



THE MUNICIPAL CO-OP BANK LTD, MUMBAI
WE VALUE YOUR TRUST AND YOUR MONEY

**Request for Proposal –
For Supply, Install & Maintenance of Desktops at Branches and Head Office
of The Municipal Co-op Bank Ltd, Mumbai.**

Dated: 4TH December 2025

Document Name	Request for Proposal - For Supply, Install & maintenance of Desktops at Branches, and Head Office of The Municipal Co-op Bank Ltd.,Mumbai.
RFP NO	MCBIT/2025/10
Document Version	V5.0
Date of Issue/Release of RFP	04/12/2025
Date of Submission of Pre Bid Queries to Bank	12/12/2025
Last Date of Submission of Bid	22/12/2025 by 5.00 PM
Cost of Tender	Rs. 5,000/-
No. of Pages	50

INDEX

1	Description	Page No.
1	Main Page	1
2	Index	2
	Part – I – General Terms	
1	Introduction	4
2	Note	4
3	Invitation for tender offers	4
4	Terms and Conditions	5-9
5	Format for Technical offer	9
6	Format for Commercial Offer	10
7	Locations of Delivery & Installation	10
8	Service Levels	10
9	Hardware Failure	10
10	Penalty for downtime	10-11
11	Preventive Maintenance	11
12	Guarantees	11
13	Liquidated Damages	11
14	Force Majeure	11-12
15	Confidentiality	12-13
16	Non-Discloser Agreement	13
17	Indemnity	14
18	Corrupt and fraudulent practice	14
19	Right to Alter Quantities	14-15
20	No Commitment to Accept Lowest or Any Offer	15
21	Negotiation	15
22	Selection process for the Bidder	15
23	Governing Law and Jurisdiction	15
24	Privacy and Security Safeguards	16
25	RFP Response Instructions	16-19
26	Additional Information	19-20
27	Non-transferable Tender	20
28	Publicity	20
29	Clarifications	20
	Part – II Eligibility & Technical Criteria	
1	Eligibility Criteria	21-22
2	Track Record of installations	22
3	Quality Standards	22
4	Manufacturer's / Developer's Authorization Form	22

5	Reference Checks	22
6	Technical Documentation	23
7	Hardware Installation	23
8	Completion of commissioning	24
9	Annual Maintenance for purchased Desktops	24
10	Delivery of Desktops	24-25
11	Schedule of Requirement of Items	25
12	Scope of Work	25
13	Undertaking from Vendor	25
14	Vendor's Details	25
15	Compliance to Eligibility	25
16	Details of Track Record	25
17	Details of Service Centers	25
18	Unacceptable quality of Hardware	25
19	Technical Inspection and Performance Evaluation	25
20	AMC for Desktops	26
21	Delivery and Installation	26
22	Completeness of Installation	26
23	Inter-working of existing Hardware	27
24	Acceptance Tests	27
25	Software Drivers & Manuals	27
26	Warranty	27
	Part -III Commercial Bid	
1	Commercial Evaluation	28
2	Price Bid	28-29
3	Terms of Payment	29
	Annexure A - Schedule of Requirement of Items	30-33
	Annexure B - Locations details	34-35
	Annexure C- Scope of Work	36
	Annexure D - Undertaking from Vendor	37-38
	Annexure E - Vendor's Details	39
	Annexure F - Compliance to Eligibility	40-41
	Annexure G - Details of Track Record	42
	Annexure H -Details of Service Centers	43
	Annexure I - Manufacturer's Authorization Form	44
	Annexure J - Non-Discloser Agreement	45
	Annexure K - Bill of Materials	46-47
	Annexure L – AMC Cost for 6th and 7th Year	48
	Annexure M – Pre-Bid Query Format	49
	Annexure N and O – Background Check and NEFT Details	50

Part - I

General Terms

TENDER NOTICE

The Municipal Co-op Bank Ltd., Mumbai.

1) INTRODUCTION

The Municipal Co-operative Bank Ltd., Mumbai was registered under the Co-operative Societies Act in the year 1952 and started functioning from April, 1953.

Bank has 21 Branches and Head Office at Fort, Mumbai. Its branches has spread across Mumbai City. Bank has Core Banking System with Network Connectivity on SDWAN. Bank is offering Debit Card, Mobile Banking, UPI, RTGS/NEFT facility to its customers.

2) Note

None of the Technical terms used in the RFP are intended to be proprietary/vendor specific. If, inadvertently, such terms are used bidders are encouraged to point out and offer equivalent open/industry-standard solution with similar functionality.

3) Invitation for tender offers

The Municipal Co-op. Bank Ltd., Mumbai invites sealed quotations from Authorized Service Providers for supply of following Hardware as per specifications, terms & conditions given in enclosed forms.

Sr.	Description	Quantity
1	Business Desktop - Intel® Core™ i3 processor 14100 (12M Cache, up to 4.70 GHz) or higher, 16 GB (1x 16 GB) DDR5 -4800 MHz (UDIMM), M.2 2230 512GB PCIe NVMe Class 25 Solid State Drive or higher and additional 1 TB SATA HDD 7200 RPM or higher, Intel Chipset Q Series or Higher MBD, Intel HD Graphics integrated, Integrated Ethernet 100/1000 port, 21.5" or higher LED Monitor, Keyboard, Optical Mouse, Power Supply, Preloaded Windows 11 Professional License with 5 years' warranty and support. (HP/Dell).	24
2	Business Desktop - Intel® Core™ i3 processor 14100 (12M Cache, up to 4.70 GHz) or higher, 12 GB (1x 12 GB) DDR5 -4800	170

	MHz (UDIMM), M.2 2230 256GB PCIe NVMe Class 25 Solid State Drive or higher, Intel Chipset Q Series or Higher MBD, Intel HD Graphics integrated, Integrated Ethernet 100/1000 port, 21.5" or higher LED Monitor, Keyboard, Optical Mouse, Power Supply, Preloaded Windows 11 Professional License with 5 years' warranty and support. (HP/Dell).	
3	Network Attached Storage (NAS) – Synology DS 725+ (2 – Bay, 2 x 2 TB, RAID 1 Compatible) for Branches	21
4	Network Attached Storage (NAS) – Synology DS 725+ (2 – Bay, 4 x 2 TB, RAID 1 Compatible) for Head Office	1

4) Terms & Conditions

Sealed Proposals (Separate Technical & Commercial Bids) are invited by the The Municipal Co-op. Bank Ltd. from Reputed, Experienced & Authorized vendors for Supply, Install & maintenance of Desktop at Branches and Head Office of the Bank with 5 years comprehensive warranty as per the terms and conditions governing the RFP as under:

- a. The sealed tenders are to be submitted in prescribed format on the organization's business letter head duly stamped, signed and dated on each page as your unconditional acceptance to the terms prescribed by the Bank in the tender document. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the tenderer / bidder. No overwriting shall be accepted unless authenticated with full signature of the bidder. Incomplete bids received shall be summarily rejected.
- b. The tender document can also be downloaded from the website of the Bank <https://mcb.bank.in> for which tenderer / Bidder has to pay INR 5000/- (Rupees Five Thousand Only including GST) by way of NEFT/Demand in favor of **The Municipal Co-operative Bank Ltd, Mumbai payable** at Mumbai towards the cost of the tender document along with their quotes, failing which the tender shall be out rightly rejected. (NEFT details in Annexure – 'O')
- c. Tenderer(s) / Bidder (s) are required to deposit Rs.1,00,000/- [Rupees One Lakh only] towards earnest deposit money (EMD) by way of NEFT/ crossed demand draft in favor of **"The Municipal Co-op. Bank Ltd."** payable at Mumbai. The earnest money of tenderer(s) / bidder(s) will be refunded without interest/Bank commission

within 120 (One Hundred Twenty) days from the date of acceptance /finalization of the RFP. (NEFT details in Annexure – ‘O’)

- d. The tenderer / bidder is required to submit the **Technical Bid and Commercial Bid separately in two different sealed envelopes**. Sequential page numbering should be marked on all the pages of the bid submitted (including supporting documents). The sealed envelopes containing the technical bid and commercial bid should be duly superscripted as **‘Technical Bid’** and **‘Commercial Bid’** respectively for easy identification. The Demand Draft/Receipt of NEFT pertaining to **EMD amount** should be submitted with the **Technical Bid**. Both the envelopes should be placed together in a **Larger Envelope** super scribed, as **“Proposal for Supply, Install & Maintenance of Desktops at Branches and Head Office of The Municipal Co-op Bank Ltd.,Mumbai.”**
- e. The sealed tender duly super scribed, **“Proposal for Supply, Install & maintenance of Desktops at Branches and Head Office of The Municipal Co-op Bank Ltd.,Mumbai.”**, should be addressed to General Manager, The Municipal Co-op. Bank Ltd. and sent to the Bank’s address given below either by registered post/speed post/or by dropping in the tender box placed at Head Office of the Bank & **should reach on or before 5.00 PM on 22nd December 2025.**

Address:

The Municipal Co-op. Bank Ltd. Mumbai
Head Office
Municipal Bank Bhavan,
245, P.D’mello Road.
Fort, Mumbai 400001

Tenders received after the stipulated date and time shall not be entertained. The bank shall not be liable for any postal delays what so ever and tender received after the stipulated time/date is liable to be rejected summarily without giving any reason.

