



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## **THE PUNE DISTRICT CENTRAL CO-OPERATIVE BANK LTD.**



### **INFORMATION TECHNOLOGY DEPARTMENT**

**HEAD OFFICE: Pune District Central Co-op. Bank Ltd.,  
4 B , B. J. Road, Pune.  
Pin – 411001**

### **REQUEST FOR PROPOSAL (RFP)**

#### **FOR**

**Purchase, Installation and Maintenance of Desktop and Thin Client and Buy  
Back of Old Inventory**

RFP No.: PDCC/IT-RFP/26-27/03  
RELEASE DATE: 07/07/2026



## **Disclaimer**

The information contained in this RFP document, or any information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of the Bank is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided. This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of corresponding bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their quote's propositions. While efforts have been made to include all information and requirements of the Bank with respect to the solution requested, this RFP does not claim to include all the information each bidder may require. Each bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent advice. The Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



## TABLE OF CONTENT

### Contents

|                                                       |           |
|-------------------------------------------------------|-----------|
| <b>1. Introduction.....</b>                           | <b>6</b>  |
| <b>2. Request For Proposal (RFP).....</b>             | <b>7</b>  |
| <b>3. Scope of Work.....</b>                          | <b>9</b>  |
| <b>4. Eligibility Criteria.....</b>                   | <b>11</b> |
| <b>5. Instructions to Bidder.....</b>                 | <b>13</b> |
| <b>5.1 Two-Bids System Tender .....</b>               | <b>13</b> |
| <b>5.2 Submission of Technical Bid.....</b>           | <b>13</b> |
| <b>5.3 Submission of Commercial Bid .....</b>         | <b>14</b> |
| <b>5.4 Selection Process .....</b>                    | <b>15</b> |
| <b>4.1 Non-Transferable Tender .....</b>              | <b>15</b> |
| <b>4.2 Cost of Bidding.....</b>                       | <b>15</b> |
| <b>4.3 Clarification of RFP .....</b>                 | <b>16</b> |
| <b>4.4 Amendment in RFP .....</b>                     | <b>16</b> |
| <b>4.5 Language of the Bid.....</b>                   | <b>16</b> |
| <b>4.6 Bid Validity.....</b>                          | <b>16</b> |
| <b>4.7 Bid Security – Earnest Money Deposit.....</b>  | <b>16</b> |
| <b>4.8 Performance Security.....</b>                  | <b>17</b> |
| <b>4.9 Deadline for Submission of Bid .....</b>       | <b>17</b> |
| <b>4.10 Late Bid .....</b>                            | <b>18</b> |
| <b>4.11 Replacement &amp; Withdrawal of Bid .....</b> | <b>18</b> |
| <b>4.12 Bid Opening .....</b>                         | <b>18</b> |
| <b>4.13 Preliminary Examination .....</b>             | <b>18</b> |



|             |                                                          |           |
|-------------|----------------------------------------------------------|-----------|
| <b>4.14</b> | <b>Non-Payment of Professional Fees.....</b>             | <b>19</b> |
| <b>4.15</b> | <b>Assignment .....</b>                                  | <b>19</b> |
| <b>4.16</b> | <b>Sub-Contracting .....</b>                             | <b>19</b> |
| <b>4.17</b> | <b>Limitation of Liability.....</b>                      | <b>19</b> |
| <b>4.18</b> | <b>Indemnity .....</b>                                   | <b>19</b> |
| <b>4.19</b> | <b>Intellectual Property Rights .....</b>                | <b>20</b> |
| <b>4.20</b> | <b>Patent Right .....</b>                                | <b>20</b> |
| <b>4.21</b> | <b>Force Majeure.....</b>                                | <b>20</b> |
| <b>4.22</b> | <b>Bidder's Integrity .....</b>                          | <b>21</b> |
| <b>4.23</b> | <b>Bidder's Obligations.....</b>                         | <b>21</b> |
| <b>4.24</b> | <b>Information Ownership .....</b>                       | <b>21</b> |
| <b>4.25</b> | <b>Use of Contract Documents and Information .....</b>   | <b>21</b> |
| <b>4.26</b> | <b>Termination for Convenience .....</b>                 | <b>21</b> |
| <b>4.27</b> | <b>Effect of Termination .....</b>                       | <b>21</b> |
| <b>4.28</b> | <b>Renewal of Contract.....</b>                          | <b>22</b> |
| <b>4.29</b> | <b>Exit Management .....</b>                             | <b>22</b> |
| <b>4.30</b> | <b>Handover &amp; Transition of Services .....</b>       | <b>22</b> |
| <b>4.31</b> | <b>Addition or Deletion of Qualified Offerings .....</b> | <b>23</b> |
| <b>4.32</b> | <b>Conflict of Interest.....</b>                         | <b>23</b> |
| <b>4.33</b> | <b>Arbitration .....</b>                                 | <b>23</b> |
| <b>4.34</b> | <b>Bidders Liability .....</b>                           | <b>24</b> |
| <b>4.35</b> | <b>Penalty .....</b>                                     | <b>24</b> |
| <b>4.36</b> | <b>Insurance .....</b>                                   | <b>24</b> |
| <b>6.</b>   | <b>Payment Terms and Schedule .....</b>                  | <b>25</b> |
| <b>7.</b>   | <b>Contract Period.....</b>                              | <b>25</b> |
| <b>8.</b>   | <b>Jurisdiction .....</b>                                | <b>25</b> |



|                                                                                                |           |
|------------------------------------------------------------------------------------------------|-----------|
| <b>9. Service Levels .....</b>                                                                 | <b>25</b> |
| <b>10. Annexure.....</b>                                                                       | <b>27</b> |
| <b>10.1 Annexure 1: Functional and Technical Requirements .....</b>                            | <b>27</b> |
| <b>10.2 Annexure 2: Commercial Bill of Material .....</b>                                      | <b>28</b> |
| <b>10.3 Annexure 3: Letter of Confirmation .....</b>                                           | <b>29</b> |
| <b>10.4 Annexure 4: Particulars of the Bidder .....</b>                                        | <b>30</b> |
| <b>10.5 Annexure 5: Earnest Money Deposit.....</b>                                             | <b>31</b> |
| <b>10.6 Annexure 6: Non-Disclosure Agreement .....</b>                                         | <b>33</b> |
| <b>10.7 Annexure 7: Format for clarification submission on email .....</b>                     | <b>35</b> |
| <b>10.8 Annexure 8: Covering Letter .....</b>                                                  | <b>36</b> |
| <b>10.9 Annexure 9: Letter of Conformity with Hardcopy .....</b>                               | <b>37</b> |
| <b>10.10 Annexure 10: Undertaking for MSME Benefits .....</b>                                  | <b>38</b> |
| <b>10.11 Annexure 11: Manufacturer's Authorization Form.....</b>                               | <b>39</b> |
| <b>10.12 Annexure 12: Computer Hardware for Buy Back.....</b>                                  | <b>40</b> |
| <b>10.13 Annexure 13: Format For Performance Bank Guarantee For Performance Security .....</b> | <b>41</b> |



## **1. Introduction**

Pune District Central Co-operative Bank (PDCC Bank), Pune (hereinafter referred to as “the Bank”), is a District Co-operative Bank operating in the western region of the State of Maharashtra. The Bank presently operates through a network of 294 branches and 6 extension counters across Pune District. All branches of the Bank are enabled with the Core Banking System (CBS) and are centrally connected to the Data Centre (DC), located at the Bank’s Head Office in Pune. The Bank also maintains a co-located Disaster Recovery (DR) site at Amaravati, Andhra Pradesh.

The Bank hereby invites proposals from eligible bidders for the purchase, installation and maintenance of Desktops and Thin Clients, along with the buy-back of the Bank’s existing/old inventory, in accordance with the terms and conditions specified in this Request for Proposal (RFP).

This tender is meant for the exclusive purpose of bidding as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.



