2** Bank will not pay any amount in advance.
- 4.3** Payment shall be released within 30 days from submission of relevant documents as per RFQ terms and found in order by the respective offices, who have placed order on the selected Bidder.
- 4.4** The payments will be released through NEFT/RTGS after deducting the applicable LD/Penalty, TDS if any, by the respective offices who have placed order on the selected bidder and the selected bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFS Code, GSTIN, State Code, State Name, HSN Code etc.

5. Local Support:

- 5.1** The bidder should be capable of meeting the service & support standards as specified in this tender.

5.2 The bidder shall provide Warranty service from 9 am to 6 pm on all Bank's working day for all the locations.

5.3 Response Time and Meantime to Restore [MTTR]

5.3.1 Response Time shall be 12 hours for Urban Branches and 24 hours for other locations. MTTR shall be a Business day.

5.3.2 Time specified above is from lodging of complaint.

6. Execution of Agreement:

6.1 Within 21 days from the date of acceptance of the Order, the selected bidder shall sign a stamped "Agreement" with the Bank at Malappuram as per the format to be provided by the Bank. Failure to execute the Agreement makes the Bank Guarantee liable for forfeiture at the discretion of the Bank and also rejection of the selected Bidder.

6.2 The Agreement shall include all terms, conditions and specifications of RFQ and also the Offer Letter and Price, as agreed finally after Bid evaluation and negotiation. The Agreement shall be executed in English language in one original, the Bank receiving the duly signed Original and the selected Bidder receiving the photocopy. The Agreement shall be valid till all contractual obligations are fulfilled.

7. Warranty:

The entire equipment/hardware (including OS) & software deployed for this project shall be under **Comprehensive Onsite Warranty** covering all parts, updates, minor update of software, maintenance or support for its proper operation, performance and output as specified in the tender technical specifications for a period of 1 year from the Date of Installation/ commissioning.

8. Scope Involved During Warranty:

During the period of contract up to completion of Warranty the bidder shall perform the following:

8.1 If any software and Hardware updates provided by the OEM as free of cost, it should be provided and installed & configured by the selected bidder during Warranty.

8.2 Any Corruption in the Software or media shall be rectified during the full period of the contract including Warranty, at no extra cost to the Bank.

8.3 The system spare parts/ services, as and when required, and complete maintenance of the Biometric devices during warranty period, shall be supported for a period of 1 Year.

8.4 The support shall be given in person or through telephone, FAX, letter and E-mail within a reasonable time as the case may be.

8.5 Only licensed copies of software shall be supplied. The bidder shall grant an irrevocable perpetual license to the Bank to use the software. Further, all software supplied shall be of latest version.

8.6 The bidder shall provide centralized complaint booking facility to the bank and the dash board, if available, shall be provided to the Bank. The method of booking complaints shall be E-mail, Toll- free no, on line portal, web, etc.

8.7 Escalation matrix should be provided for support, technical, project, etc. as per **Annexure-7**.

9. Mean Time Between Failures (MTBF):

If during the warranty period, any hardware and/ or software items fail on three or more occasions in a quarter, such hardware items shall be replaced by equivalent /superior new hardware items by the bidder at no additional cost to the Bank.

10. Subcontracting:

The Selected Bidder shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the selected Bidder under the contract without the prior written consent of the Bank.

11. Defect Liability:

In case any of the supplies and equipment delivered under the Contract are found to be defective as to material and workmanship and/ or not in accordance with the requirement, and/or do not achieve the guaranteed performance as specified herein, within the warranty of the contract, the Bidder shall forthwith replace/make good such defective supplies at no extra cost to the bank without prejudice to other remedies as may be available to the bank as per RFQ terms.

Date:

Signature with Seal:

Name:

Designation:

Annexure 2

A. TECHNICAL SPECIFICATION OF BIOMETRIC DEVICES

SI No	Description
1	Biometric device MSO 1300E series (Registered device- L0 level)
2	Should be compatible to Finacle version 7 and above. Compatible for any upgrade of OS to above Windows 10 version, TPM 2.0 is required

Date:

Signature with seal:

Name :

Designation :

Annexure-3

Scope of Work

SUB: RFQ for Supply and Installation of Biometric devices.

Ref: RFQ No - KGB/ITW/RFQ - 05/2021 dated 28-09-2021

SI No	Board Scope of Work	Compliance (Yes/No)
1.	The Scope of the work is for Supply and Installation of Biometric devices as per the quantity detailed under clause 2.	
2.	The Bidder should maintain the system during warranty period. During the warranty period, the 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 Kerala Gramin Bank at the respective locations i.e., on-site comprehensive warranty.	
3.	The Bidder shall deliver Biometric devices at the respective locations as per the Delivery Schedule on receipt of the Purchase Order from the Bank.	
4.	For each location, the Bidder is expected to provide Biometric devices with the related hardware, all subsystems, operating systems, system software, software drivers and manuals etc.	
5.	The Bidder will be the single point of contact to the Bank	
6.	The configuration as per the technical and other specifications of the Biometric devices must be functional and installed from the day one.	
7.	The Successful Bidder has to ensure installation of the Biometric devices at ordered locations and arrange to give a demo to the users concerned regarding the features.	
8.	The bidder has to supply all the devices to the ordered locations as per the technical specifications mentioned in the Annexure-2	
9.	The bidder shall be fully responsible for Delivery, Installation and Maintenance of the ordered hardware items.	
10.	The Bidder shall provide all other required equipment and services if any, whether or not explicitly mentioned in this RFQ, to ensure the successful installation and functioning of the hardware items ordered to the respective branches/offices.	