- f. The Technical Bid shall be opened by the Bank for Technical Evaluation as First Step.
- g. Bank shall have the right to assess the competencies and capabilities of the tenderer / bidder by going through the credentials given in the Technical Bid and on the basis of such credentials, Bank may reject the candidature of the tenderer / bidder without assigning any reason. In such case(s) the Commercial Bid shall not be opened for that particular tenderer / bidder. The Commercial Bid

of only those parties who qualify in the technical scrutiny shall be opened in the IT Committee of the Bank.

- h.** Non acceptance of any of the terms & conditions as stated in tender and non-submission of the stipulated Earnest Money Deposit (EMD) shall render the Tender invalid. Only tenderer(s) / bidder(s) whose Technical / Infrastructure particulars as stated in tender are determined to be in consonance with Banks requirements shall be considered further in the Tender Evaluation Process.
- i.** The tenderer / bidder should be a Registered Public/Pvt Ltd Company for at least 5 (Five) years on the date of the submission of the tender.
- j.** Bank's all Branches, Head office, is situated in Mumbai only.
- k.** Escalation matrix up to the level of CEO must be provided with phone number and email address of all personnel in the matrix.

1. Security Deposit

The tenderer / Bidder whose tender is accepted by Bank shall be required to give a security deposit or irrecoverable Bank Guarantee in addition to EMD amount from any Scheduled Bank for 5% of the Amount of total bill of material for faithful performance of the Tender. The Bank Guarantee shall be valid for a period of 5 (Five) years and shall be submitted within 10(ten) days of the award of tender / work.

In case the Bidder fails to execute the work as per the tender; or fails to deliver the satisfactory after sales service or fails to execute SLA, the Bank all have the right to invoke the said Bank Guarantee being part of the security deposit. No interest will be payable by Bank on the security deposit, so held.

- m.** Bank reserves the right to accept or reject any or all tenders including the lowest tender/s without assigning any reason at its sole discretion and the decision of the Bank will be final and binding on all concerned bidders.
- n.** Bank does not bind itself to accept the lowest or any tender or to assign any reason thereof and also reserves the right of accepting the tender in whole or in part. The part acceptance of the tender will not violate the terms and conditions of the contract and the tenderer / bidder will execute the work at the specified rates without any extra charges or compensation within the stipulated period.

- o.** The whole work included in the Tender shall be executed by the Tenderer / Bidder and the Tenderer / Bidder shall not directly or indirectly transfer assign or sublet the contract or any part thereof or interest therein without the prior written consent of the Bank.
- p.** In case of any work for which there is no specification in the Tender, such work shall be carried out in accordance with the directions of the Bank after receiving the acceptance in writing thereof.
- q.** All corrections in the tender shall be attested by initials of the Tenderers / Bidders. Corrections, if not attested may entail rejection of tender.
- r.** It shall be clearly understood that the rates quoted in the tender will be for complete work at site, as per instructions to Tenderers / Bidders, conditions of Contract, specifications and drawings, and also for all such works as are necessary for the proper completion of the contract, although specific mention thereof may not have been made in the specifications or drawings or tender documents. The rates shall be firm and shall not be subject to cost escalation. The tenderers / bidders shall quote rates exclusive of all statutory levies, taxes, charges, surcharges, GST, & other taxes etc. No component of cost shall be paid by the Bank unless the same is included specifically in the quotations. No advice of any change in rate after the opening of the tender shall be entertained.
- s.** Every page of the tender shall be signed on the left side bottom corner by the person in token of his/her having acquainted himself / herself with the general conditions etc. as laid down. Any tender is liable to be treated as defective and liable to be rejected, if any of the pages is not signed. All corrections and alterations, if any made while filling the tender must be attested by initials of the Tenderer / Bidder's authorize personnel. Cuttings and overwriting is not permitted. Failure to comply with either of these conditions will render the tender liable for rejection.
- t.** All disputes arising out of this tender are subject to the jurisdiction of Courts in Mumbai.
- u.** The bidder has to submit an undertaking (format enclosed in the annexure) along with the materials delivered, signed by the official certifying that all the components / parts / assembly / software /Microsoft OS License used in the Desktop etc. were original and also no refurbished / duplicate/second hand components /parts/assembly/software were being used or would be used.

- v. The offer should hold good for a period of 180 days from the closing date of the tender.
- w. **Proposal Ownership-** The proposal and all supporting documentation submitted by the vendor shall become the property of the Bank.
- x. **Documentation** - Functional and Technical information in the form of Brochures/Manuals/CDs etc. must be submitted in support of the Offer made.
- y. The accessories required for proper functioning of the Hardware should also be provided. The successful bidder must provide **5 years' comprehensive on-site warranty & support** for the all hardware as per annexure "A". **The bidder must take back to back support from the OEM for all hardware and a certificate from OEM must be submitted to indicate the proof of providing the support.**

5) Format for Technical offer

The suggested format for submission of technical offer is as follows:

- a) Index
- b) Covering letter. This should be as per Annexure D.
- c) Details of the vendor, as per Annexure E.
- d) Compliance to Eligibility, as per Annexure F.
- e) Bill of materials as per Annexure K. This table should not contain any price information.
- f) Technical Offer with Specifications as given in Annexure A, complete with all the columns filled in.
- g) Terms and Conditions Compliance
- h) Warranty and AMC details (for all relevant schedules). This should not contain any price information.
- i) Delivery and Implementation schedule.
- j) Technical Documentation (Product Brochures, leaflets, manuals etc.). An index of technical documentation submitted with the offer must be enclosed.
- k) System software details.
- l) Manufacturer's Authorization Form (if applicable) as per Annexure I.
- m) Details of past installation, as per Annexure G
- n) Details of support centers, as per Annexure H
- o) Valid Bank Draft for EMD and Tender Fee O

6) Format for Commercial Offer

The Commercial offer must not contradict the technical offer in any way. The suggested format for submission of Commercial offer is as follows:

- a) Index
- b) Covering letter
- c) Commercial Version of Bill of Materials and Price Schedule (as per Annexure K). This must contain all price information, including AMC details (as per Annexure L). This commercial offer should strictly adhere to our format and offers which are not in that format may be liable for rejection.
- d) A statement that the vendor complies with Payment schedule given in the tender.

7) Locations of Delivery & Installation

Hardware equipment's will be installed at all the 21 Branches and Head Office of the Bank (as per Annexure B).

8) Service Levels

- a. The purpose of this Service Level Requirements/Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the selected bidder to the Bank for the duration of this contract period of this engagement.
- b. The successful bidder has to sign a SLA and NDA with the Bank within 10 days of issuing the LOA for the provision and execution of services as per the tender terms.

9) Vendor Support – Successful Bidder shall give the support for 5 years from the date of installation of the Desktop in the Branch and HO of the Bank and shall respond to all the support calls and send the Engineer at site for resolution of the call logged.

10) Hardware Failure

If during the warranty period, of first three months any equipment has a failure on Five or more occasions in a quarter, it shall be replaced by equivalent new equipment by the vendor at no cost to The Municipal Co-op Bank Ltd. Mumbai

11) Penalty for downtime

Hardware if is reported to be down on a given date should be either fully repaired or replaced by temporary substitute (of equivalent configuration)

within 24 hours. The reporting will be through a telephonic message or any other mode as The Municipal Co-op Bank Ltd.,Mumbai. may decide.