## 2. Request For Proposal (RFP)

The following is an indicative timeframe for the overall process. PDCC Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be communicated to the affected Respondents during this RFP process.

| Particulars                                                                        | Details                                                                                                                                     |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| RFP Title                                                                          | Purchase, Installation and Maintenance of Desktops and Thin Client and Buy Back of old Inventory.                                           |
| RFP Reference Number                                                               | RFP No.: PDCC/IT-RFP/26-27/03, dated 07/07/2026                                                                                             |
| Tender Fee (non-refundable) by Demand Draft                                        | <b>INR 15,000/- + INR 2,700/-(GST) = INR 17,700/-</b><br>(Rupees Seventeen Thousand Seven Hundred Only)                                     |
| Earnest Money Deposit by Demand Draft                                              | Demand Draft (DD) in favor of<br><b>'The Pune District Central Co-operative Bank Ltd.'</b><br><b>INR 5,00,000/-</b> (Rupees Five Lakh Only) |
| Performance Security                                                               | Fixed Deposit Receipt from PDCC Bank or Performance Bank Guarantee 3% of the contract value as specified in the Purchase Order              |
| Last date for submission of queries                                                | 13/07/2026 15:00 HOURS                                                                                                                      |
| Last date and time for submission of eligibility-sum-technical and commercial bids | 20/07/2026 16:30 HOURS                                                                                                                      |
| Submission of bids (Courier/By hand) at                                            | The Deputy General Manager, IT Department<br>Pune District Central Co-Operative Bank Ltd.,<br>Head Office: 4 B, B. J. Road, Pune 411 001    |
| Date and Time of Eligibility-Cum-Technical Bid opening                             | Will be communicated or published later.                                                                                                    |
| Date and Time of Commercial Bid opening                                            | Will be advised to the technically qualified bidders.                                                                                       |
| Email id for RFP related communication/PreBid Queries                              | <a href="mailto:it.tender@pdcc.bank.in">it.tender@pdcc.bank.in</a>                                                                          |
| Contact Number                                                                     | 020-26304100 Ext. 299                                                                                                                       |
| Availability of RFP on Website                                                     | <a href="http://www.pdcc.bank.in">www.pdcc.bank.in</a> from 07/07/2026                                                                      |

The above dates are likely to remain unchanged. However, Bidders should check website [www.pdcc.bank.in](http://www.pdcc.bank.in) for any changes/addendums to the above dates and/or any other changes to this RFP.

1. The bidder is required to submit the **Tender Fees worth INR 17,700/-** including GST (Seventeen Thousand Seven Hundred Rupees Only) vide Demand Draft on or before the last date of submission of tender as mentioned above. Only those bidders who have submitted the tender fees will be allowed to participate in the tendering process including Prebid queries submission. Bidder intending to submit Prebid queries are required to submit the specified Tender Fee along with the Prebid queries; else, the Tender Fee shall be submitted along with the bid submission.
2. The bidder having MSME certificate is not required to submit the Tender fees and EMD. The bidder



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

must submit a valid MSME certificate and undertaking For MSME Benefits as per the format given in Annexure- 10 (Issuance date before submitting the RFP response) as part of the technical response.

3. If Bidder requires any clarification, then it should be shared on email at "[it.tender@pdcc.bank.in](mailto:it.tender@pdcc.bank.in)" till 13/07/2026. Bank will reply via email within 2 working days, and such response shall be deemed final. Bidders are requested not to raise additional queries on the same matter after receiving the Bank's reply.
4. Eligibility cum Technical bid will be opened, in the presence of the bidder's representatives who choose to attend the opening of technical bid. No separate communication shall be sent in this regard.
5. All bids must be submitted at the same time giving full particulars in separate sealed envelopes at the bank's address within the time period specified as above.
6. Each bid must be accompanied by a bid security as specified in the RFP and must be delivered during office hours at the above address on or before specified date and time indicated above. No further discussion will be granted to bidders whose bids have been technically disqualified.
7. The Bank reserves the right to accept or not to accept any bid or to reject a particular bid at its sole discretion without assigning any reason whatsoever.
8. Nonattendance at the Bid opening will not be a cause for disqualification of a bidder. The Bank reserves the right to accept or reject in part or full any or all offers without assigning any reasons whatsoever.



### 3. Scope of Work

The purpose of this RFP is to invite proposals from experienced and eligible potential bidders to handle end-to-end activities from Purchase, Installation and Maintenance of Desktops and Thin Client and Buy Back of old Inventory. In this connection, Bank invites offer ('Eligibility Bid cum Technical Bid' and 'Commercial Bid') from vendors for Purchase, Installation and Maintenance of Desktops and Thin Client and Buy Back of old Inventory as per the Terms and Conditions, Eligibility Criteria, Technical Specifications described elsewhere in this document.

The scope of this RFP includes the hardware quantities indicated as listed below. Bidder should fully align with functional and technical specifications briefly specified in Annexure 1: "Functional and Technical Requirements" attached with the RFP.

| Sr. No. | Bid Area                                                                                                          | Quantity | Brief Description                                                                     |
|---------|-------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 1       | Desktop with windows 11 Professional (64 bit) with latest Service Packs or Higher preinstalled                    | 850      | Delivery, installation, and maintenance of required hardware components and software. |
| 2       | Thin Client with windows 11 Professional IoT Enterprise (64 bit) with latest Service Packs or Higher preinstalled | 100      |                                                                                       |
| 3       | Desktop                                                                                                           | 831      | Buyback existing old hardware                                                         |

1. Bidder should supply, install, test, and maintain Desktops, Thin Clients, mouse and keyboards along with mouse pads.
2. Bidder shall supply brand-new desktops and Thin Client that are neither used nor damaged.
3. Bidder should provide on-site comprehensive five (5) years warranty for Desktops and Thin Client including operating systems.
4. Bidder shall ensure periodic upgrading of the operating system during the contract period without any additional cost.
5. All components and parts of the items shall be covered under a comprehensive warranty. In the event of any discrepancy between PDCC's requirements and the OEM warranty terms, the Bidder shall be solely responsible for bridging such gaps and ensuring full compliance with PDCC's requirements.
6. Bidder should undertake to provide maintenance support to equipment and arrange for spare parts for a minimum period of 5 years for desktop and Thin Client from the date of its supply.
7. Bidder shall generate the configuration/specification report of the desktops and thin clients and present the printout of same along with installation report to PDCC for their verification and signatures.
8. Bidder shall bear sole responsibility for obtaining all necessary road permits, forms, and other security-related documentation, travel insurance, etc. However, PDCC shall provide its signature on the requisite forms as the purchaser, in accordance with applicable requirements.
9. Bidder shall supply hardware specified in the purchase orders within a period of 8 to 10 weeks to the Bank's branches located across Pune District. The Bank shall provide detailed branch addresses to the successful bidder.
10. Bidder to install predefined applications on desktops and thin clients. Bank will share the list of predefined applications to the successful bidder. These predefined applications except OS shall be procured by Bank.
11. All supplied hardware shall be new, preinstalled OS, fully interoperable, IPv6-compliant, and adhere to the policies and guidelines issued by the Government of India in this regard. Furthermore, the Bidder shall quote or propose only a single make and model for each respective item.
12. Bidder shall deploy two (2) technically qualified support engineers at the PDCC head office without



additional cost throughout the term of contract to address and resolve any technical issues on an immediate basis as and when they arise. Bidder shall bear cost related to official travels, branch visits as well as installation at designated locations.

13. Bidder must submit certified copies of the qualifications, KYC documents verified by Bidder, signed NDA, experience, certifications and undertaking of the personnel to be deputed on this assignment on its letterhead and the bank may conduct an interview of the resources on a case-to-case basis. PDCC Bank shall retain the right to deny any personnel of bidder to take up this assignment.
14. Support engineers shall have a bachelor's degree in IT/Computer Science and who have expertise and certifications in related areas.
15. PDCC Bank shall offer its existing computer hardware, which is more than 5 years old, to the successful bidder under a buyback arrangement on an 'as-is, where-is' basis. The bidder acknowledges that the hardware is offered without any warranty, representation, or guarantee regarding its condition, functionality, or fitness for purpose. All costs, risks, and responsibilities associated with the removal and transportation of such hardware shall rest solely with the bidder. The details of computer hardware and its quantity being offered under above buy back are mentioned under Annexure 12: "Computer Hardware for Buy Bank Offer", PDCC will however reserve its right to add/ withdraw / modify / retain some or all hardware at the time of actual pickup. Bidder shall be responsible for all applications, data backup, antivirus, etc. from these old systems to the designated systems suggested by Bank. Specific list of existing applications and other items to be transferred will be provided by the Bank to the successful bidder.
16. Bidder must build adequate safeguards to ensure that the information / documents / records / assets of the Bank are maintained in a way that the same are safe and there is no co-mingling of similar information with other organizations to which it may be providing services.
17. The services provided by Bidder will be audited by the Bank and/or third party and/or regulatory body. It shall be responsibility of the Bidder to co-operate and provide necessary information and support to the auditors. The Bidder must ensure that the audit observations are closed on top priority and to the satisfaction of the Bank, regulator and its appointed auditors. Bidder shall provide assistance during audits as and when conducted without any additional costs.
18. Bidder shall ensure preservation of all documents / data / video surveillance in accordance with all legal / regulatory obligations.
19. Any disputes related to delivery of hardware components shall be handled and resolved by the bidder.
20. Bidder should be able to provide the Bank with the required details in any format required / specified by the Bank.
21. Bidder should be capable of handling all the future applicable statutory and regulatory reporting and compliance requirements with respect to RBI, NABARD, and any other Statutory Authority without any additional cost throughout the contract tenure.