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a	For comprehensive onsite warranty The Bidder /OEM helpdesk shall provide service/support on all working days of bank at different locations except national bank holidays (9.00 am to 6.00 pm)	
b	The helpdesk should ensure to resolve the problem as the resolution/response time mentioned in the RFQ	
c	They will maintain all the inventory details of hardware items purchased by the bidder, lodge the complaints related to equipment supplied under this RFQ from various branches/offices and will coordinate to resolve problems.	
d	The setup should have provision to log the call through web portal from any branch or location. The portal should be able to generate the report for all the calls pending, attended and based on time period mentioned to resolve the call logged. As per the report generated from the system, bank will levy the penalty mentioned in the RFQ	
11.	All the items (Hardware & Software) would be covered under comprehensive warranty except consumables. If there is any gap between bank's requirement and OEM warranty then it will be the responsibility of bidder to fill up the gap.	
12.	The bidder(s) has to submit an undertaking (format enclosed in the annexure 6) along with the delivered items, signed by the authorized person, certifying that all the components/parts/assembly/software used in the proposed items are original/new components / parts/assembly/software and that no refurbished/duplicate/second hand components have been used or would be used.	

Date:

Signature with seal:

Name

:

Designation

:

Annexure - 4

OFFER LETTER

SUB: RFQ for Supply and Installation of Biometric devices

Ref: RFQ No - KGB/ITW/RFP - 05/2021 dated 28-09-2021

Notes

1. These details should be on the letter head of Bidder and each & every page should be signed by an Authorized Signatory with Name and Seal of the Company.
2. Do not change the structure of the format nor add any extra items.
3. No counter condition/assumption in response to commercial bid will be accepted.

Table-A

Price details of Biometric devices

(Amount in

Rupees)

SI No	Item details	Cost Price				Quantity	Total cost (Incl. of Tax)
		Unit price with 3 year warranty	Tax column A		Total cost per unit of the item with 3 year warranty (Incl. of Tax)		
		A	B - % of Tax	C - Tax Amount	D = A + C		
1.	Biometric device					200	

Date:

Signature with seal:

Name :

Designation :

Annexure 5

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

SUB: RFQ for Supply and Installation of Biometric devices.

Ref: RFQ No - KGB/ITW/RFP - 05/2021 dated 28-09-2021

WHEREAS, We,-----
----- having Registered Office at -----, hereinafter referred to as the Bidder, are agreeable to provide IT Infrastructure 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 "**Supply and Installation of Biometric devices for Kerala Gramin Bank**" 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 :

Annexure-6

Undertaking of Authenticity for Supply and Installation of Biometric devices.

SUB: RFQ for Supply and Installation of Biometric devices.

Ref : RFQ No - KGB/ITW/RFP - 05/2021 dated 28-09-2021

With reference to the Biometric devices being supplied/quoted to your RFQ Ref.no. cited above. We hereby undertake that all the components/parts/assembly/software's used in the Biometric devices shall be original new components/parts/assembly/software only from respective OEMs of the products and that no refurbished/duplicate/second hand components/parts/assembly/software are being used or shall be used.

We also undertake that in respect of Licensed Operating System/Software if asked for by you in the purchase order the same shall be supplied along with the authorized license certificate (e.g. Product Keys on Certification of Authenticity in case of Microsoft Window Operating System/Software) and also that it shall be sourced from the authorized source (e.g. Authorised Microsoft Channel in case of Microsoft Operating System).

We confirm that the OS and software is free from bugs, malware, covert channels in code etc. Should you require, we hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time. In case of default and we are unable to comply with the above at the time of delivery or during installation, for the IT Hardware/Software already billed, we agree to take back the Biometric devices without demur, if already supplied and return the money if any paid to us by you in this regard.

Date:

Signature with seal:

Name :

Designation :

Annexure – 7

Escalation Matrix

SUB: RFQ for Supply and Installation of Biometric devices

Ref : RFQ No - KGB/ITW/RFP - 05/2021 dated 28-09-2021

Name of the Company:

Delivery Related Issues:

Sl No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email ID
a.		First Level Contact					
b.		Second Level Contact (if response not received in 24 Hours)					
c.		Regional/Zonal Head (if response not received in 48 Hours)					
d.		Country Head (if response not received in one week)					

Name of the Company:

Service Related Issues:

Sl No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email ID
a.		First Level Contact					
b.		Second Level Contact (if response not received in 4 Hours)					
c.		Regional/Zonal Head (if response not received in 24 Hours)					

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d.		Country Head (if response not received in 48 week)					
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Note:

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

Date:

Signature with seal:

Name :

Designation :