In case vendor fails to meet the above standards of maintenance, there will be a financial penalty per day as specified in the table below, subject to a maximum of 10% of the order value for the equipment affected:

Sr.	Description	Penalty
1	Desktops Service Level – Next Business Day	Rs.150 Per Day per desktop

12) Preventive Maintenance –

- a) The preventive maintenance at the locations (21 Branches & HO) should be carried out at least once in quarter year.
- b) The service provider has to prepare PM schedule and intimate the Bank. The onsite resource deployed by the bidder at the Bank has to coordinate with the field engineers during PM.
- c) On completion of PM, the service provider has to submit the report
- d) No additional cost whatsoever would be paid by the Bank.

13) Guarantees

Vendor should guarantee that the systems delivered to The Municipal Co-op Bank Ltd.,Mumbai. are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to The Municipal Co-op Bank Ltd.,Mumbai. is licensed and legal documents have to be submitted in this regard. All Desktops and software must be supplied with their original and complete printed documentation.

14) Liquidated Damages

If the Tenderer fails to deliver the hardware, software and services or complete the installation/ commissioning within the period specified in the purchase/work order, Bank shall without prejudice to its other remedies, deduct as liquidated damage 1.0(one) percent of the price of Project Cost for every week of delay or part thereof. Subject to Maximum cap for penalty shall be 5% of project cost or part thereof by mutual agreement between the parties.

15) Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, and acts of The Municipal Co-op Bank Ltd., Mumbai. in fires, floods and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify The Municipal Co-op Bank Ltd., Mumbai. in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by The Municipal Co-op Bank Ltd., Mumbai. in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, The Municipal Co-op Bank Ltd., Mumbai. and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

16) Confidentiality –

- a)** The Bidder acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The Bidder agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the Bidder, the Bank shall be indemnified. The Bidder agrees to maintain the confidentiality of the Banks information after the termination of the agreement also.
- b)** The Bidder / Bank will treat as confidential all data and information about the Bidder /Bank / Contract, obtained in the execution of this

tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.

- c) The selected bidder must undertake that they shall hold in trust any Information received by them under the Contract/Service Level Agreement, and the strictest of confidence shall be maintained in respect of such Information. The bidder has also to agree:
 - i. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by Bank;
 - ii. To only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
 - iii. To restrict access and disclosure of Information to such of their employees, agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause, and
 - iv. To treat all Information as Confidential Information.
- d) Conflict of interest: The Bidder shall disclose to Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Bidder or the Bidders team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

17) Non Discloser Agreement –

- a) During the contract period, the Personnel of service provider will have access to confidential information of the Bank such as Customer data, Data configuration, IP addresses, device configuration, network architecture, etc. The service provider or its Personnel shall not disclose at any point of time to any other person/third party the information so received and use the same degree of care to maintain the confidentiality of the information as if the information is their own. Also the service provider may use the information only for serving the Bank’s interest and restrict disclosure of information solely to those employees of service provider having a need to know such information in order to accomplish the purpose stated above, advise each such employee, before he or she receives access to information, of the obligation of service provider under this agreement and require such employees to maintain these obligations.
- b) In case the selected vendor acts is extending similar services to multiple customers, vendor shall take care to build strong safeguards so that there is no co-mingling of information, documents, records and assets related to services within the ambit of this RFP and subsequent purchase order.

- c) The shortlisted bidder shall submit a non-disclosure agreement (NDA) as per **Annexure -J** on non-judicial stamp paper of appropriate value.
- d) Violation of NDA will lead to legal action against the vendors for breach of trust, forfeiture of PBG and blacklisting.

18) Indemnity

Vendor shall indemnify, protect and save The Municipal Co-op Bank Ltd., Mumbai, against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware equipment's/software license etc. supplied by him.

19) Corrupt and fraudulent practice

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the execution of this RFP and subsequent contract(s). In this context, the bidders to note the following:

- a) **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the procurement process or in contract execution.
- b) **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non- competitive levels and to deprive the Bank of the benefits of free and open competition.
- c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
- d) **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process. The Bank reserves the right to declare a bidder ineligible for a period of three years to be awarded a contract, if at any time it determines that the bidder has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

20) Right to Alter Quantities – The bank reserves the right to :

- a) Alter the requirement quantity (increase / decrease) specified in the RFP or change the specification of the infra proposed by the bidder at any point before issuing the PO.
- b) Add/Delete one or more items from scope of work specified in the RFP at any point before issuing the PO.

21) No Commitment to Accept Lowest offer or Any Offer –

- a) The Bank does not bind itself to accept the lowest offer.
- b) The Bank reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
- c) The Bank makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- d) The Bank will not be obliged to meet and have discussions with any bidder and/ or to entertain any representations in this regard.
- e) This RFP document does not constitute an offer by Bank. The bidder's response to this RFP may result into selection of bidder(s) after completion of selection process as detailed in this RFP document.

22) Selection process for the Bidder

- a) Issue of Tender Notification
- b) Submission of Bids from the Interested Parties
- c) Opening of Eligibility Criteria & Technical Bids
- d) Technical bids evaluation
- e) Short-listing of Bidders for Commercial bids opening.
- f) Commercial bids opening.
- g) Commercial bids evaluation
- h) Discussion with IT Committee of the Board.
- i) Issuance of Letter of Appointment (LOA)
- j) Acceptance of the LOA.
- k) Finalization and Signing of SLA & NDA.

23) Governing Law and Jurisdiction

This RFP and subsequent agreement with the Selected Bidders shall be governed and construed in accordance with the laws of India and courts in Mumbai will have the exclusive jurisdiction to determine the issues arising out of this RFP.

24) Privacy and Security Safeguards

The selected bidder shall not publish or disclose in any manner, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location. The selected bidder shall develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software & data. The selected bidder shall also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the selected bidder under this contract or existing at any Bank location.

25) RFP Response Instructions

- a) The terms and conditions as specified in the RFP, addenda and corrigenda issued by the Bank thereafter are final and binding on the Bidders. In the event the Bidder is not willing to accept the terms and conditions of Bank, the Bidder may, in sole discretion of Bank, be disqualified.
- b) The Bidder must strictly adhere to the delivery dates or lead times identified in their proposal including the project timeline. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the selected Bidder's performance. In the event that the Bank is forced to cancel an awarded contract (related to this RFP) due to the Bidder's inability to meet the established delivery dates that Bidder will be responsible for any re-procurement costs suffered by the Bank. The liability of re-procurement costs in such an event could be limited to the amount actually spent by Bank for procuring similar deliverables and services. The re-procurement cost would be established post a reasonable due – diligence of the re-procurement cost to be incurred.
- c) By submitting the bid, the Bidder represents and acknowledges to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, under all phases involved in the performance of the provisions of this RFP. The Bidder represents that all hardware and software supplied in response to this RFP shall meet the proposed requirements of the Bank. The Bidder also acknowledges that Bank relies on this statement of fact, therefore neither accepting responsibility for, nor

relieving the Bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, Bank expects the Bidder to fulfill all the terms and conditions of this RFP. The modifications, which are accepted by the Bank in writing, shall form a part of the final contract.

- d) All terms and conditions, payments schedules, time frame for implementation, expected service levels as per this RFP will remain unchanged unless explicitly communicated by Bank in writing to the Bidders. The Bidder shall at no point be entitled to excuse themselves from any claims by Bank whatsoever for their deviations in conforming to the terms and conditions, payments schedules, expected service levels, time frame for implementation etc. as mentioned in this RFP.
- e) Bank will not bear any costs incurred by the Bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.
- f) Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question
- g) Bank reserves the right to cancel this RFP any time or at any stage without any reason / notice to the vender or change/add any terms and conditions of the RFP by issuing addenda/corrigenda and putting it on Bank's website.
- h) Bank reserves the right to extend the dates for submission of any and all responses to this document.
- i) If there are conflicting points in the RFP, the Bank reserves the right to take a position on the conflicting issue which will be binding on the selected Bidder any time during the period of contract. No appeal will be entertained.
- j) Preliminary Scrutiny – Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. Bank may, at its discretion, waive any minor non- conformity or any minor deficiency in an offer. This shall be binding on all Bidders and Bank

reserves the right for such waivers and Bank's decision in the matter will be final.