#### 4. Eligibility Criteria

Below mentioned eligibility criteria should be strictly followed by the interested bidders and necessary relevant documents to justify these criteria should be produced by the bidders based on Bank demand. Any violation and non-fulfillment of these criteria will be considered the disqualification of the Bidder without any further information to the Bidders. PDCC Bank reserves the rights for the same.

| Sr. No.             | Qualification Criteria                                                                                                                                                                                                              | Supporting Documents                                                                                                                                                     |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A. General</b>   |                                                                                                                                                                                                                                     |                                                                                                                                                                          |
| 1                   | Bidder must be a Government Organization / PSU / PSE or a Public / Private Limited Company or a partnership firm incorporated in India and operating in India for at least 5 years as on date of the RFP.                           | Certificate of incorporation to be provided.                                                                                                                             |
| 2                   | Bidder(s) must have valid GST Registration allotted by the respective authorities.                                                                                                                                                  | Copy of the Certificate of GST Registration should be enclosed.                                                                                                          |
| 3                   | Bidders should have Manufacturer Authorization (MAF) Letter from Original Equipment Manufacturer (OEM) (as per Annexure 11), brochures and data sheets along with the proposal for each quoted product (Desktops and Thin Clients). | Manufacturer Authorization (MAF) Letter from OEM, brochures and data sheets along with the proposal for each quoted product (Desktops and Thin Clients) to be submitted. |
| 4                   | Bidder should not have been blacklisted /barred /disqualified by any Public Sector Bank / PSU / GOI department as on date of submission of Bid.                                                                                     | Self-declaration by competent authority of the bidder.                                                                                                                   |
| 5                   | The bidder company should not be owned or controlled by any Director, employee (or Relatives) of PDCC.                                                                                                                              | Self-declaration to this effect on company's letter head signed by company's authorized Signatory with Company seal.                                                     |
| <b>B. Financial</b> |                                                                                                                                                                                                                                     |                                                                                                                                                                          |
| 6                   | Bidder should have a minimum turnover of INR 25 Crore in the last 3 financial years each (2022-2023, 2023-2024 and 2024-2025).                                                                                                      | Audited Profit and Loss Account Statement with mandatory CA certificate for the said three financial years.                                                              |



|                                               |                                                                                                                                                                                  |                                                                                                                                                                                                                                                            |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7                                             | Bidder should be a Profit-making company for last 3 financial years (2022-2023, 2023-2024 and 2024-2025) from the India operations. Profit After Taxes (PAT) will be considered. | Audited Profit and Loss Account Statement with mandatory CA certificate for the said three financial years.                                                                                                                                                |
| 8                                             | Bidder should have positive net worth in last 3 out of 4 financial years (2021-2022, 2022-2023, 2023-2024 and 2024-2025).                                                        | Audited Balance Sheet with mandatory CA certificate for the said four financial years.                                                                                                                                                                     |
| <b>C. EXPERIENCE &amp; SERVICE CAPABILITY</b> |                                                                                                                                                                                  |                                                                                                                                                                                                                                                            |
| 9                                             | Bidder should have prior experience of Supply, Installation of minimum 500 systems including Desktops/ Thin clients in single organization in last 3 years.                      | Credentials from clients in form of purchase orders / contract / credential letters etc. must be provided. Bidder may provide multiple documentary evidence from multiple clients for each of the components. Preference will be given to Bank experience. |
| 10                                            | Bidder should have prior experience of maintenance of IT infrastructure including Desktops and Thin Clients in single organization in last 5 years.                              | Credentials from clients in form of purchase orders / contract / credential letters etc. must be provided. Bidder may provide multiple documentary evidence from multiple clients for each of the components. Preference will be given to Bank experience. |
| 11                                            | Bidder or OEM should have its service center at Pune.                                                                                                                            | Shops and Establishment Certificate, Service Centre address, Phone number to be provided on Bidder's letterhead.                                                                                                                                           |



## 5. Instructions to Bidder

### 5.1 Two-Bids System Tender

1. Bidders are required to submit the Eligibility Bid, Technical Bid and Commercial bid in physical form as per the submission timeline. The Language of Bid should be in English.
2. Both Eligibility-Cum-Technical bid and Commercial bid put into separate envelopes and both the envelopes put into an outer envelope marked as "REQUEST FOR PROPOSAL (RFP) FOR Purchase, Installation and Maintenance of Desktops and Thin Clients and Buy Back of old Inventory".
3. The bidder will take care of submitting the Bid properly filed so that the papers are not loose. The Bids, which are not sealed as indicated above, may be liable for rejection.
4. The tender not submitted in the prescribed format or incomplete in any aspect is liable for rejection.
5. The Bank is not responsible for non-receipt of bid within the specified date and time due to any reason including postal delays or Holidays.
6. All the inner and outer envelopes shall be addressed to the Bank at the address given below:  
**To,**  
**The Deputy General Manager IT,**  
**The Pune District Central Co-operative Bank Ltd.,**  
**Head Office: 4 B, B. J. Road,**  
**Pune, Maharashtra – 411001**
7. Softcopy (in CD/Pendrive/USB HDD) of the Technical and Commercial documents shall also be submitted along with hard copy in respective envelopes.
8. In addition to the above marking, each envelope must be super-scribed with the following information:
  - a. RFP Reference Number
  - b. Name and Address of Bidder

### 5.2 Submission of Technical Bid

1. The Bidders shall submit the Technical Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing technical bid shall be clearly marked as "TECHNICAL BID FOR REQUEST FOR PROPOSAL (RFP) FOR Purchase, Installation and Maintenance of Desktops and Thin Clients and Buy Back of old Inventory."
2. All the formats need to be filled in exactly as per the format given in the Annexures and any deviation is likely to cause rejection of the bid.
3. The Bank shall not allow/permit changes in the technical specifications once it is submitted.
4. Bidder should submit the required documents with proper index and page number on each page.
5. The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. All pages of the Bid except for un-amended printed literature shall be numbered serially and initialed and stamped by the person or persons signing the bid.
6. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
7. Bidder should not submit multiple bids through their subsidiaries. In other words, multiple Bidders should not have the same parent company.
8. The offer may not be evaluated by the Bank in case of non-adherence to the format or partial submission of technical details as per the format given in the RFP.
9. Non-submission or partial submission of the information along with the offer may result in disqualification of the bid of the concerned bidder.
10. Softcopy (in CD/Pendrive/USB HDD) of the Technical shall also be submitted along with hard copy of



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

Technical Bid.

11. The Technical Bid must not contain any price information.
12. The envelope must be super-scribed with the following information:
  - a) RFP Reference Number.
  - b) Name and Address of Bidder.
13. The Technical Bid shall comprise of:

| Sr. No. | Particulars                                                                       | Annexure / Document                                                                                                                                   |
|---------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Functional and Technical Requirements                                             | Annexure – 1                                                                                                                                          |
| 2       | Letter of Confirmation                                                            | Annexure – 3                                                                                                                                          |
| 3       | Particulars of the Bidder                                                         | Annexure – 4                                                                                                                                          |
| 4       | Earnest Money Deposit                                                             | Annexure – 5                                                                                                                                          |
| 5       | Non-Disclosure Agreement                                                          | Annexure – 6                                                                                                                                          |
| 6       | Format of clarification submission on email                                       | Annexure – 7                                                                                                                                          |
| 7       | Covering Letter                                                                   | Annexure – 8 and<br>Copy of Power of attorney to be submitted                                                                                         |
| 8       | Letter of Conformity with Hardcopy                                                | Annexure – 9                                                                                                                                          |
| 9       | Undertaking For MSME Benefits                                                     | Annexure – 10                                                                                                                                         |
| 10      | Manufacturer's Authorization Form                                                 | Annexure – 11                                                                                                                                         |
| 11      | Performance Security                                                              | Fixed Deposit Receipt from PDCC Bank or<br>Performance Bank Guarantee as per Annexure – 13                                                            |
| 12      | Balance sheet & P/L Statement of last three financial years                       |                                                                                                                                                       |
| 13      | A true copy of Registration certificate & list of offices in India                | For Company                                                                                                                                           |
| 14      | Technically qualified support engineers                                           | Profile/CV of proposed support engineers along with degree certificate and related certification<br>(If any)                                          |
| 15      | Relationship check                                                                | Self-declaration to confirm if you have a business or family relationship with a member of PDCC staff to qualify Eligibility Criteria under Section.4 |
| 16      | Other documents / information as requested in this RFP under eligibility criteria | All required supporting documents to qualify Eligibility Criteria under Section.4                                                                     |
| 17      | Masked Commercial Bill of Material                                                |                                                                                                                                                       |

### 5.3 Submission of Commercial Bid

1. The Bidders shall submit the Commercial Bid in sealed envelope. If above bid is found not properly sealed, the bid is liable for rejection. The envelope containing commercial bid shall be marked as "COMMERCIAL BID FOR REQUEST FOR PROPOSAL (RFP) FOR Purchase, Installation and Maintenance of Desktops and Thin