- k) Clarification of Offers – To assist in the scrutiny, evaluation and comparison of offers, Bank may, at its discretion, ask some or all Bidders for clarification of their offer. Bank has the right to disqualify the Bidder whose clarification is found not suitable to the project requirements.
- l) No Commitment to Accept Lowest bid or any bid – Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this RFP. Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations in respect of the rejection.
- m) Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in.
- n) Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. Bank may treat the offers not adhering to these guidelines as unacceptable. The proposals should be in the template that is recommended and provided in this RFP. Bids with eraser/over writing/cutting are liable to be rejected.
- o) There will be an acceptance test by Bank or its nominated representatives after installation of the Hardware. In case of discrepancy Bank reserves the right to cancel the entire contract.
- p) The selected Bidder is responsible for managing the activities of its personnel or the personnel of its subcontractors/franchisees, if any, and will be accountable for both. The Bidder shall be vicariously liable for any acts, deeds or things done by their employees, agents, contractors, subcontractors, and their employees and agents, etc. which is outside the scope of power vested or instructions issued by Bank . Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc. engaged by Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the Contract to be issued for this RFP. No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc. by the selected bidder, for any assignment

under the contract to be issued for this RFP. All remuneration, claims, wages, dues etc. of such employees, agents, contractors, subcontractors etc. of the selected bidder shall be paid by selected bidder alone and Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of selected bidder's employee, agents, contractors, and subcontractors, etc. The selected bidder shall hold Bank, its successors, assignees and administrators and its directors and officials, fully indemnified and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to Bank through the action of selected bidder's employees, agents, contractors, subcontractors etc. However, the selected bidder would be given an opportunity to be heard by Bank prior to making of a decision in respect of such loss or damage.

- q) Bank shall inform the selected bidder of all known breaches and claims of indemnification and the selected bidder shall be required at their expense to remedy the breaches, defend, manage, negotiate or settle such claims. The written demand by Bank as to the loss / damages mentioned above shall be final, conclusive and binding on the selected bidder and selected bidder shall be liable to pay on demand the actual amount of such loss / damages caused to Bank including but not limited to all costs and expenses, including, without limitation, reasonable attorneys' fees and court costs. In respect of demands levied by Bank on the Bidder towards breaches, claims, etc. Bank shall provide the selected bidder with details of such demand levied by Bank. For the purposes of this section, the indemnity may include but not limited to the areas mentioned, i.e., "claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the selected bidder to its employees, its agents, contractors and sub-contractors." However, there are other indemnities such as indemnity for IPR violation, confidentiality breach, etc., that the Bidder is expected to provide as per the RFP. The selected bidder's representative will be the point of contact for Bank. The delivery, installation, configuration status of the project should be reported on a weekly basis.
- r) In case of software supplied with the solution the selected bidder should ensure that the same is licensed and legally obtained with valid documentation made available to Bank.

26) Additional Information

- a) Authorized Signatory- The Bidder shall submit the bid authenticated by an authorized person from any of their offices in India. The Bidder's

authorized signatory shall authenticate by sign and seal, each page of the bid in original and photocopies including brochures/ pamphlets/ write-up etc.

- b) Cost of Preparing the Bids- The cost of preparing the response to this RFP will be the responsibility of the Bidder and Bank will not be liable for any cost incurred by the Bidder.
- c) Clarification on RFP document
 - I. The Bidder shall carefully examine and understand the specifications /conditions of RFP, intent of the RFP and seek clarifications, if required, to ensure that they have understood all specifications /conditions/intent of RFP.
 - II. The Bidder in all such cases must seek clarification in writing in the same serial order of that of RFP by mentioning relevant page number and clause number of RFP. Such clarifications should be sought, by submitting a list of queries as per Appendix M – Pre Bid Query Format in writing to Bank on or before the timeline prescribed in this RFP.

27) Non-transferable Tender

This tender document is not transferable. Only the vendor, who has purchased this tender, is entitled to quote.

28) Publicity

Any publicity by the vendor in which the name of The Municipal Co-op. Bank Ltd. is to be used should be done only with the explicit written permission of The Municipal Co-op. Bank Ltd.

29) Clarifications

For any details / clarifications, Bidders should contact

IT Department

The Municipal Co-op. Bank Ltd.

Municipal Bank Bhavan,

245, P.D'mell Road.

Fort, Mumbai 400001

Email Id – mcb.itcell@mcbmumbai.com

The Vendor will have to submit queries pertaining to the RFP as per the RFP Schedule in the format specified in “**Annexure M**” in this document to the communication address as specified above.

Bank will respond to these queries as per the schedule of the RFP, if required there will be a meeting with the Vendors who have obtained this RFP at the agreed time to address any queries in connection with the document.

Part - II

Eligibility & Technical Criteria

- 1) Eligibility Criteria for Supply, Install & maintenance of Desktop at Branches, and Head Office of The Municipal Co-op Bank Ltd., Mumbai.

Reputed vendors, who have experience in installing desktops who meet the following Eligibility criteria, only need to apply: -

- a. **The bidder** must be an Indian Company Registered Public/Pvt Ltd Company under Indian Companies Act & should be in Business for the period of 5 years as on 31st March 2025.
- b. The Bidder should be an “**Authorized Partner for the Desktop of the make offered**” as on date and shall submit copy of Certification given by OEM which shall be in force for at least for past 3 years.
- c. The bidder should be actively engaged in the business of supplying desktop computers for at least five (5) years. The bidder must have successfully executed a minimum of five (5) single purchase orders, each valued at ₹50 lakhs or more, for the supply of desktops to Public Sector Banks, Private Sector Banks, or Co-operative Banks during this period.
- d. Bidder should have minimum Average Annual Turnover of Rs.5 Crores in last three financial Years as per the audited balance sheet and should be profit making & documents of Balance sheet & P&L should be submitted along with the bid document.
- e. The bidder should have positive net worth and profits (i.e., no cash loss) in 2 years out of last 3 years.
- f. The Bidder shall be having support services at Mumbai.
- g. The Original Equipment Manufacturer (OEM) shall also submit through the authorized dealer participating in the tender process that they shall honor the warranty/Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorized dealer, through the other ASP partners or directly.

- h. In the case of a Bidder offering to supply goods/services under contract, which the Bidder did not manufacture or otherwise provide (not being an OEM), a separate "Manufacturers Authorization Form" shall be submitted as per Annexure "I"
- i. The bidder should not have been blacklisted by any Public Financial Sector Society, RBI or IBA or any other Government agencies as on the last date of tender submission.
- j. Bidder should provide undertaking for background check of employees deputed to the Bank project as per annexure 'N'
- k. Power of Attorney / Authorization Letter is to be submitted in-favor of the person, who is signing and submitting the RFP on behalf of the bidder.

2) Track Record of installations

The vendor should provide details of the installation of past installation with name of the clients thereof.

3) Quality Standards

The Municipal Co-op Bank Ltd., Mumbai., is looking for quality products, which are volume, produced and are used by a large number of users in India/Abroad. All products quoted should be associated with specific model & part numbers, names and with printed literature describing configuration and functionality. Details of product should be available on their website and vendor should provide the bank the access to the Website. Any departures from the printed specifications should be clearly identified in a separate Annexure -M which must be supplied by the vendor along with the offer document. Desktop to be provided should be from an ISO 9002/9001 manufacturing unit.

Desktop model shall be from Business Segment and any model offered which is in person market segment shall stand rejected.

4) Manufacturer's / Developer's Authorization Form

Bidders must submit a letter of authority from their manufacturers (as per annexure I) that they have been authorized to quote on behalf of the manufacturer. Authorization from authorized distributors/dealers for software items is acceptable.

5) Reference Checks

Vendors are required to provide a minimum of three-reference site in Mumbai where the Hardware installation is successfully running. These Clients should be in the banking industry. All the details of reference sites requested for in Annexure E should be provided along with the names and contact details of persons who will be available for discussions. The Bank, at its option, will contact these reference sites to obtain information on the solution and implementation.

6) Technical Documentation

- a. The Bidder must ensure that detailed technical documentation involving instructions for operation and maintenance, users' manual etc. is delivered in soft copy with every unit of the equipment supplied.
- b. All details (Make, Model, part numbers, description, quantity etc.) of Hardware and associated components offered by the Bidder, and any other relevant information, should be mentioned in the Bidder's response to RFP.