- Clients and Buy Back of old Inventory” as per the format give in Annexure 2: “Commercial Bill of Material.”
2. The Bidder should certify that the contents of the CD’s / Pen drive/ USB HDD are the same as that provided by way of hard copy. Letter format for the Bidder’s declaration is given in Annexure 3: “Letter of Confirmation.”
  3. Softcopy (in CD/Pendrive/USB HDD) of the Commercial documents shall also be submitted along with hard copy.
  4. The commercial bid soft copy shall be provided in commercial bid envelope and will be password protected. The password for the same shall be shared with the Bank via email at [it.tender@pdcc.bank.in](mailto:it.tender@pdcc.bank.in).
  5. Please note that if any envelope is found to contain both technical & commercial offer, then that offer will be rejected outright.
  6. The envelope must be super-scribed with the following information:
    - a) RFP Reference Number
    - b) Name and Address of Bidder

## 5.4 Selection Process

1. Initially PDCC shall scrutinize the Eligibility cum Technical bid submitted by the bidder. A thorough examination of supporting documents to meet each eligibility criteria (Section 4) shall be conducted to determine the Eligible bidders. Bidders not complying with the eligibility criteria are liable to be rejected and shall not be considered for Technical Evaluation. Any credential/supporting detail mentioned in and not accompanied by relevant proof documents will not be considered for evaluation. All credential letters should be appropriately bound, labeled and segregated in the respective areas. There is no restriction on the number of credentials a Bidder can provide. Bidder shall comply with all functionalities mentioned in the FTR as specified in Annexure 1: Functional and Technical Requirements. Bidder should ensure that any critical noncompliance against Functional & Technical Specifications may lead to disqualification.
2. In second stage, only those bidders, who have qualified in eligibility evaluation and FTR compliance shall be considered for commercial evaluation.
3. Further, Bidder may be called for negotiation before awarding the contract. The L1 bidder shall be determined based on the outcome of the commercial evaluation and subsequent negotiation process.
4. Bank may call for any clarifications/ additional particulars required, if any, on the technical/ commercial bids submitted. The bidder must submit the clarifications/ additional particulars in writing within the specified date and time. The bidder’s offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.

## 4.1 Non-Transferable Tender

This tender document is not transferable. Only the bidder who has submitted the necessary Tender fee will be eligible for participation in the evaluation process. All the terms and conditions mentioned in the RFP will be binding on all the bidders and will also form a part of the contract, to be signed with the successful bidder on the outcome of this tender process.

## 4.2 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The Bidder is expected to examine all instructions, annexures, scope of work, terms and conditions etc. in the bidding documents. Failure to furnish all information required by the RFP or submission of a bid not substantially responsive to the RFP in any aspect will be at the Bidder’s risk and may result in the rejection of



### 4.3 Clarification of RFP

A prospective bidder requiring any clarification of the RFP may notify the Bank in writing, by email at the Bank's mailing address indicated in the Request for Proposal (RFP) on or before 13/07/2026, 15.00 PM as per the format given (Annexure 7 – "Format for clarification submission on email"). Bidders intending to submit Prebid queries are required to submit the specified Tender Fee along with the Prebid queries; else, the Tender Fee shall be submitted along with the bid submission. Prebid queries will not be addressed without submission of the Tender Fee. The Bank will respond in writing to any request for clarification of the RFP which is received within given timeline only.

### 4.4 Amendment in RFP

At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP by amendment. All prospective Bidders will be notified of the amendment in writing through an addendum published on Bank's website and will be binding on them. In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bid, the Bank, at its discretion, may extend the deadline for the submission of bid.

### 4.5 Language of the Bid

The bid prepared by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder & the Bank shall be written in English.

### 4.6 Bid Validity

Bid shall remain valid for 180 days from the date of opening of Technical Bid.

### 4.7 Bid Security – Earnest Money Deposit

1. The bidder shall furnish as part of its bid, bid security of INR 5,00,000/- (Rupees Five Lakhs Only).
2. The bid security shall be denominated in INDIAN RUPEES only and should be in the form of DD issued by a Scheduled/ Commercial Bank as per given format (Annexure 5 - "Earnest Money Deposit") provided in the RFP and valid for forty-five (45) days beyond the validity of the bid.
3. Any bid not secured in accordance with this clause will be rejected by the Bank as non-responsive.
4. Bid Security submitted by the bidder will be forfeited if:
  - The bidder withdraws his tender before processing the same.
  - The bidder withdraws his tender after processing but before furnishing an unconditional and irrevocable Performance Security by the selected bidder to the Bank.
  - The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Security.
5. The bidder violates any of the provisions of the terms and condition of this tender specification.
6. The bid security will be refunded to:
  - The successful bidder, only after furnishing an unconditional and irrevocable Performance Security for 3% of the contract value (valid till the end of assignment period) with 6 (six) months claim period.



- The unsuccessful bidders, only after furnishing an unconditional and irrevocable Performance Security by the selected bidder or upon execution of an agreement signed by both the Bank and the selected bidder, whichever occurs first.

## 4.8 Performance Security

1. Successful Bidder shall furnish an unconditional Performance Security in the form of Fixed Deposit Receipt (FDR) from PDCC Bank or Performance Bank Guarantee (PBG) amounting to 3% of the contract value as specified in the Purchase Order for contract tenure of 5 years 6 months and valid for 66 months including claim period of 6 (six) months, validity starting from its date of issuance of purchase order.
2. In case the Performance Security expires at any time before the completion of the contract tenure, irrespective of the reason, the Bidder shall be responsible for extending the Performance Security until the agreement is duly closed.
3. Performance Security (FDR/PBG) shall be submitted within 45 days from the date of acceptance of the Purchase Order.
4. The Fixed Deposit (FD) opened with PDCC Bank shall be lien-marked and locked by the Bank for a period of 66 months or until the closure of the agreement, whichever occurs later. Interest shall be payable on the Fixed Deposit. To facilitate the opening of the Fixed Deposit account, the bidder must first open a Current Account with PDCC Bank.
5. Bidder to provide a Performance Bank Guarantee as per Annexure -13: "FORMAT FOR BANK GUARANTEE FOR PERFORMANCE SECURITY" to the Bank.
6. All charges whatsoever such as pre-closure charges or premium, commission etc. with respect to the Fixed Deposit or Performance Bank Guarantee respectively shall be borne by the Bidder.
7. In the event of Successful Bidder being unable to service the contract for whatever reason, PDCC Bank shall have the right to invoke Performance Security.
8. In the event of delays by Successful Bidder in implementation of project beyond the schedules agreed in Contract Agreement, PDCC Bank shall have the right to invoke the Performance Security.
9. Notwithstanding and without prejudice to any rights whatsoever of PDCC Bank under the contract in the matter, the proceeds of the Performance Security shall be payable to PDCC Bank as compensation by Successful Bidder for its failure to complete its obligations under the contract. PDCC Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Successful Bidder is in default.
10. The Bank shall also be entitled to make recoveries from the Successful Bidder's bills, Performance Security, or any other amount due to him, the equivalent value of any payment made to him by PDCC bank due to inadvertence, error, collusion, misconstruction or misstatement.
11. The Performance Security may be unlocked / discharged / returned by PDCC Bank after the period of 66 months from the date of issuing the Performance Security or until the closure of the agreement, whichever occurs later upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract.

## 4.9 Deadline for Submission of Bid

Bids must be received by the Bank on the specified address under Clause 2 and not later than the time and date specified in the RFP or its subsequent addendums. In the event of the specified date for the submission of Bids being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day. The Bank may, at its discretion, extend the deadline for submission of Bids by amending the RFP, in which case all rights and obligations of the Bank and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.



#### 4.10 Late Bid

Any bid received by the Bank after the deadline for submission of bids prescribed by the Bank, in Request for Proposal, will be rejected and kept unread.

#### 4.11 Replacement & Withdrawal of Bid

The Bidder may replace or withdraw its bid after the bid's submission, provided that withdrawal notice to be sent by e-mail no later than the deadline for submission of bids. No bid can be modified subsequent to the deadline for submission of Bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of the bid by the Bidder during this interval may result in the forfeiture of its Bid security, pursuant to Clause – 4.7.

#### 4.12 Bid Opening

1. The Bank will open only the Eligibility and Technical Bids as per the schedule mentioned in RFP. The Commercial bids for qualified bidders only will be opened on a later date subsequent to the eligibility-cum-technical evaluation. The Bank will notify the place, date and time of opening of the Commercial Bids to the technically qualified bidders.
2. Attendance of all the authorized representatives of the bidders who are present at Bid Opening will be taken in a register against the name, name of the company and with full signature. However, non-participation of the bidder's representative during the bid opening cannot be treated as a rejection of the bid for evaluation.
3. Each Bid will be numbered serially, signed and dated by the three Officers of the Bank except printed literature, brochure and reports.
4. Alterations in the bids, if any, made by the bidder / companies would be signed legibly to make it perfectly clear that such alterations were present on the bids at the time of opening. It would be ensured that alterations are signed by the bidder/company's executive who has signed the bid or by the bidder/company's representative authorized by the executive who has signed the bid.
5. Wherever any erasing or cutting is observed, the substitute words would be encircled and initialed by the bank officer singly and the fact that such erasing / cutting of the original entry were present on the bid at the time of opening shall be recorded.
6. An "on the spot statement" giving details of the bids opened and other particulars as read out during the opening of the bids will be prepared.
7. Bids and modifications if any that are not opened and read out at Bid opening shall not be considered further for evaluation, irrespective of the circumstances. Such Bids will be returned unopened to the Bidders.

#### 4.13 Preliminary Examination

1. The Bank will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are generally in order.
2. Arithmetical errors if any will be rectified on the following basis:
  - a. If there is discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
  - b. If there is a discrepancy between words and figures, the amount in words will prevail



- c. If the bidder does not accept the correction of errors as per clause 4.13, its bid will be rejected
3. The Bank, at its discretion, may waive any minor informality, nonconformity, or irregularity in a Bid, which does not prejudice or affect the relative ranking of any Bidder. This shall be binding on all bidders and the Bank reserves the rights for such waivers.
4. Prior to the detailed evaluation, the Bank will determine the substantial responsiveness of each bid to the RFP. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms & conditions of the RFP without material deviations. Deviations from or objections or reservations to critical provisions such as those concerning Bid Security, Performance Security, Force Majeure, Applicable Laws and Taxes & Duties will be deemed to be material deviation. The Bank's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence. If a Bid is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the bidder by correction of the non-conformity.

#### **4.14 Non-Payment of Professional Fees**

If any of the items/activities as mentioned in the price bid and as mentioned in Annexure 2 - "Commercial Bill of Material" are not taken up by PDCC Bank during the course of this assignment, PDCC Bank will not pay the professional fees quoted by the bidder in the Price Bid against such activity/item.

#### **4.15 Assignment**

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Bank.

#### **4.16 Sub-Contracting**

The bidder shall not subcontract or permit anyone other than its personnel or related firms / entities to perform any of the work, service or other performance required of the bidder under the contract without the prior written consent of the Bank.

#### **4.17 Limitation of Liability**

The aggregate liability of the vendor in connection with this Agreement, the services provided by the bidder for the specific RFP document, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise) and including any and all liability shall be the actual limited to the extent of the contract value.

#### **4.18 Indemnity**

1. The bidder shall, at its own cost and expenses, defend and indemnify the bank against all third-party claims including those of the infringement of intellectual property rights, including patent, trademark, copyright, trade secret, or industrial design rights, arising from the performance of the contract.
2. The bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the bank is required to pay compensation to a third party resulting from such infringement etc., the bidder will bear all expenses including legal fees.
3. Bank will give notice to the bidder of any such claim and shall provide reasonable assistance to the Bidder in disposing of the claim.
4. The bidder shall also be liable to indemnify the bank, at its own cost and expenses, against all



losses/damages, which the bank may suffer on account of violation by the bidder of any or all applicable national/ international trade laws. This liability shall not ensue if such losses/ damages are caused due to gross negligence or willful misconduct by the bank or its employees.

#### **4.19 Intellectual Property Rights**

1. The bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this bid. The bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by bidder in performing its obligations under this Project.
2. If a third party's claim endangers or disrupts the Bank's use of the Deliverables, the bidder shall at no further expense, charge, fee or cost to the Bank, obtain a license so that the Bank may continue the use of the Deliverables in accordance with the terms of this bid.
3. Bidder shall indemnify and keep fully and effectively indemnified the Bank from all legal actions, claims, or damages from third parties arising out of the use of software, designs or processes used by bidder or in respect of any other services rendered under this bid.

#### **4.20 Patent Right**

1. The Bidder shall indemnify PDCC Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods, Software package or any part thereof in India and abroad.
2. In the event of any claim asserted by the third party of infringement of copyright, patent, trademark or industrial design rights arising from the use of the Goods or any part thereof in India, the Bidder shall act expeditiously to extinguish such claims. If the Bidder fails to comply and PDCC Bank is required to pay compensation to a third party resulting from such infringement, the Bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees. PDCC Bank will give notice to the Bidder of such claims, if it is made, without delay.
3. PDCC Bank will give notice to the Bidder of any such claim without delay, provide reasonable assistance to the Bidder in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

#### **4.21 Force Majeure**

The bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if any to the extent that it's 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 bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions.

If a Force Majeure situation arises, the bidder shall promptly notify the Bank in writing of such condition and the cause thereof within fifteen (15) calendar days. Unless otherwise directed by the Bank in writing, the bidder shall continue to fulfil its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.



## **4.22 Bidder's Integrity**

The bidder is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

## **4.23 Bidder's Obligations**

The bidder is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities. The bidder is responsible for managing the activities of its personnel or its representatives and will hold itself responsible for any misdemeanors. The bidder will treat as confidential all data and information about the Bank, obtained in the execution of their responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

## **4.24 Information Ownership**

All information processed, stored, or transmitted by vendor equipment belongs to the Bank. By having the responsibility to maintain the equipment, the vendor does not acquire implicit access rights to the information or rights to distribute the information. The vendor understands the civil, criminal, or administrative penalties may for failure or protect information appropriately.

## **4.25 Use of Contract Documents and Information**

1. The bidder shall not, without the Bank's prior written consent, disclose the Contract or any provision thereof or any specification, plan, drawing, pattern or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
2. The bidder shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the bidder's performance under the Contract if so, required by the Bank.

## **4.26 Termination for Convenience**

PDCC Bank, by written notice sent to Bidder, may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for PDCC Bank's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

## **4.27 Effect of Termination**

1. Bidder agrees that after completion of the Term or upon earlier termination of the assignment Bidder shall, if required by PDCC Bank, continue to provide maintenance services to PDCC Bank at no less favorable terms than those contained in this document.
2. Bidder agrees that PDCC Bank at any point of time during tenure of contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this document. PDCC Bank shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.
3. In the event of contract termination, Performance Security shall not be released/returned immediately.



Prior to release/return, the Bank shall deduct any applicable SLA penalties or other charges. Vendor will receive the remaining balance, if any.

## 4.28 Renewal of Contract

In case PDCC Bank wants to continue with Bidder's services after the completion of this contract, Bidder shall offer the same services or enhanced services to PDCC Bank and mutually agreed rates shall apply.

## 4.29 Exit Management

1. The contract with Bidder may be terminated by either party at any time by giving notice of not less than three (3) months in writing. PDCC Bank may terminate the Contract with a notice of 3 months, in whole or in part, at any time for its convenience. Bidder will be liable to provide the requisite data to the incoming Bidder and Bank when requested in the stipulated format in case of termination of the contract or completion of contract tenure at no extra cost to Bank. Upon termination of the existing contract all documents, writings, data, contents, Confidential Information and/or any other information provided by PDCC Bank to Bidder shall be duly returned by Bidder to Bank within 30 days from the date of termination. If instructed by bank, a written confirmation that the same has been destroyed shall be sent by Bidder to PDCC Bank and the same shall be required to be acknowledged by PDCC Bank.
2. Bidder agrees that PDCC Bank at any point of time during the tenure of the contract may return/discontinue any of the Deliverables/services in whole or part thereof offered under this agreement. PDCC Bank shall not be liable to make any payment in respect of the Deliverables/services returned in whole or part thereof.
3. Bidder shall also have to develop a detailed exit plan 3 (Three) months prior to the completion of the tenure of the contract. The exit plan should have detailed product-wise support services by Bidder during the transition period. Bank shall have the right to review the exit plan submitted by Bidder and would suggest changes to be made in the exit plan, if any. After that, the exit plan shall be reviewed as and when required by Bank. Bidder has to provide knowledge transfer to the new vendor without any additional cost. Bidder has to provide support during migration activities to the new vendor of PDCC Bank.

## 4.30 Handover & Transition of Services

The following shall be covered as a part of the handover & transition of services at the end of contract period or in the event of termination:

1. The ownership of the assets (including soft and hard components existing and procured) except for those which are taken as a service, at any point of time during the term of the contract or expiry of the contract, shall remain with PDCC Bank. In addition, any information/ data gathered or generated by Bidder during the term of the contract shall be the property of PDCC Bank and the same shall be handed over to PDCC Bank in native or Bank's suggested format at the end or termination of the contract; and
2. During the contract period, Bidder shall ensure that all the documentation including asset registers, inventory, credentials, configuration documents, procurement documentation, original license and all project related documents in relation to the works as per the agreed terms are kept up to date and all such documents shall be handed over to PDCC Bank during the exit management process.

In case PDCC Bank decides to withdraw any services/components from the RFP during the contract period, Bidder has to facilitate the transition of those service/components in compliance with the above Clauses.