7) Hardware Installation

- a. The Bidder shall promptly install the delivered goods at the designated installation sites. The Bidder is responsible for installation and configuration of systems at sites including unpacking of cartons/ boxes, assembling, wiring, cabling between hardware units and connecting to power supplies. The Bidder will test all hardware and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.
- b. The Bidder may commence installation of the equipment only after the Bank has performed a successful Post Delivery Inspection of the equipment, after it has arrived at the designated sites. The Bidder or its representative may test/inspect the Hardware. During the Post Delivery Inspection, the Bidder should provide necessary support/infrastructure to facilitate Post Delivery Inspection. Hardware may be rejected by Bank during this inspection, which must be promptly replaced by the Bidder, in order to complete the inspection and meet the schedule.
- c. The Bidder must install, test and integrate hardware and software components supplied by them to ensure inter-working of hardware and software. The Bidder shall also be responsible to co-operate with the Bank and/ or its application software vendor/ SI, who shall install the application software and drivers on the systems, to ensure that the integrated systems are fully functional.

- d. All software components must be supplied by the Bidder along with original media and required drivers.
- e. Bidder shall install the software required by the Bank on the Desktop and shall transfer the data from the old system to new system.
- f. The Bank reserves the right to install Third Party software/ hardware or any other products at the same site.

8) Completion of commissioning

The delivery of the Desktops should happen to the respective sites **within Sixty (60) days** from the date of placement of Purchase Order. Commissioning should be completed by the Bidder within 30 days of Post Delivery Inspection, or within 30 days of site readiness, whichever is later.

9) Annual Maintenance for purchased Desktops

- a. Bidders should maintain the equipment provided for at least 7 years (5 years warranty and 2 years of Comprehensive AMC) from the date of acceptance by Bank. This shall be extendable by the Bank, for a minimum period of 2 more years.
- b. Any support that is available during the Warranty period should also necessarily be available during the AMC period.
- c. The Annual Maintenance Contract may be terminated by the Bank by providing three months written notice to the Bidder, during which time the Bidder should complete all implementation and operations activities as required by the Bank.

10) Delivery of Desktops

- a. It is the Bidder's responsibility to deliver all the components at the locations mentions in **Annexure -B** within the time frame specified by the Bank in the RFP and install and integrate the same within the time frame specified in the RFP.
- b. Bank reserves the right to change location of installation at a later date with prior intimation to the Bidder. Relocation of the hardware will be done at the Bank's cost. However, Bidder shall provide all the necessary assistance to facilitate this
- c. Within 24 hours of dispatch of goods under this RFP, the Bidder shall notify the Bank and the Insurance Company by Cable/fax etc. the full details of the dispatch including Contract No., Description of Goods, Serial No. of goods, quantity, dispatch particulars and the date and name of the consignee etc. The

Bidder shall mail the following documents to the Bank with a copy to the Insurance Company:

- The Bidder's invoice showing purchase order number, Goods' description, serial number(s) of goods, quantity, unit price, total amount. Delivery note, packing list.
- Insurance certificate.
- Bidder's certificate that the delivered goods are brand new in all its components and conform to the technical specifications required by the Bank. In case of software, the Bidder should certify that the software supplied to the Bank is licensed and legally obtained;
- Manufacturer's/Bidder's warranty certificate.
- Inspection Certificate as applicable;
- Certificate of origin;
- E way Bill

Any other document evidencing payment of statutory levies.

The Bidder has to make its own arrangements to fulfil all delivery formalities, including payment of all taxes, duties, charges and levies of Central or State Governments, as applicable, and should not involve Bank in these activities. Bank will not accept any liability on account of non-payment of any applicable taxes and levies by the Bidder.

- 11) Schedule of Requirement of Items - As per Annexure – A and location of Head office and Branches as per Annexure -B**
- 12) Scope of Work - As per Annexure – C**
- 13) Undertaking from Vendor - As per Annexure – D**
- 14) Vendor's Details - As per Annexure – E**
- 15) Compliance to Eligibility - As per Annexure – F**
- 16) Details of Track Record (Past Installations) As per Annexure – G**
- 17) Details of Service Centers - As per Annexure – H**
- 18) Unacceptable quality of Hardware**

The vendor should not substitute any internal components or subsystems of Hardware to be supplied by similar items from different manufacturers,

without permission from The Municipal Co-op Bank Ltd.,Mumbai.

19) Technical Inspection and Performance Evaluation

The Municipal Co-op Bank Ltd.,Mumbai., reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of machines offered by short-listed vendors

20) AMC for Desktops & NAS

6th & 7th year comprehensive on-site AMC for Hardware on bill of material quoted should be mentioned. The Bank reserves the right to discontinue the AMC and award the same to any other vendor without assigning any reasons whatsoever. If accepted The Municipal Co-op Bank Ltd.,Mumbai., will pay AMC charges in Indian Rupees.

21) Delivery and Installation

- a) The Vendor shall be responsible for delivery and installation of the equipment ordered at Head Office and Branches and for making them fully operational at no additional charge within **60 Days from the date of the receipt of work orders.**
- b) Appropriate insurance to cover the equipment for the transit period and till the hardware equipment's is accepted by The Municipal Co-op Bank Ltd.,Mumbai., at the respective site is to be taken by the vendor.
- c) The Municipal Co-op Bank Ltd.,Mumbai., Mumbai shall inspect material through an outside independent Agency and/or its nominated consultants after installation of complete equipment. In case of discrepancy in hardware equipment's/software supplied, The Municipal Co-op Bank Ltd.,Mumbai., may cancel the entire purchase order and return the equipment back to the vendor at vendor's costs and risks.

22) Completeness of Installation

The vendor has to install all the Desktops configure the same as per the requirements of the Bank. The installation will be deemed as incomplete if any component or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to The Municipal Co-op Bank Ltd.,Mumbai. after acceptance testing/examination.

In such an event, the supply & installation will be termed as incomplete, and it will not be accepted, and warranty period will not commence. The entire site will be accepted after complete installation of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

23) Inter-working of existing Hardware

The vendor must do the configuration of the Desktops as per the scope given by the Bank. Existing profile and software should be installed by the vendor on the desktops from the old desktops.

24) Acceptance Tests

At the discretion of The Municipal Co-op Bank Ltd., Mumbai acceptance test will be conducted by the vendor at the site in the presence of the officials of The Municipal Co-op Bank Ltd., Mumbai And/or its nominated consultants. The tests would check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by The Municipal Co-op Bank Ltd., Mumbai for carrying out this acceptance test. The Municipal Co-op Bank Ltd., Mumbai will take over the system on successful completion of the above acceptance test.

25) Software Drivers & Manuals

The Desktops will have to be supplied with latest version of Microsoft Windows 11 Professional OEM license and other required software, drivers, accessories and manuals as applicable.

26) Warranty

The offer must include a minimum five-year comprehensive on-site warranty from the date of installation and acceptance of the system by The Municipal Co-op Bank Ltd., Mumbai. The warranty will start only after complete installation and acceptance of equipment's at Head Office and Branches of the Bank.

During the warranty period, vendor shall maintain the systems and repair/replace at the installed site all defective components, at no charge to The Municipal Co-op Bank Ltd., Mumbai.

Part – III

Commercial Bid

1) _Commercial Evaluation (CE)

- a) The bidder shall be required to submit commercial bids as a part of the bid submission.
- b) The placement of hard copy of commercial bid in eligibility bid or technical bid covers will make the bid liable for rejection.
- c) Response to the commercial bid shall include cost of Desktops, Microsoft Windows 11 Professional, Drivers, Monitor, keyboard, Mouse, NAS, installation, implementation, migration of data from old Desktops to New Desktops and all the components required for commissioning and functioning of the Desktops. It is the responsibility of the Bidder to provide all the items which may or may not have been mentioned in the Bid to ensure commissioning and functioning of the Desktops within the final agreed price between the selected Bidder and Bank.
- d) The total cost to be specified by the Bidder must cover separately the following as detailed in **Annexure K**. The Bidder is expected to quote all components and services in Indian Rupees (without decimal places) on a fixed price basis as part of the commercial Bid.
- e) AMC Cost for 6th and 7th Year as per **Annexure - L**

2) Price Bid

- a) The Bidder shall indicate in the Price Schedules with Unit Rates for supply and erection of each goods and services which includes supply, installation and commissioning.
- b) The Bidder shall quote rates exclusive of all statutory levies, taxes, charges, surcharges, GST & other taxes if any etc.
- c) Any alteration in the rates etc. will not be allowed on any ground, such as mistake, misunderstanding etc., after the Bid has been submitted.
- d) The Bidder shall quote rate only in Indian Rupees.
- e) The prices and other terms offered by Bidders must be firm for an acceptance period of 120 days from the opening of the commercial bid.

- f) The bidder will be required to submit commercial bids as part of the bid submission. The Bank will open commercial bids of technically qualified bidders in its Meeting
- g) End of Sales/ End of support: The Bidder has to ensure that desktops and software provided put to use as part of this RFP should not have reached end of sale\support.
- h) This bill of material must be attached in Technical Offer as well as commercial offer. The format will be identical for both technical and commercial versions, except that the **technical version will not contain any price information**. Technical offers without the bill of material are liable for rejection.
- i) The vendor must take care in filling price information in the commercial version, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.
- j) In case of any discrepancy between unit price and total price of an item, the unit price will prevail. Similarly, in case of error in the sum of various items, the correct sum will be calculated by the addition of total prices of each item.

3) Terms of Payment

The Municipal Co-op Bank Ltd., Mumbai shall make payment as follows:

- a) 50 % of the order value will be paid on delivery of all Hardware ordered, at Head office and Branches.
- b) 30 % of the order value will be paid on completion of installation and third party testing of all the equipment and software ordered.
- c) The balance of 20% will be paid after submission of Performance Bank Guarantee (as per the Bank's standard format) for the amount equivalent 10% of the Tender Value (For Desktop) valid for the entire period of 5 years warranty and additional period of 3 months.

ANNEXURE – A

Schedule of requirement of items

Technical Specification (Desktops at Head Office) – 24 Qty

Sr.	Component	Description	Compliance
1	Make and Model	Business Desktop Dell/HP	
2	Processor	Intel® Core™ i3 processor 14100 (12MB Cache, up to 4.70 GHz) or Higher	
3	Chipset	Intel® Q Series or Higher compatible with i3 14100 processor	
4	Motherboard	Intel Original Motherboard or OEM motherboard	
5	Memory	16 GB (1x 16 GB) DDR5 -4400 MHz (UDIMM)	
6	SSD/HDD	M.2 2230 512GB PCIe NVMe Class 25 Solid State Drive Additional HDD: 1 TB SATA HDD 7200 RPM or higher	
7	HDD/SSD Controller	Integrated on board HDD/SSD controller	
8	Graphics	Integrated Intel Graphics	
9	Network Card	Integrated on Board 10/100/1000 Gigabit LAN	
10	Slots	PCI/ PCI-e slots	
11	Ports	6 USB Ports (preferably 2 in front panel), 1 Serial Port, 1 Parallel port, Monitor port – 1 VGA / HDMI/DP display, RJ45, audio in/out, headphone and microphone jack.	
12	Power Supply (SMPS)	Energy Star Complied SMPS.	
13	Monitor	21.5” FHD (1920 x 1080) wide / flat, 250 Nits, Wide Viewing Angle LED monitor with TCO 8.0 / Energy Star 8.0 (Windows OS) and/or Compliant to Restriction of Hazardous Substances (ROHS) and Extended Producers Responsibility (EPR) instructions issued by Ministry of Environment, Forest and Climate Change, Govt. of India or higher	
14	Keyboard	104 keys Mechanical Keyboard (USB/PS2) Windows compatible	
15	Cabinet	Small Foam Factor /Mini or equivalent.	
16	Mouse	2 button optical USB Scroll Mouse (OEM branded)	

17	Operating System	Windows 11 Professional 64-bit license, with windows 11 recovery media/CD/Dump.	
18	Certification	Certification - Genuine Windows 11 License	
19	Compliance	Energy Star 8.0 (Windows OS) and/or EPEAT Registered and/or Compliant to Restriction of Hazardous Substances (ROHS) and Extended Producers Responsibility (EPR) instructions issued by Ministry of Environment, Forest and Climate Change, Govt. of India.	
20	Warranty	5 Years on site	
21	Other Accessories	Mouse Pad	

Technical Specification (Desktops at Branches) – 170 Qty

Sr.	Component	Description	Compliance
1	Make and Model	Business Desktop Dell/HP	
2	Processor	Intel® Core™ i3 processor 14100 (12MB Cache, up to 4.70 GHz) or Higher	
3	Chipset	Intel® Q Series or Higher compatible with i3 14100 processor	
4	Motherboard	Intel Original Motherboard or OEM motherboard	
5	Memory	12 GB (1x 12 GB) DDR5 -4400 MHz (UDIMM)	
6	SSD	M.2 2230 256GB PCIe NVMe Class 25 Solid State Drive	
7	HDD/SSD Controller	Integrated on board HDD/SSD controller	
8	Graphics	Integrated Intel Graphics	
9	Network Card	Integrated on Board 10/100/1000 Gigabit LAN	
10	Slots	PCI/ PCI-e slots	
11	Ports	6 USB Ports (preferably 2 in front panel), 1 Serial Port, 1 Parallel port, Monitor port – 1 VGA / HDMI/DP display, RJ45, audio in/out, headphone and microphone jack.	
12	Power Supply (SMPS)	Energy Star Complied SMPS.	

13	Monitor	21.5" FHD (1920 x 1080) wide / flat, 250 Nits, Wide Viewing Angle LED monitor with TCO 8.0 / Energy Star 8.0 (Windows OS) and/or Compliant to Restriction of Hazardous Substances (ROHS) and Extended Producers Responsibility (EPR) instructions issued by Ministry of Environment, Forest and Climate Change, Govt. of India or higher	
14	Keyboard	104 keys Mechanical Keyboard (USB/PS2) Windows compatible	
15	Cabinet	Small Foam Factor /Mini or equivalent.	
16	Mouse	2 button optical USB Scroll Mouse (OEM branded)	
17	Operating System	Windows 11 Professional 64-bit license, with windows 11 recovery media/CD/Dump.	
18	Certification	Certification - Genuine Windows 11 License	
19	Compliance	Energy Star 8.0 (Windows OS) and/or EPEAT Registered and/or Compliant to Restriction of Hazardous Substances (ROHS) and Extended Producers Responsibility (EPR) instructions issued by Ministry of Environment, Forest and Climate Change, Govt. of India.	
20	Warranty	5 Years on site	
21	Other Accessories	Mouse Pad	

Technical Specification (Network Attached Storage) - 1 Qty for Head Office

Sr.	Component	Description	Compliance
1	Make and Model	Synology DS 725+	
2	Processor	AMD Ryzen R1600 dual core (2.6 GHz base, up to 3.1 GHz Turbo)	
3	Memory	8 GB DDR4 ECC SODIMM (8 GB x 1) pre-installed	
4	Memory Slots	2 x SODIMM Slots (Expandable up to 32 GB)	
5	Network	2 x RJ-45 2.5GbE LAN Port	
6	HDD	4 x 2TB SATA HDD (Head Office) Raid 1 Compatible	
7	Drive Bays	3.5"/2.5" SATA HDD	

8	Expansion	1 x USB-C Expansion Port (For one expansion unit, supporting upto 5 additional drives)	
9	External Ports	1 x USB 3.2 Gen 1 Port	
10	Warranty	5 Years	

Technical Specification (Network Attached Storage – NAS) - 21 Qty for Branches

Sr.	Component	Description	Compliance
1	Make and Model	Synology DS 725+	
2	Processor	AMD Ryzen R1600 dual core (2.6 GHz base, up to 3.1 GHz Turbo)	
3	Memory	8 GB DDR4 ECC SODIMM (8 GB x 1) Pre-Installed	
4	Memory Slots	2 x SODIMM Slots (Expandable up to 32 GB)	
5	Network	2 x RJ-45 2.5GbE LAN Port	
6	HDD	2 x 2 TB SATA HDD (Head Office) Raid 1 Compatible	
7	Drive Bays	3.5"/2.5" SATA HDD	
8	Expansion	1 x USB-C Expansion Port (For one expansion unit, supporting upto 5 additional drives)	
9	External Ports	1 x USB 3.2 Gen 1 Port	
10	Warranty	5 Years	

ANNEXURE - B**Locations details**

Sr.	Branch Name	Address
1	Head Office	Municipal Bank Bhavan, 245, P'Dmello Road, Fort, Mumbai – 400 001
2	HO Branch	Municipal Bank Bhavan, Ground Floor 245, P'Dmello Road, Fort, Mumbai – 400 001
3	CST Branch	The Municipal Head Office Bldg., Mahapalika Marg, C.S.T., MUMBAI-400001.
4	Marine Lines Branch, currently opening from Girgaon	Currently shifted : Municipal Bank Bhavan, Gr Floor, 245, P'Dmello Road, Fort, Mumbai – 400 001
5	Andheri K West Branch	Andheri K/West Municipal Office Bldg., Paliram Marg, Andheri(west), Mumbai-400 058.
6	Andheri K East Branch	Municipal K/East Ward Office Bldg., Azad Road, Gundawali Village, Andheri (East), Mumbai-400 059
7	Bandra Branch	Currently shifted : G/North Municipal Office Bldg., Harischandra Yelwe Marg, Behind Plaza Cinema, Dadar, Mumbai-400 028.
8	Bhandup Branch, currently opening at	Keshav Shrushti,407/C, Village Kanjur, L.B.S. Marg, Bhandup (West)
9	Borivali West Branch	Prabodhankar Thackare Natya Griha, Sodawala Lane, Borivali (W),Mumbai-92
10	Byculla Branch	E/Ward Municipal Building, Sankhali Street, Byculla, Mumbai-400 008.
11	Deonar Branch	M-East ward Municipal Building plot no 38-39 village Deonarai, Deonar, Mumbai-400043.
12	Ghatkopar Branch	Ghatkopar N/Ward Municipal Bldg., Jawahar Road, Ghatkopar, Mumbai-77.
13	G/South Branch	G/South Municipal Office Building, N.M.Joshi Marg, Parel, Mumbai-400 013.
14	G/North Branch	G/North Municipal Office Bldg., Harischandra Yelwe Marg, Behind Plaza Cinema, Dadar, Mumbai-400 028.
15	Kandivali Branch	R/South Ward Office, Ground Floor, Near Kandivali Swimming Pool, Kandivali (West), Mumbai-400 067.
16	Mulund Branch	Administrative Office, T Ward, 2nd Floor, Room No. 54, Mulund (West) Mumbai – 400080

17	Nanachowk Branch	D/Ward Municipal Building, Nanachowk, Mumbai-400 007.
18	Nair Hospital Branch	B.Y.L.Nair Hospital Compound, Mumbai Central, Mumbai – 400 008.
19	Parel Branch	F/South Ward Municipal Office Building, Parel T.T., Mumbai – 400 012.
20	Sion Hospital Branch	Lokmanya Tilak Municipal General Hospital Building, Sion, Mumbai-400 022.
21	Chembur Branch	M-west Mahanagar Palika Ward Office Bldg., Ground Floor, Sharad Bhau Acharya Marg, Chembur, Mumbai - 400071
22	Goregaon Branch	P/South Ward, CTS No 746, S V Road, Goregaon West, Mumbai-400 104

ANNEXURE – C

Scope of Work

The successful bidder shall **Supply, Install, Configure and Commission the Desktops specified** at all locations of the Bank as per Annexure B.

The scope of work will broadly cover the following:

- 1) Delivery & Installation of Desktops & NAS, Preloaded Microsoft Windows 11 Professional (Genuine) operating system, network connectivity, patches, transfer of data from old desktop to new desktop and user creation and connecting to domain controller for user sign in.
- 2) Any cables/wires/adapters/accessories required for the installation of the desktops & NAS.
- 3) Creating user profile and authentication with banks domain server
- 4) Installation of all the Software/Tools Required by the Bank.
- 5) Installation of Security Patches
- 6) Creation of Golden Copy for installation
- 7) Copy of data from previous desktops to new desktops to be installed
- 8) Configuration of Desktop as per previous configuration prevalent at Branch
- 9) Installation of Dot Matrix, Passbook Printers, Switches, and configuration of settings as required for new desktops
- 10) Providing service and onsite support during the warranty period of 5 years as per Bank's requirement without any extra cost to the Bank
- 11) Resolving OS related issues during warranty period including installation / reinstallation of OS, patches, bug fixes, installation of MS office (if provided by the Bank), configuration to network, driver installation, printer installation.
- 12) The bidder shall provide specifications with necessary power and cabling/wiring requirements for each piece of equipment offered.
- 13) The offer submitted by the bidder shall cover Supply, Installation, configuration, Reconfiguration, Training, Operationalization and maintenance of hardware for a warranty period of five years of Hardware.

Annexure – D

Undertaking from Vendor

To

General Manager

The Municipal Co-operative Bank Ltd.,

Mumbai

SUBJECT: RFP for Supply, Installation & maintenance of Desktops at Branches and Head Office of The Municipal Co-op Bank Ltd., Mumbai.

Dear Sir,

We, M/s _____, the undersigned, hereby confirm that we have read and understood the eligibility criteria and fulfil the same.

- a) We further confirm that all the information as per requirement of the Bank have been included in our bid.
- b) We have not been blacklisted by any Nationalized Bank/RBI/IBA or any other Government agency/ICAI. No legal action is pending against us for any cause in any legal jurisdiction.
- c) We undertake that adequate number of resources, if required by the Bank, will be deployed for the project to complete the assignment within stipulated time.
- d) All the details mentioned RFP and in the other tender documents submitted by us are true and correct and if the Bank observes any misrepresentation of facts on any matter at any stage of evaluation, the bank has the right to reject the proposal and disqualify us from the process.
- e) We hereby acknowledge and unconditionally accept that the Bank can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the BID and related documents, in short listing of vendors for providing the turnkey Project.
- f) We also acknowledge the information that this response of our Company for the Bank's BID process is valid for a period of 120 Days, for the short-listing purpose, from the date of expiry of the last date for submission of our response to BID and related documents.
- g) We understand that the Bank will not accept any extraneous conditions that may be stipulated by the vendors in their offer and the Bank reserves the right to adhere to the terms stipulated by it in the BID documents and to the extent

modified, if any, by the Bank during the technical evaluation. We also agree that the vendors, whose offers are otherwise technically compliant, will have to adhere to the Bank's terms and conditions, based on which, the Bank has sought the offers irrespective of the terms or deviations contained in vendor's offer.

- h) We have noted that the Bank reserves the right to reject any proposal not submitted in the required formats and with the required information.
- i) The Bank may at its absolute discretion waive any minor non-conformity in any offer. The Bank's decision in the matter will be final and the same shall be binding on us.
- j) If our tender offer is accepted, we undertake to commence delivery within 60 (Number) days and to complete delivery, installation and commissioning of all the equipment as specified in the Contract within (Number) days calculated from the date of receipt of your Notification of Award/Letter of Intent.
- k) We also acknowledge that all the components / parts / assembly / software used in the Desktop etc. were original and also no refurbished / duplicate/second hand components /parts/assembly/software were being used or would be used.

Seal & Signature of the Authorized Official

Annexure- E

Vendor's Details

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Item	Details
1.	Name of Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	Certificate
5.	Name and designation of the person authorized to make commitments to The Municipal Co-op Bank Ltd.,Mumbai	Authorization Letter
6.	Email Address	
7.	Year of commencement of Business	
8.	Turnover of the company (not of group) for the year 2022-2023 2023-2024 2024-2025	Audited Copies with CA Certificate Rs. Rs. Rs.
9.	Profit of the company (not of group) for the year 2022-2023 2023-2024 2024-2025	Audited Copies with CA Certificate Rs. Rs. Rs.
10.	GST Number and PAN Number	Copies
11.	Income Tax Number	Copies
12.	Whether direct manufacturer or authorized dealers	
13.	Name and Address of manufacturer	
14.	Location of Manufacturing facility	
15.	Brief Description of after sales service facilities available with the bidder	

Annexure- F**Compliance to Eligibility**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S. No	Eligibility Conditions	Compliance
1	The bidder must be an Indian Public/Pvt Ltd Company registered under Indian Companies Act and should be in Business for the period of 5 years as on 31st March 2025	Certificate of Incorporation
2	The Bidder should be a “Authorized Partner for the Desktop of the make offered” as on date and shall submit copy of Certification given by OEM which shall be in force for at least for past 3 years.	Yes / No Details to be submitted
3	The bidder should be actively engaged in the business of supplying desktop computers for at least five (5) years. The bidder must have successfully executed a minimum of five (5) single purchase orders, each valued at ₹50 lakhs or more, for the supply of desktops to Public Sector Banks, Private Sector Banks, or Co-operative Banks during this period.	Yes / No Copies of PO to be submitted
4	Bidder should have minimum Average Annual Turnover of Rs.5 Crores in last three financial Years as per the audited balance sheet and should be profit making & documents of Balance sheet & P&L should be submitted along with the bid document.	Audited Copies of Financial Account for last 3 years and CA Certificate
5	The bidder should have positive net worth and profits (i.e., no cash loss) in 2 years out of last 3 years.	Audited Copies of Financial Account for last 3 years and CA Certificate
6	The company shall be having support services in Mumbai	Yes / No Details to be given
7	The Original Equipment Manufacturer (OEM) shall also submit through the	Yes / No

	authorized dealer participating in the tender process that they shall honor the warranty/Annual Maintenance commitments independent of continuation of the ASP arrangement with the authorized dealer, through the other ASP partners or directly.	OEM Letter to be given
8	In the case of a Bidder offering to supply goods/services under contract, which the Bidder did not manufacture or otherwise provide (not being an OEM), a separate "Manufacturers Authorization Form" shall be submitted	Copy of MAF
9	The Bidder should not have been blacklisted by any Regulatory Authority. Self-declaration to that effect should be submitted along with the technical bid.	Yes / No Declaration to be given
10	Bidder should provide undertaking for background check of employees deputed to the Bank project.	Undertaking Letter

Annexure- G

Details of Track Record (Past Installations)

Name of the Vendor _____

Name of the Client	Details of the installation and equipment's used	Contact person <ul style="list-style-type: none">• Name• Tel. No.• Fax No.• Address

Date: _____

Place: _____

Signature of the Vendor

Annexure- H

Details of Service Centres

S. No	Place	Own or Franchise	Postal Address	Contact numbers	Service Facilities available (Describe)	Number of service engineers	Time to report to the location
1	...						
2	...						

Annexure- I

Manufacturer's Authorization Form (MAF)

No. _____

dated _____

To
General Manager,
The Municipal Co-op Bank Ltd., Mumbai

Dear Sir,

Tender Reference No. _____

We _____ who are established and reputable manufactures of _____ having factories at _____ and _____ do hereby authorize M/s..... (Name and address of Bidder) to bid, negotiate and conclude the contract with you for our products against the above RFP. They are also authorised to install, maintain and provide support services related to our products.

We hereby extend our full guarantee, warranty and AMC support as per the requirement of RFP, for the goods offered for supply in response to the RFP by us / by the above firm.

We assure that, in the event of M/s (name of the Bidder's Company) not being able to fulfil its obligation as our Service Provider in respect of the Warranty / AMC support terms related to our products, we would continue to meet these terms through alternate arrangements.

The Technical Bill of Material, related to our products, as proposed against the above RFP is attached.

Yours faithfully,

(Name)
For and on behalf of M/s _____
(Name of manufactures)

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

Annexure - J

Non-Discloser Agreement (NDA)

(To be executed on a Letterhead of the organization)

Whereas, we, _____, having registered office at _____, hereinafter referred to as the company, are agreeable to execute “_____” as per scope defined in the request for proposal (rfp) no. **MCBIT/2025/10 Dated ,22nd December 2025** for The Municipal Co-Operative Bank Ltd, having its central office at Municipal Bank Bhavan, 245, P. D’mello Road, Mumbai 400 001, Maharashtra, (hereinafter referred to as the bank) and,

Whereas, the company understands that the information regarding the Bank’s infrastructure shared by the bank during execution of project is confidential and/or proprietary to the bank, and

Whereas, the company understands that in the course of submission of the offer for the said RFP and/or in the aftermath thereof, it may be necessary that the company may perform certain jobs/duties on the bank’s properties and/or have access to certain plans, documents, approvals, data or information of the bank;

Now therefore, in consideration of the foregoing, the company agrees to all of the following conditions, in order to induce the bank to grant the company specific access to the bank’s property/information, etc.;

The company will not publish or disclose to others, nor, use in any services that the company performs for others, any confidential or proprietary information belonging to the bank, unless the company has first obtained the bank’s written authorization to do so;

The company agrees that information and other data shared by the bank or, prepared or produced by the company for the purpose of submitting the offer to the bank in response to the said RFP, will not be disclosed to during or subsequent to submission of the offer to the bank, to anyone outside the bank;

The company shall not, without the bank’s 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 company 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.

Yours sincerely,

Date

Signature of authorized
signatory ...

Place

Name of the authorized
signatory ...

Designation ... & Seal

Annexure - K**Bill of Materials****(To be submitted as per this format only on company letterhead)**

Commercial BOM for Desktops & NAS

Sr.	Description of item	Qty.	Unit Rate	Total Cost	GST	Total Cost with GST
1	Business Desktop - Intel® Core™ i3 processor 14100 (12M Cache, up to 4.70 GHz) or higher, 16 GB (1x 16 GB) DDR5 -4800 MHz (UDIMM), M.2 2230 512GB PCIe NVMe Class 25 Solid State Drive or higher and 1 TB SATA HDD 7200 RPM or higher, Intel Chipset Q Series or Higher MBD, Intel HD Graphics integrated, Integrated Ethernet 100/1000 port, 21.5" or higher LED Monitor, Keyboard, Optical Mouse, Power Supply, Preloaded Windows 11 Professional License with 5 years' warranty and support. (HP/Dell).	24				
2	Business Desktop - Intel® Core™ i3 processor 14100 (12M Cache, up to 4.70 GHz) or higher, 12 GB (1 x 12 GB) DDR5 -4800 MHz (UDIMM), M.2 2230 256 GB PCIe NVMe Class 25 Solid State Drive or higher, Intel Chipset Q Series or Higher MBD, Intel HD Graphics	170				

	integrated, Integrated Ethernet 100/1000 port, 21.5" or higher LED Monitor, Keyboard, Optical Mouse, Power Supply, Preloaded Windows 11 Professional License with 5 years' warranty and support. (HP/Dell).					
3	Network Attached Storage (NAS) – Synology DS 725+ (2 – Bay, 2 x 2 TB, RAID 1 Compatible)	21				
4	Network Attached Storage (NAS) – Synology DS 725+ (2 – Bay, 4 x 2 TB, RAID 1 Compatible)	1				
5	Total Project Cost (216) items (All Inclusive)		Rs.			

Total Project Cost in Words: Rs. _____

Signature & Seal of Bidder: _____

Place:

Name:

Date:

Business Address:

Annexure - L

AMC Cost for 6th and 7th Year:

Sr. No.	Description	Year	% of the Cost
1	Desktop	AMC for 6 th & 7 th Year	
2	NAS	AMC for 6 th & 7 th Year	

Note:-

- AMC shall be comprehensive

Annexure M

Pre Bid Query Format

The following are the particulars of deviations from the requirements of the tender specifications:

S.No	CLAUSE	DEVIATION	REMARKS (Including Justification)

The technical specifications furnished in the bidding document shall prevail over those of any others document forming a part of our bid except only to the extent of deviations furnished in this statement.

Dated _____

Signature and Seal of the
Bidder

NOTE: Where there is no deviation, the statement should be returned duly signed with an endorsement indicating “No Deviations”

Annexure - N

Background Checks

On the letterhead of the vendor

The ***** represents and warrants that all Staff who is assigned to perform Services for the BANK under this RFP has been subjected to rigorous background check and screening which include: confirmation of prior work experience, academic records and professional qualifications, character reference checks, confirmation of identity through government issued identification and criminal history, if any.

The ***** also undertakes that any staff stationed at or sent by the ***** to the premises of the BANK for the purposes of Services under this RFP shall be subjected to the above background checks and shall have read and understood the BANK's guidelines and code of conduct in this regard which may be provided by the BANK to the ***** from time to time.

The ***** represents and warrants that the Staff assigned to provide the Services, irrespective of the location/premises from which such Staff works, shall at all times be deemed to be the employees of the *****

Signature of Authorized Official

Annexure- O

NEFT DETAILS

Name of A/C: Tender fees and EMD Amount

ACCOUNT NO: 301000017325974

Bank Name: The Municipal Co-op. Bank Limited Mumbai

BRANCH: Fort

IFSC code: MUBL0000001

Submit separate Amount with proper narration for NEFT

XX