### 4.31 Addition or Deletion of Qualified Offerings

- Both the parties agree that the intent of this tender is to establish an initial set of service offerings. PDCC Bank recognizes that, as the use of these services expands, it is possible that additional services and / or service categories will be needed. In addition, PDCC Bank recognizes that from time-to-time hardware components provided as part of bidder services will be upgraded or replaced as technology evolves. Replacement and / or supplemental products that meet or exceed the minimum proposal requirements may be added with the prior approval of PDCC Bank. For this purpose, a Change Order Procedure will be followed. PDCC Bank may request a change order in the event of actual or anticipated changes(s) to the agreed scope of work, services, deliverables and schedules. The Bidder shall prepare a change order reflecting the actual or anticipated change(s) including the impact on deliverables schedule. The Bidder shall carry out such services as required by PDCC Bank at mutually agreed terms and conditions.
- The bidder shall agree to submit the request to add new services or service categories on its letterhead signed by a representative authorized to bind the organization.
- PDCC Bank is under no obligation to honor such requests to add services categories or amend this contract. As a method for reviewing Bidder services and PDCC Bank requirement, PDCC Bank will sponsor regular reviews to allow an exchange of requirements and opportunities

### 4.32 Conflict of Interest

Bidder shall disclose to PDCC Bank in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for Bidder or Bidder's team) while performing the Service(s) as soon as practical after it becomes aware of that conflict.

### 4.33 Arbitration

Disputes or differences whatsoever, arising between the Bank and the Bidder shall be resolved amicably between the Bank's representative and the Bidder's representative. In case of failure to resolve the disputes and differences amicably within 30 days of the receipt of notice by the other party, then the same shall be resolved as follows:

- Any dispute or difference arises between the parties relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof etc. shall be settled by a Sole Arbitrator in accordance with the provisions of Arbitration conciliation act and the award made by him in pursuance thereof shall be final and binding on the Parties, unless the Parties opt for a recourse against the said award under Indian Arbitration and conciliation Act 1996 and any amendments thereto.
- The Venue of arbitration shall be at Pune and the language of arbitration shall be English.
- Work under the contract shall be continued by the Bidder during the arbitration proceedings unless otherwise directed in writing by the Bank. Save as those which are otherwise explicitly provided in the contract, no payment due, or payable by the Bank to the Bidder shall be withheld on account of the ongoing arbitration proceedings, if any, unless it is the subject matter, or one of the subject matters thereof.
- Any notice, for the purpose of this clause, has to be sent in writing to either of the parties by facsimile transmission, by registered post with acknowledgement due or by a reputed courier service. Hardcopy shall only be considered for further processing. All notices shall be deemed to have been validly given on:
  - the business day immediately following the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or
  - the expiry of 5 days after posting, if sent by post, or



- the business date of receipt/ if sent by courier. A copy of all legal notices shall also be sent to [it.tender@pdcc.bank.in](mailto:it.tender@pdcc.bank.in).

#### **4.34 Bidders Liability**

Bidder's aggregate liability in connection with obligations undertaken as a part of this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the contract value under this Agreement. However, Bidder's liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder and its employees from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations will not be limited. The Bank including its promoters, directors, executives and employees shall not be held liable for and are absolved of any responsibility or claim litigation arising out of the use of any third-party software or modules supplied by the Bidder.

#### **4.35 Penalty**

Inability of Bidder to either provide the requirements as per the scope or to meet the timelines or service levels would be treated as breach of contract and would invoke penalty as per service levels mentioned in this RFP. The proposed rate of penalty is as mentioned in Service levels with an overall aggregate cap of penalty to be limited to 10% of contract value as specified in contract. Notwithstanding anything contained above, no such penalty will be chargeable on Bidder for the inability occasioned, if such inability is due to reasons entirely attributable to the Bank. The right to invoke the penalty clause is in addition to and without prejudice to other rights and remedies available to the Bank such as termination of contract, invocation of indemnity, invocation of performance guarantee, recovery of amount paid and other remedies available to the Bank.

#### **4.36 Insurance**

Bidder should take necessary insurance cover as specified by Regulatory Authority time to time to cover hardware components supplied against loss or damage during transportation, storage, delivery till final acceptance by the Bank or till 1-month post-delivery of equipment to Bank's Head Office / Branches whichever is earlier.



## 6. Payment Terms and Schedule

The commercial bid submitted by the Bidder must be in conformity with the payment terms proposed. Any deviation from the proposed payment terms would not be accepted. In case of delays or defaults on the part of the Bidder, the Bank shall have the right to withhold payment of the effected product and/or service due to the Bidder or withhold the payment of the disputed amount. Such withholding of payment shall not amount to a default on the part of the Bank. PDCC will release payment within 30 days of receipt of invoice and along with all other required documents for all undisputed cases. In case of any disputed amount, the payment will be released within 30 days of resolution of the dispute. The scope of work is divided into different areas and the payment would be linked to delivery, acceptance, and signoff by the respective Bank official of each area as explained below with reference to Annexure 2 – “Commercial Bill of Material”..

1. Payment schedule - Payments to the successful bidder shall be made on target milestones (including specified project deliverables) as mentioned below: -
  - 60% after successful delivery of Hardware and sign off from the Bank.
  - 35% after successful installation of Hardware and sign off from the Bank.
  - 5% after completion of warranty of Hardware and sign off from the Bank.
2. Documents for in-scope hardware from the OEM for service and support have to be provided to the bank. Post warranty payment will be made on submission of these documents.
3. The currency or currencies in which payments shall be made to the supplier/ selected bidder under this Contract shall be Indian Rupees (INR) only.
4. The price would be inclusive of all applicable taxes under the Indian law like customs duty, excise duty, import taxes, freight, forwarding, insurance for transit and till installation, delivery, etc. but exclusive of only applicable GST which shall be paid / reimbursed on actual basis on production of bills.

Notes:

1. The payments will be made only after the acceptance of the milestones and relevant activities / deliverables for that tenure. Any delay in achievement of the milestones or deliverables will result in further delay of the payment.
2. All the payments will be eligible post contract agreement and NDA execution as per format given (Annexure 6 – “Non-Disclosure Agreement”).

## 7. Contract Period

Five (5) Years from the date of agreement signed.

## 8. Jurisdiction

Arbitration proceedings shall be held in Pune, India.

## 9. Service Levels

This section includes the SLAs, which PDCC requires the Successful Bidder to manage as key performance indicators for the scope of work. The objective of the SLA is to clearly define the levels of services to be delivered by the Successful Bidder to PDCC for the duration of the contract.

- Delivery, installation and commissioning of all equipment should be within 10 weeks from date of placing of order. Charges will be levied on late delivery of hardware as 0.5% per week delay and maximum 10% of the contract value.
- In the event that any defective device delivered is not replaced within five (5) working days from the date of delivery, the supplier shall be liable to pay a penalty of INR 1,000/- (Indian Rupees One Thousand only).



- Exceptions on enforcing the SLA and other penalty clauses will be made only in case of Force Majeure situations or in exceptional circumstances at the discretion of Bank.
- For any hardware issue, the required material should remain on standby until the problem is fully resolved. Failure to ensure material availability may lead to extended downtime, operational delays and potential disruption of critical processes will invoke applicable penalties.
- Bidder shall ensure that, in the event of any component replacement as well, appropriate standby arrangements are in place to ensure uninterrupted availability and smooth execution of services.
- In case of replacement of any hardware or hardware component, the Bidder shall ensure that the replacement is from the same OEM.
- Customer Satisfaction Index (CSI) report will be provided to the bidder quarterly. In the event of repeated unsatisfactory CSI ratings, the Bank reserves the right to initiate corrective actions apart from defined penalty, including termination of the contract, in accordance with the terms and conditions of this RFP.
- In case of non-resolution of issues within the stipulated timelines, both the applicable penalties and the CSI (Customer Satisfaction Index) reports shall be taken into consideration for determining further action
- Penalty amount will be adjusted from Performance Security/next milestone payment.

| Sr. No. | Service Matrix Parameters                     | Matrix                                                             | Deduction                                                                                                                                                                                                                                              |
|---------|-----------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | Resolution time for raised complaint/ issues. | Address to complaints/ issues within 24 hrs.                       | No penalty                                                                                                                                                                                                                                             |
| 2       |                                               | Resolution of complaints/ issues related to Hardware after 24 hrs. | Rs. 1000/- per day for each equipment not in working condition from the date of lodging the Complaint.                                                                                                                                                 |
| 3       |                                               | Resolution of complaints/ issues within 3 days (90 hrs.)           | Device is to be replaced or stand by arrangement is to be made.                                                                                                                                                                                        |
| 4       |                                               | Resolution of complaints/ issues after 7 days (420 hrs.)           | Device is to be replaced or stand by arrangement is to be made.<br>Also, penalty will be increased by 2x per week.<br>Ex. 1 <sup>st</sup> week – 1000 per day<br>2 <sup>nd</sup> week – 2000 per day<br>3 <sup>rd</sup> week – 4000 per day and so on. |

- The Bidder shall not incur any charges for faulty components returned by the Bank.
- The Bidder must ensure the quality of desktop and thin client. The Bank reserves the right to return any substandard items, and the Bidder shall replace them with the same quantity of Desktops and Thin Clients at no additional cost.



## **10. Annexure**

### **10.1 Annexure 1: Functional and Technical Requirements**

The Functional and Technical Requirements has been attached in a separate file named “Annexure 1- Functional and Technical Requirements. Bidder to fully comply with these requirements.

Note: Any additional & standard feature/specification, then it should be mentioned below the listed one.



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## **10.2 Annexure 2: Commercial Bill of Material**

The Commercial Bill of Material has been attached in a separate file named “Annexure 2 - Commercial Bill of Material.



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

### **10.3 Annexure 3: Letter of Confirmation**

Ref: RFP No.: PDCC/IT-RFP/26-27/03, dated 07/07/2026

Date:

**To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001**

Dear Sir,

We confirm having submitted the Bid and annexures in accordance with the said RFP. The details submitted by us are true and correct to the best of our knowledge and if it is proved otherwise at any stage of execution of the contract, Pune District Central Co-operative Bank has the right to summarily reject the proposal and disqualify us from the process.

We confirm that we will abide by the conditions mentioned in the Tender Document (RFP and annexure) in full or in accordance with the deviations in “Terms & Conditions” accepted by the bank.

We, hereby acknowledge and confirm, having accepted that the Bank can at its absolute discretion, apply whatever criteria is deemed appropriate, not just limiting to those criteria set out in the RFP and related documents, in short listing of bidders.

We shall observe confidentiality of all the information passed on to us in course of the tendering process and shall not use the information for any other purpose than the current tender.

We also confirm that we have not been blacklisted by any Govt. Department/ PSU/PSE or Banks or otherwise not involved in any such incident with any concern whatsoever, where the job undertaken/performed and conduct has been questioned by any authority, which may lead to legal action.

Authorized Signatory :

Name :

Designation :

Date :

Seal of the Bidder :



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

#### 10.4 Annexure 4: Particulars of the Bidder

RFP No.: PDCC/IT-RFP/26-27/03, dated 07/07/2026

| Sr. No. | Particulars                                                                                  | Bidder's Information |
|---------|----------------------------------------------------------------------------------------------|----------------------|
| 1       | Name of the Firm/Organization                                                                |                      |
| 2       | Mobile No/Landline Number/Fax No with STD Code                                               |                      |
| 3       | Email Address                                                                                |                      |
| 4       | Registration No of Certificate of Incorporation & Date / Shop Act License Establishment date |                      |
| 5       | Permanent Account Number of Income Tax and Date of Registration                              |                      |
| 6       | GST Registration Number and Date                                                             |                      |
| 7       | No. of years of proven experience of providing similar Services:                             |                      |
| 8       | Number of employees Supporting the Project<br>Marketing / Sales<br>Technical support         |                      |
| 9       | Clients Details<br>a) Bank Names<br>b) Contact Person Name<br>c) Contact No.                 |                      |

Authorized Signatory :

Name :

Designation :

Date :

Seal of the Bidder :



## 10.5 Annexure 5: Earnest Money Deposit

Date: \_\_\_\_\_

To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001

Subject: Earnest Money Deposit for RFP Ref No.: PDCC/IT-RFP/26-27/03, dated 07/07/2026

We, ..... having our registered office at ..... (hereinafter referred to as “the Bidder”) have submitted our proposal and response dated..... (Hereinafter referred to as “Bid”) for the supply of all the requirements described in the Request for Proposal along with its amendments/annexures and other ancillary documents (hereinafter referred to as “RFP”) as issued by The Pune District Central Co-operative Bank Ltd,

- That the BIDDER is hereby submitting the security deposit of Rs. 5,00,000/- (Rupees Five Lakh Only) vide [demand draft issued by a scheduled/Commercial bank bearing Reference No. ....dated..... [drawn on/ issued by] ..... (Hereinafter referred to as “Earnest Money Deposit”) favoring ‘**The Pune District Central Cooperative Bank Ltd.**’ for consideration of the Bid of the above-mentioned Bidder.
- The Bidder hereby specifically acknowledges and agrees that the Bidder has furnished his Bid on the understanding and condition that, if the Bidder:
  - Withdraws its Bid prior to the validity period of the Bid for any reason whatsoever or
  - Fails to accept and sign the contract as specified in this document for any reason whatsoever; or
  - Fails to provide the performance guarantee within 15 days from the date of placing the order by The Pune District Central Co-operative Bank Ltd. or signing of the contract, whichever is earlier, for any reason whatsoever.

The Pune District Central Co-operative Bank Ltd. has the right to forfeit the entire Earnest Money Deposit amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.

- The Bidder understands, agrees and acknowledges that the Earnest Money Deposit will be refunded to the unsuccessful bidders only after submission of ‘Performance Security’ by the successful bidder. The bidder also agrees and acknowledges that the Earnest Money Deposit shall be returned to the successful Bidder upon furnishing of Performance Security.
- The Bidder undertakes that it will not cancel the Earnest Money Deposit referred to above till the Bidder is returned the Earnest Money Deposit from The Pune District Central Co-operative Bank Ltd. in accordance with the foregoing conditions.
- The Bidder represents and warrants that the Bidder has obtained all necessary approvals, permissions and consent and has full power and authority to issue this Earnest Money Deposit and perform its obligations hereunder, and the Bidder has taken all corporate, legal and other actions necessary or advisable to authorize the execution, delivery and performance of this Earnest Money Deposit. The absence or deficiency of authority or power on the part of the Bidder to issue this Earnest Money Deposit or any irregularity in exercise of such powers shall not affect the liability of the Bidder under this Earnest Money Deposit.



RFP No.: PDCC/IT-RFP/26-27/03  
Yours faithfully,

Date: 07.07.2026

Signature:

Name:

Designation:

Date:



## 10.6 Annexure 6: Non-Disclosure Agreement

RFP No.: PDCC/IT-RFP/26-27/03, dated 07/07/2026

This Non-Disclosure Agreement (“**Agreement**”) effective from ..... (“**Effective Date**”) is formed between **The Pune District Central Co-operative Bank Ltd.**, (“**Customer**”) having head office at 4 B, B. J. Road, Pune, Maharashtra, India and **M/s.** ..... (“**Company**”) having its Registered office at ..... India to share Confidential Information for the purpose of assessing potential business relationships (“**Purpose**”).

Parties agree as follows:

- The party disclosing Confidential Information is a Discloser and the party receiving Confidential Information is Recipient.
- Confidential Information means information of a party that is identified with either a restrictive legend, or where the circumstances surrounding disclosure indicate the information is confidential. Confidential Information includes proprietary information, personal data and sensitive personal data of individuals, and other information relating to financing strategies, organizational strategies, trade secret information, financial information, pricing policies, operational methods, marketing information and other business affairs of Company relating to the business. oral, visual or written communication made to each other shall be considered to be Confidential.
- The Recipient may disclose Confidential Information only to (a) its employees, agents, majority owned affiliates; (b) those having a need to know the Confidential Information for the Purpose or otherwise for the benefit of the Discloser, where the above persons/entities are bound by confidentiality obligations as stringent as those contained herein.
- Information disclosed under this Agreement will be governed by this Agreement for five (5) years following the initial date of disclosure. Upon the request of the Discloser, all Confidential Information, in possession of the Recipient and other items which contain, disclose and/or embody any Confidential Information (including, without limitation, all copies, reproductions, summaries and notes of the contents thereof), shall be returned to Discloser or destroyed by the Recipient, and the Recipient will certify that the provisions of this paragraph have been complied with.
- The Recipient will use at least the same care, but no less than reasonable care, to avoid disclosure of the Discloser’s Confidential Information as it uses with its own Confidential Information and will use the Discloser’s Information only for the purpose for which it was disclosed.
- This Agreement will not apply to any information that (a) is or becomes publicly available without breach of this Agreement; (b) is known by the Recipient without any confidentiality obligation, (c) is rightfully received from a third party who did not acquire such information by a wrongful or tortuous act; (d) is independently developed by the Recipient or (e) is authorized by the Discloser for release. Notwithstanding anything to the contrary, this section will not apply to any personal data or sensitive personal data processed by either party arising out of the relationship by the parties, unless permitted by law.
- If a governmental entity or legal authority requires the Recipient to disclose Confidential Information, the Recipient will give the Discloser prompt written notice sufficient to allow the Discloser to seek a protective order. The Recipient will also make reasonable efforts to obtain confidential treatment for any such Confidential Information.
- No rights are granted to use the Confidential Information except for the express limited rights stated in this Agreement. Confidential Information remains the exclusive property of the Discloser.



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

- This Agreement shall be governed by the laws of India, and both parties further consent to jurisdiction by the courts in **Pune, Maharashtra, India.**
- Either party may terminate this Agreement by providing thirty (30) days written notice to the other party. Any terms of this Agreement, which by their nature extend beyond its termination remain in effect until fulfilled and apply to respective successors and assignees.
- The parties will comply with all applicable export and import laws and regulations to the extent they apply to the Confidential Information.
- All rights, title and interest (and associated intellectual property rights) in the Confidential Information and derivatives shall belong to Discloser and its licensors (as case maybe).
- The receipt of Confidential Information under this Agreement will not limit the Recipient from providing or developing products or services which may be competitive with products or services of the Discloser or assigning responsibilities to its employees, agents provided the Recipient does not breach any of the terms of this Agreement.
- In case of breach, the affected party shall have the right to seek injunctive relief, which relief shall not exclude any other recourse provided by law

This Agreement is the entire agreement regarding the use and disclosure of Confidential Information and replaces any prior oral or written communications between us regarding these disclosures. By signing below, each party agrees to the terms of this Agreement. This Agreement may only be altered or modified by written instrument duly executed by both parties. Once signed, any reproduction of this Agreement made by reliable means (for example, photocopy facsimile or digital image) is considered an original. All waivers shall be in writing. If any provision(s) hereunder is unenforceable, the remaining provisions shall be held valid and enforceable. Notices shall be in writing and to the addresses captured herein or notified by the other party. The undersigned represent that they are duly authorized representatives of the parties and have full authority to bind the parties. This Agreement will be effective as of the Effective Date.



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## 10.7 Annexure 7: Format for clarification submission on email

RFP No.: PDCC/IT-RFP/26-27/03, dated 07/07/2026

If, the bidder, requires any clarifications on the points mentioned in the RFP for Purchase, Installation and Maintenance of Desktops and Thin Clients and Buy Back of old Inventory, requires any clarifications on the points mentioned in the RFP, it may communicate with The Pune District Central Co-Operative Bank Ltd. using the following format (in a Microsoft Excel (.xls/.xlsx) format). Bidders intending to submit Prebid queries are required to submit the specified Tender Fee along with the Prebid queries; else, the Tender Fee shall be submitted along with the bid submission. Prebid queries will not be addressed without submission of the Tender Fee.

All questions received on email till 13/07/2026, 15:00 PM, will be formally responded to by email. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, PDCC Bank may, at its discretion, may or may not answer all clarifications.

| Section Number | Point Number | Page Number | Original Clause | Query | PDCC Bank Response |
|----------------|--------------|-------------|-----------------|-------|--------------------|
|                |              |             |                 |       |                    |
|                |              |             |                 |       |                    |
|                |              |             |                 |       |                    |
|                |              |             |                 |       |                    |
|                |              |             |                 |       |                    |



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## 10.8 Annexure 8: Covering Letter

### Covering Letter

To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001

**Sub:** REQUEST FOR PROPOSAL (RFP) FOR Purchase, Installation and Maintenance of Desktops and Thin Clients and Buy Back of old Inventory.

RFP Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026

Dear Sir,

We have examined the above-mentioned RFP document including all annexures the receipt of which is hereby duly acknowledged. We, the undersigned, offer for subject items are in conformity with the said RFP in accordance with the schedule of prices indicated in the commercial offer and made part of this offer.

We undertake to provide the specified scope as per the above-referenced RFP, during the contract period of 5 years from the date signing of agreement. Also confirming that management of the PDCC Bank will examine the performance on or before first 12 months from the contract period.

We accept all the Instructions, Terms and Conditions and Scope of Work.

We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that the Bank will have the right to disqualify us in case of any such deviations.

Date:

Signature with seal:

Name:

Designation:



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## **10.9 Annexure 9: Letter of Conformity with Hardcopy**

**To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001**

RFP Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026

Dear Sir,

Further to our proposal dated \_\_\_\_\_, in response to the Request for Proposal (PDCC Bank's RFP Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026 hereinafter referred to as "RFP") issued by Pune District Central Co-Operative Bank Ltd. ("PDCC Bank") we hereby covenant, warrant and confirm as follows:

The soft copies of the proposal submitted by us in response to the RFP and the related addendums and other documents including the changes made to the original tender documents issued by PDCC Bank, conform to and are identical to the hard copies of the aforesaid proposal required to be submitted by us, in all respects.

Yours faithfully,

Signature:

Name:

Designation:

Date:



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## 10.10 Annexure 10: Undertaking for MSME Benefits

*(To be submitted on the letter head of the bidder)*

To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001

**SUB:** MSME Benefits for RFP Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026 published for Purchase, Installation and Maintenance of Desktops and Thin Clients and Buy Back of old Inventory.

We have carefully gone through the contents of the above-referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

- Exception to MSMEs from payment of Tender Fee and EMD/Bid Security

In case, at any later stage, it is found or established that the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

Place:

Date:

.....  
(Signature) (In the Capacity of)  
Duly authorized to sign bid for and on behalf of

Encl: MSME Certificate



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

## 10.11 Annexure 11: Manufacturer's Authorization Form

Note: This authorization letter shall be printed on the letterhead of all the original equipment manufacturers (OEM) and shall be signed by a competent person having the power of attorney to bind the manufacturer.

**To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001**

Sub: RFP Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026

Dear Sir,

We who are established and reputable manufacturers/ producers of.....having factories/ development facilities at (address of factory/facility) do hereby authorize M/s.....(name and address of the bidder) to submit a bid and sign the contract with you against the above bid invitation.

We hereby extend our full guarantee and warranty for the solution, products and services offered by the above firm against this bid invitation.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the products manufactured or distributed by the bidder:

- Such products as PDCC may opt to purchase from the bidder, provided, that this option shall not relieve the bidder of any warranty obligations under the contract; and
- In the event of termination of production of such products:
- Advance notification to PDCC of the pending termination, with sufficient time to permit PDCC to procure needed requirements; and
- Following such termination, furnishing at no cost to PDCC, the blueprints, design documents, operations manuals, standards, source codes and specifications of the products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

We further certify that, in case the authorized distributor/ system integrator is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items by ourselves or through alternate & acceptable service provider till the contract period.

Place:

Date:

Seal and signature of the OEM:



RFP No.: PDCC/IT-RFP/26-27/03

Date: 07.07.2026

### 10.12 Annexure 12: Computer Hardware for Buy Back

| Sr. No. | Description (Including Part Numbers)                                                                  | Procurement Year | Qty |
|---------|-------------------------------------------------------------------------------------------------------|------------------|-----|
| 1       | HP 280 G1 MT - Windows 10 Pro, 4 <sup>th</sup> Generation intel core i3 with 4GB RAM & 500GB SATA HD  | 2017, 2018       | 76  |
| 2       | HP 280 G2 MT - Windows 10 Pro, 6 <sup>th</sup> Generation intel core i5 with 4GB RAM & 500GB HD       | 2018, 2019       | 359 |
| 3       | HP 280 G3 MT - Windows 10 Pro, 7 <sup>th</sup> Generation, intel core i5 with 4GB RAM & 500GB SATA HD | 2020             | 396 |



### 10.13 Annexure 13: Format For Performance Bank Guarantee For Performance Security

FORMAT OF BANK GUARANTEE (BG) FOR PERFORMANCE SECURITY (ON A NONJUDICIAL STAMP PAPER OF RS.500.00)

To,  
The Deputy General Manager IT,  
The Pune District Central Co-operative Bank Ltd.,  
Head Office: 4 B, B. J. Road,  
Pune, Maharashtra – 411001

WHEREAS \_\_\_\_\_ (hereinafter called “the Bidder”) has submitted its bid dated \_\_\_\_\_ (date of submission of bid) for providing the \_\_\_\_\_ (Scope of Work) in response to Pune District Central Co-operative Bank’s Request for Proposal ( RFP ) No.: RFP Ref No: PDCC/IT-RFP/26-27/03, dated 07/07/2026 (hereinafter called “the Bid”).

KNOW ALL PEOPLE by these presents that WE \_\_\_\_ (Name of Bank) of \_\_\_\_\_ (Name of Country) having our registered office at (Address of Bank) (herein after called “the Bank”) are bound unto PUNE DISTRICT CENTRAL CO-OPERATIVE BANK (herein after called “the Beneficiary”) in the sum of INR \_\_\_\_\_ /-(Rupees \_\_\_\_\_ only) for which payment will and truly to be made to the said Beneficiary, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this \_\_\_\_\_ day of \_\_\_\_\_, 2026.

THE CONDITIONS of this obligation are:

If the Bidder, having been notified by the beneficiary, as selected bidder for RFP for Purchase, Installation and Maintenance of Desktops and Thin Clients and Buy Back of old Inventory, during the period of contract fails to provide services or perform obligations in accordance with the aforesaid RFP and Contract, as bidder.

We undertake to pay the Beneficiary up to the above amount upon receipt of its first written demand, without the Beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the above condition, specifying the occurred condition.

This guarantee will remain in force up to 66 months from the date of signing the contract i.e. up to \_\_\_\_\_ (date of expiry which should be a minimum of contract period), and any demand in respect thereof should reach the Bank not later than the above date. Notwithstanding any other term contained herein:

1. This guarantee shall be valid only up to . . . . . (Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and
2. The total liability of Bank under this guarantee shall be limited to INR ..... (Rupees .....only)

Place:

Seal:

Signature:

Code No:

NOTE:

- BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG
- STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA