

नामको बँक
(मल्टि-स्टेट शेड्युल्ड बँक)



Namco Bank
(Multi-State Scheduled Bank)

The Nasik Merchants Co-Operative Bank Ltd., Nashik

(Multi-State Scheduled Bank)

Administrative Office: A-16, Industrial Estate, Babubhai Rathi Chowk, Netaji Subhashchandra Bose
Marg, Satpur MIDC, Nashik- 422007

Web Site: www.namcobank.in

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RFP for

Supply, Installation, Configuration, and Commissioning of Desktop Computers, Printers, and Microsoft Office Licenses

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1. Introduction

The Nasik Merchants Co-operative Bank Ltd., Nashik a leading co-operative bank headquartered in Satpur, Nashik, with a network of 80 branches across Maharashtra, Gujarat, and Hyderabad, operates on the state-of-the-art Core Banking Solution (CBS) powered by Infosys's Finacle. The Bank invites sealed proposals from reputed and experienced vendors for the supply, installation, and commissioning of Desktop Computers, Printers, and Microsoft Office Licenses, as per the technical specifications and scope detailed in this document.

2. Scope of Work

The successful vendor shall be responsible for the end-to-end supply, delivery, installation, configuration, commissioning, and warranty support of Desktop Computers, Printers, and Microsoft Office licenses for **The Nasik Merchants Co-operative Bank Ltd., Nashik**. The scope of work shall include, but not be limited to, the following:

1. Supply of brand-new, genuine, and unused Desktop Computers, Dot Matrix Printers (DMP), Passbook Printers, LaserJet/Multifunction Printers, and Microsoft Office licenses as per the specifications mentioned in this RFP.
2. Delivery of all equipment and software licenses to the Bank's Head Office and Branch Offices as per the delivery schedule provided by the Bank.

3. Installation, configuration, testing, and commissioning of all supplied equipment at the designated locations.
4. Installation and activation of genuine Microsoft Windows 11 Professional (OEM) and Microsoft Office licenses, including all necessary updates, patches, and drivers.
5. Configuration of operating system, BIOS, device drivers, security settings, printers, network connectivity, and other standard configurations required for smooth operation within the Bank's IT environment.
6. Migration of user data, printer settings, and user profiles from existing desktop systems to the newly supplied systems, wherever specifically instructed by the Bank.
7. Removal of packing materials and proper disposal of installation waste in an environmentally responsible manner after completion of installation.
8. Asset tagging of all supplied hardware with Bank-provided asset numbers or labels, wherever required.
9. Conducting comprehensive hardware diagnostics, functional testing, and successful commissioning before handing over the equipment to the Bank.
10. Providing installation reports, asset details, serial numbers, warranty information, and software license details in both hard copy and soft copy formats.
11. Coordinating with the respective OEMs for warranty registration, support services, and software license activation.
12. Providing comprehensive onsite OEM warranty support for all supplied hardware, including replacement of defective components without any additional cost to the Bank during the warranty period.
13. Providing firmware, BIOS, driver, and security updates released by the OEM during the warranty period, wherever applicable.
14. Replacing any defective, dead-on-arrival (DOA), or malfunctioning equipment with new equipment of the same or higher specifications within the timelines defined in the Service Level Agreement (SLA).
15. Ensuring compatibility of all supplied hardware and software with the Bank's existing operating environment, including Core Banking applications, Active Directory, endpoint security solutions, and network infrastructure.
16. Providing user manuals, warranty certificates, technical documentation, and OEM support contact details.
17. Providing basic operational guidance and knowledge transfer to designated Bank personnel during installation and commissioning.

18.Ensuring that all work is carried out with minimum disruption to the Bank's business operations and in compliance with the Bank's information security policies.

19.Any other activities necessary for the successful completion of the project, whether expressly stated or reasonably implied, shall be deemed to be included in the scope of work without any additional cost to the Bank.

3. Bill of Materials (BoM)

S/N	Item Description	Minimum Technical Specification	Quantity
1	Desktop Computers	- Intel® H Chipset 14th Generation or above with minimum Intel® Core™ CPU Intel Core i5-14500 5.00 14C 65W or above - RAM 16GB (1x16GB) DDR5 4800 or Above, RAM expandability up to 64 GB, (Memory slot should be 4 Min) - HDD: SSD 512GB 2280 PCIe NVMe Val - Intel® Integrated Graphics 19..5" monitor, Keyboard & Mouse LED, TCO CETRIFICED, SAME MAKE - Microsoft windows 11 latest version preinstalled - Ports: 10 External USB (6 USB 3.1 Gen 1 (2 front/4 rear) and 4 2.0 (2 front/2 rear)), 1 RJ-45 ;1 Serial ;2 Display Port 1.2, 1 HDMI 1.4 ;2 PS/2 ;1 Universal Audio Jack 1 Line-out - Networking: 10/100/1000 on board integrated network port - Security: Trusted Platform Module(TPM)2.0, Data Protection, Encryption, Microsoft Windows Bit locker, Local HDD data wipe via BIOS ("Secure Erase"), Encryption - SED HDD (Opal FIPS), Chassis lock slot support, Lockable Port Cover, Chassis Intrusion Switch, Setup/BIOS Password, Intel® Trusted Execution Technology, Intel® Identity Protection Technology, Intel Software Guard extensions. - Power Supply: 180W up to 90% efficient Power Supply Cabinet: Mini Tower/Small form Factor - Industry Standard Compliance: Energy Star, EPEAT registered in India Make: HP / Dell / Lenovo, 3+2 Years Comprehensive Onsite OEM Warranty	500
2	Dot Matrix Printer (DMP)	Epson LX-1310 or Equivalent, 9-Pin Dot Matrix Technology, USB Interface, Compatible with Windows 11, Original OEM Ribbon, 3+2 Years Comprehensive Onsite OEM Warranty	100
3	Passbook Printer	Epson PLQ-35 or Equivalent, Flatbed Passbook Printer, USB Interface, Compatible with Windows 11, 3+2 Years Comprehensive Onsite OEM Warranty	100
4	LaserJet / Multifunction Printer	HP LaserJet Multifunction Printer (Print, Scan & Copy), USB Connectivity, Compatible with Windows 11, 3+2 Years Comprehensive Onsite OEM Warranty	80
5	Microsoft Office Licenses	Microsoft Office 365 Standard Edition (Latest Commercial Version) OR Microsoft Office 2024 Standard (Latest Commercial Perpetual Version), Registered in the Name of the Bank	200

General Notes

1. All prices quoted shall be in Indian Rupees (INR) and shall remain firm and fixed throughout the validity of the contract. Prices shall be inclusive of supply, packing, forwarding, freight, transit insurance, delivery,

installation, configuration, testing, commissioning, documentation, training, warranty support, and all incidental charges, excluding applicable GST.

2. The vendor shall quote for the complete scope of work as specified in this RFP. Partial quotations for individual items shall not be considered unless specifically permitted by the Bank.
3. Microsoft Office Licenses shall be quoted separately under the following options:

Option 1: Microsoft 365 Business Standard under the Cloud Solution Provider (CSP) Annual Subscription Model.

Option 2: Microsoft Office 2024 Standard Perpetual Commercial License.

4. The Bank reserves the right to procure either option, in whole or in part, based on its operational requirements, technical evaluation, and commercial considerations. All licenses shall be genuine, legally licensed, and registered in the name of **The Nasik Merchants Co-operative Bank Ltd., Nashik.**
5. The successful vendor shall complete the supply, installation, configuration, testing, commissioning, and handover of all equipment within the delivery schedule specified in the Purchase Order.
6. The Bank reserves the right to increase, decrease, or modify the quantity of any item specified in this RFP at the time of placement of the Purchase Order without assigning any reason.
7. The vendor shall obtain all necessary permissions, approvals, licenses, and OEM authorizations required for execution of the contract.
8. Any deviation from the specifications or terms and conditions of this RFP shall be clearly indicated in the Technical Commercial. In the absence of such deviations, the commercial shall be deemed to be fully compliant with the RFP.
9. The successful vendor shall comply with all statutory, regulatory, labour, taxation and other applicable laws during the execution of the contract.
10. The Bank reserves the right to accept or reject any or all commercials, wholly or partially, without assigning any reason and without incurring any liability to the vendors.

General Technical & Cyber Security Requirements

1. All equipment supplied shall be **brand new, unused, genuine**, and procured through authorized OEM channels. Refurbished, grey-market, or counterfeit products shall not be accepted.
2. The quoted models shall not be **End-of-Life (EOL)** or **End-of-Support (EOS)** at the time of commercial submission and shall have OEM support availability for a minimum period of **five (5) years** from the date of supply.
3. The Vendor shall supply all necessary accessories, power cords, adapters, drivers, manuals, installation media (where applicable), and technical documentation required for successful installation and operation.

4. All supplied hardware and software shall be fully compatible with the Bank's existing IT infrastructure, including the network environment, Active Directory, endpoint security solution, Core Banking Solution (CBS), and other related systems.
5. The Vendor shall supply, install, configure, test, commission, and successfully hand over all equipment at the Bank's Head Office and Branch Offices.
6. All hardware shall be covered under a Comprehensive Onsite OEM Warranty of Five (5) Years, comprising Three (3) Years Standard OEM Warranty plus Two (2) Years OEM Extended Warranty, effective from the date of successful installation and acceptance by the Bank.
7. Upon completion of installation, the Vendor shall provide warranty registration details, OEM warranty certificates, serial numbers, asset details, installation reports, and acceptance certificates.
8. The Bank reserves the right to verify the authenticity of all supplied products, software licenses, serial numbers, and warranty status directly with the respective OEM. Any non-genuine, counterfeit, refurbished, grey-market or unauthorized products shall be rejected.
9. Desktop Computers shall support Trusted Platform Module (TPM) 2.0, UEFI Secure Boot, and all security features required for Microsoft Windows 11 Professional.
10. The Vendor shall ensure that all systems delivered are free from malware, malicious code, unauthorized software, and known security vulnerabilities. The latest OEM-approved BIOS, firmware, device drivers, security patches, and updates shall be installed prior to handover.
11. Only genuine and legally licensed Microsoft Windows and Microsoft Office software shall be installed. Trial, evaluation, pirated, or unauthorized software shall not be installed under any circumstances.
12. During installation, maintenance, and warranty support, the Vendor shall comply with the Bank's Information Security Policy and shall not access, copy, store, transmit, or disclose any Bank data without prior written authorization.
13. Remote access to the Bank's systems, wherever required for installation or support, shall be permitted only with the Bank's prior written approval and under the Bank's supervision and monitoring.
14. The Vendor shall promptly notify the Bank of any security vulnerability, malware incident, OEM security advisory, product recall, or critical software/firmware update affecting the supplied equipment during the warranty period.
15. In the event of replacement of any HDD, SSD, or other storage media during the warranty period, the defective storage media shall remain the property of the Bank, wherever permitted under the OEM's replacement policy.
16. The Vendor shall maintain strict confidentiality of all Bank information and shall execute a **Non-Disclosure Agreement (NDA)**, if required by the Bank.

17. The Vendor shall comply with all applicable regulatory and statutory requirements, including the RBI Guidelines, CERT-In Directions, the Information Technology Act, 2000 (as amended), the Digital Personal Data Protection Act, 2023 (where applicable), and any other applicable laws and regulations.
18. The Bank reserves the right to conduct OEM authenticity verification, security configuration reviews, vulnerability assessments, and compliance audits of the supplied equipment before acceptance and at any time during the warranty period.
19. Any deviation from the technical specifications, cybersecurity requirements, OEM guidelines, or contractual obligations specified in this RFP may result in rejection of the supplied equipment, imposition of penalties, forfeiture of the Performance Bank Guarantee (PBG), termination of the contract, or any other action deemed appropriate by the Bank.

4. Delivery Schedule

The successful vendor shall complete the supply, installation, configuration, testing, commissioning, and handover of all hardware and software strictly in accordance with the schedule specified below. Time shall be of the essence of the contract.

Activity	Timeline
Issuance of Purchase Order (PO)	By the Bank
Submission of Detailed Delivery & Implementation Plan	Within 7 (Seven) calendar days from the date of the Purchase Order
Supply and Delivery of Hardware & Software	Within 6 (Six) weeks from the date of the Purchase Order
Installation, Configuration & Integration	Within 2 (Two) weeks from the date of delivery at each location
Testing, Commissioning & User Acceptance	Simultaneously with installation and configuration at each location
Submission of Installation Report, Asset Register, OEM Warranty Registration & Acceptance Certificate	Within 7 (Seven) calendar days from the date of successful installation at each location
Completion of Entire Project	Within 8 (Eight) weeks from the date of the Purchase Order

General Delivery & Implementation Conditions

1. The successful vendor shall deliver all hardware, software, and related components to the Bank's Head Office and designated Branch Offices in accordance with the delivery schedule and locations communicated by the Bank.
2. The vendor shall complete the delivery, installation, configuration, testing, commissioning, and integration of the equipment with minimum disruption to the Bank's normal business operations. Wherever required, installation

activities shall be carried out outside banking hours or on holidays in consultation with the Bank.

3. The vendor shall coordinate with the Bank's designated officials for scheduling the delivery, installation, testing, commissioning, and acceptance of equipment at each location.
4. Partial delivery or phased implementation shall be permitted only with the prior written approval of the Bank and shall not relieve the vendor of its obligation to complete the entire project within the stipulated timeline.
5. All equipment shall be supplied in the original sealed OEM packaging along with all standard accessories, power cables, adapters, software licenses, installation media (where applicable), user manuals, warranty certificates, and other relevant documentation required for successful installation and operation.
6. The project shall be deemed successfully completed only upon successful installation, configuration, testing, commissioning, submission of all required documentation, and issuance of the Acceptance Certificate by the Bank.
7. Any delay attributable to the vendor in meeting the delivery or implementation schedule may attract Liquidated Damages (LD) or other contractual remedies as specified in this RFP, unless such delay is caused by a Force Majeure event or other reasons accepted in writing by the Bank.
8. The Bank reserves the right to revise the delivery schedule, installation sequence, deployment locations, or implementation priorities based on its operational requirements. The vendor shall comply with such changes without any additional cost to the Bank.
9. The ownership and risk of the supplied equipment shall remain with the vendor until successful delivery, installation, commissioning, inspection, and formal acceptance by the Bank.
10. The vendor shall promptly notify the Bank in writing of any anticipated delay or issue affecting the project schedule and shall submit an appropriate mitigation plan for the Bank's consideration and approval.

5. Installation Locations

The Vendor shall deliver, install, configure, test, and commission the equipment at the Bank's **Head Office** and **80 Branch Offices** as listed below.

Sr No	Branch	The Nasik Merchants Co Op Bank Ltd Nashik
1	DHANWARDHINI	Dhanwardhini , Tilak Path, In Front of Neharu Garden, Nasik – 422001
2	MORNNING EVENNING	Shop No 3,4 Indirasmruti Apartment, M G Road Nashik - 422001
3	SATPUR	A/16 , Late Babubhai Rathi Chowk, Netaji Subhashchandra Bose Marg, M.I.D.C., Satpur , Nashik - 422007
4	PANCHWATI	Krishnaji Joshi Complex, Panchavati Karanja, Panchavati, Nashik – 422003

5	TILAKWADI	L-3, G-3, Suyojit Trade Centre, In front of Rajiv Gandhi Bhavan, Sharanpur Road, Nashik - 422002
6	BHADRAKALI	Ghar no. 1883 Shop no. 06 City Sr No 2618/2611 Ground Floor, Bhadrakali Road, Nashik - 422001
7	SAIKHEDA	“Dhanlaxmi”, A/p. Saikheda, Tal.Niphad, Dist.Nashik - 422210
8	GANDHI NAGAR	19 / 20 / 21. Shopping Centre, Gandhinagar, Puna Road, Nashik - 422006
9	TRIMBKESWAR	Late. Muralidhar Punjaji Pawar Chawk, Priyadarshani Indira Gandhi Path, Patil Lane ,Tal Trimbakeshwar Dist : Nashik
10	CIDCO	Shopping Centre, Shivaji Chowk, Old Cidco, Nashik - 422009
11	POONA ROAD	"Triney", Shop No-3 -4, Nashik Pune Road, Dwarka, Nashik - 422001
12	GANGAPUR ROAD	Vimal Park Near Mama Mungi Mangal Karyalay, Gangapur Road, Pumping Station, Nashik - 422005
13	AMBAD	“Dhanashri”, P/4, M.I.D.C. , Ambad, Nashik - 422010
14	RAVIWAR KARANJA	Agrasen Bhavan Vishwasta Trust, Near Sundar Narayan Mandir, Nashik - 422001
15	IGATPURI	Basement, Hotel Satkar, Opposite Igatpuri Railway Station Juna Aagra Road, Igatpuri, Dist Nashik 422403
16	PAWAN NAGAR	S/942, Ashadh Sector, Rajratna Nagar, Pawan Nagar, Nashik 422009
17	MANMAD	26 to 31, Sanap Complex, Malegaon Road, Manmad, Tal. Nandgaon Dist : Nashik - 423104
18	NAMPUR	City Serve No.716/717 Yoga Yog Chowk Nampur Tal : Satana Dist : Nashik - 423204
19	UMRANE	Main Road, A/p. Umarane, Tal. Malegaon, Dist. Nashik - 423110
20	VINCHUR	Laxmi-narayan Building, Bajar Peth, A/p. Vinchur Tal Niphad ,Dist. Nashik 422306
21	LASALGAON	A 3 to 8, Radhai Sankul, Kotamgaon Road, Opp. Market Yard, Lasalgaon, Tal.Niphad, Nashik-422101
22	PIMPPLGAON	Gurukrupa Sankul B Wing, Shop No.14/15/16 Near Bank Of Maharashtra Agra Road, Pimpalgaon, Tal.Niphad, Dist.Nasik -422009

23	MALEGAON	M.G.Lodha, Lodha Market, Satana Road, A/p. Malegaon, Dist. Nashik - 423203
24	SATANA	Satana Nursing Home, B/h Satana Nagarpalika, Near Shivaji statue, Tilak Road, Tal. Satana, Dist. Nashik - 423301
25	NASHIK ROAD	Regimental Plaza Shop no.10 / 11, Basement, M.G.Road, Near Bytco Point, Nasik Road, Nasik - 422101
26	GHOTI	Grampalika Up Vibhag 478/A/1 Milkat No.1471 Ground Floor Near HDFC & SBI Bank At /post Ghoti, Tal Igatpuri, Dist.Nasik - 422402
27	KALWAN	Opp Shriram saw meal, Opp. Bus stand , A/p.Tal. Kalwan, Dist.Nasik - 423501
28	INDIRA NAGAR	“Sandesh Sankul”, Co.op. Hsng.Soc.Rajsarathi Society, Indira Nagar, Nasik - 422009
29	SINNAR	Nagarparishad Sankul , Near S.T. Stand, A/p Tal. Sinner , Dist Nasik
30	DINDORI	6 to 10, Janaki Sankul, Old Kalwan Road, A/p.Tal. Dindori, Dist Nasik – 422202
31	JALANA	H.No. 1/24/30 & 31 ,Basement, Sadar Bajar, Shola Chowk, Jalana 431203
32	PUNE	Shop No-2, 576, Budhwar Peth, Opp Vasant Talkies, Pune - 411002.
33	JALGAON	3, Visanji Nagar, Opp Golani Market, Vidyarthi Books & Stationers, Jalgaon.
34	AHILYA NAGAR	2424, First Floor , Dal Mandai, Ahilya Nagar - 41400
35	DADAR	Rajgir Court, Wing-B , Ground Floor, Kohinoor Road Opp. Hotel Pritam, Dadar, Mumbai – 400014
36	NANDGAON	Hotel Suraj, Fule Chowk, Bhendi Bazar Road, Nandgaon, Dist Nasik 423106
37	ADGAON NAKA	Commercial Complex No.2, Gala No. 15, Market Yard, Peth Road, Panchavati, Nasik - 422003
38	VANI	106, Panchal Lane, Shri. Sambhavnath Jain Murtipujak Sangh, A/p. Vani, Tal. Dindori, Dist. Nasik - 422215
39	CHANDWAD	Gut No-18, Chandwad Krushi Utpanna Bajar Samiti, Chandwad - Manmad Road, Chandwad, Nashik - 423101
40	HYDERABAD	Municipal Number 5-1-1064, Near Gurudwara & ram Mandir, Gavaliguda, Hydrabad --500012
41	SHRIRAMPUR	Shivaji Road Shrirampur, Dist Ahemadnagar, - 413709
42	RAHATA	Jyotiba fule & Dr.Babasaheb Ambedkar Shopping Center, 2nd Floor, Hall No.10 & 11, At Post Rahata. Dist-Ahmednagars
43	SURAT	City Servey No.868 TP-6, FP-264/P , Shri Jai Maruti Complex, Basement, Near Gujrat Samachar Press,Udhana Darwaja, Ring , Rd, Surat , Gujrat

44	ASHOKA MARG	Bhavna Sankul Opp Ashoka Tower Ashok Marg, Nashik
45	MUMBAI NAKA	Shop No 3 & 4 Samrath Nucleus BHABHA NAGAR, MUMBAI NAKA, Nasik
46	SANGMANER	Gayatri Society, New Nagar Road, At Post Sangamner, Tal. Sangamner, Dist. Ahilyanagar – 422605.
47	OLD NASHIK	Haihya kshatriya Trust Mandal, Dande Hanuman Chowk, Kazipura, Old Nashik
48	OZAR	1st Floor, Jadhav Complex, Near Vishwasatya Collage, At Post Ozar, Tal Niphad, Dist Nasik – 422206
49	SAMBHAJI NAGAR	H NO 212 SAMARTH NAGAR , OLD HEGDIWAR ROD, Sambhaji Nagar-431001
50	GIRNARE	Samast Teli varga Samaj mangal, karayalaya, Garampalika H.No.51,Main rd, bajar patti ,Girnare, Dist Nasik
51	NIPHAD	RUNWAL PLAZA, SHANI CHOWK,Grampalika H.No. 278/1/2,TAL-NIPHAD DIST: NASHIK
52	YEOLA	House No. 2139, Hundiwala Lane, Near Rana Pratap Statue, At Post Yeola, Tal. Yeola, Dist. Nashik – 423401.
53	GOVIND NAGAR	Shop No. 1, 2 & 3, Anmol Pride, Chowk No. 2, Near Gaikwad Hospital, Govind Nagar, Nashik – 422009.
54	DEOLALI CAMP	“Nagesh Bhavan”, Basemnent, 82, Housan Road, Deolali Camp, Nashik
55	HARSUL	House No-24 Opp Dena Bank, A/P Harsul,Tal Trimbakeshwar, Nashik
56	ASHOK NAGAR	Rajdeep, Chate Coaching Classes Building, State Employees Society, Ashok Nagar, Satpur, Nashik – 422007.
57	JAIL ROAD	House No. 631, Saint Dnyaneshwar Nagar, Dasak, Jail Road, Nashik Road, Tal. & Dist. Nashik – 422101.
58	SURGANA	House no.70,Zenda chowk, Bazar peth A/P Surgana,Tal Surgana, Dist.Nashik.
59	LASUR STATION	Indraprastha Complex, Swaroop nagar, Lasur station, Tal Gangapur, Dist. Sambhaji Nagar - 423702.
60	BHAGUR	Vardhaman Sthanakvasi Jain Shravak Sangh, Marwadi Lane, Near Shivaji Chowk, A & P Bhagur, Tal and Dist: Nashik.
61	PETH	Yashawant Gramin Bigar Sheti Patsanstha Building, Near SBI, Bazarpeth,Tah. & Post Peth, Nashik.
62	DEOLA	Sharda Niwas, Wishwasindhu Nagar, A/p Deola, Dist. Nashik.

63	GOLECOLONY	Janki Plaza, Gole Colony, Nashik
64	WASHI	Thakkar Tower Shop No 11& 12 Sector 17 Vashi New Mumbai 400 703
65	CHAKAN	Gat No.2454/2 Nagarparishad No.3303 Near Mahatma Fule Market Main R ,Chakan, Tal : Khed ,Dist. Pune 410501
66	DHULE	Spice Treat Restaurant lane No.4, Fulwala Chowk ,Dhule 424 001
67	ANANDWALI	Plot No. 9, Anandi Nagar Co-operative Housing Society, Near Bus Stop, Anandvalli, Tal. & Dist. Nashik – 422013..
68	MALEGAON (SINNAR) MIDC	P-2, Nima House, Ground Floor, MIDC, Malegaon, Tal. Sinnar, Dist. Nashik – 422113..
69	NANDURBAR	Near Gandhi Statue, Hat Darwaja, At Post Nandurbar, Tal. & Dist. Nandurbar – 425412
70	DONDAICHA	Jaiganga Bhavan, At Post Dondaicha, Tal. Shindkheda, Dist. Dhule – 425408.
71	BHOSARI (PUNE)	681/1, Gavhane Vasti, Sadashiv Palace, Bhosari, Pune – 411039.
72	MHASRUL	Near Hotel Shiva, Next to Aakash Petrol Pump, Dindori Road, Mhasrul, Tal. & Dist. Nashik – 422004.
73	UNTWADI (TRIMURTY)	N-44, CA- 101002, Opp Durga Mata Mandir, Trimurati Chowk,Cidco, Nashik 422008
74	ADGAON	1st Floor, Mathura Apartment, Near Bus Stop, At Post Adgaon, Tal. & Dist. Nashik – 422003.
75	GONDE DUMALA	Near State Bank Of India , Suvery no 312/b, Gat no. 123 Gonde Dumala , Tal : Igatpuri , Dist.Nashik.Pin 422403
76	CHANDORI	Gat No-644,Near Godavari Vividh karyakari sahakari Vikas Sanstha, Opp. Bus Sand A/p Chandori, Tal Niphad, Dist.Nashik – 422201
77	COLLEGE ROAD	Rahalkar Chambers” 7/7/1 ,Soham Complex, Patil Lane No.3 & 4, More Marg, Collage Road, Nashik-422005
78	HANUMAN WADI	Shop No-2 Office No-102, ABH, Samruddhi, Near Dream Cassel, Makhmalabad Road, Nashik - 422003.
79	ABHONA	Gram .P. Milkat No. 711, At. Po. Abhona, Tal Kalwan, Dist.Nashik 423501

80	MAKHAMALABAD	House No 309/0013/003, At Post Makhamalabad, Tal Dist.Nashik-422003
999	HEAD OFFICE	A-16 Babubhai Rathi Chowk, Netaji Subhashchandra Bose Marg, Industrial Estate Satpur Nashik-7

Installation Locations – General Conditions

1. The list of installation locations provided in this RFP is indicative only. The Bank reserves the right to add, remove, or modify any location prior to or during the execution of the contract, based on its operational requirements.
2. The successful vendor shall coordinate with the Bank's designated officials for scheduling the location-wise delivery, installation, configuration, testing, commissioning, and acceptance of the equipment.
3. The quoted prices shall be firm and inclusive of transportation, transit insurance, loading, unloading, delivery, installation, configuration, testing, commissioning, onsite support, and all incidental expenses required for successful deployment at all designated locations, excluding applicable GST.
4. The vendor shall ensure successful installation and commissioning of all equipment at each location and shall obtain a Location-wise Installation and Acceptance Certificate, duly signed by the Bank's authorized representative, upon completion of the installation.
5. The Bank reserves the right to increase, decrease, add, remove, or change any installation location within its operational area during the contract period without affecting the unit rates, terms and conditions, or other commercial commitments of the contract.
6. The vendor shall be responsible for ensuring the safe handling, transportation, and protection of all equipment until successful installation, commissioning, and formal acceptance by the Bank.
7. Any damage or loss occurring during transportation, handling, installation, or commissioning shall be made good by the vendor at its own cost without any financial implication to the Bank.

6. Eligibility Criteria

To be eligible to participate in this RFP, the vendor shall satisfy the following minimum eligibility criteria and submit the prescribed documentary evidence. Failure to comply with any of the eligibility criteria may result in rejection of the commercial.

Sr. No.	Eligibility Criteria	Documentary Evidence Required
1	The vendor shall be an Original Equipment Manufacturer (OEM) or an OEM Authorized Partner/Reseller for the products offered.	OEM Authorization Letter (MAF) / OEM Authorization Certificate.

Sr. No.	Eligibility Criteria	Documentary Evidence Required
2	The vendor shall have a minimum of Five (5) years of experience in the supply, installation, and support of Desktop Computers, Printers, Microsoft Office Licenses, and related IT infrastructure.	Certificate of Incorporation, Company Profile, Purchase Orders/Work Orders, and Completion Certificates.
3	The vendor shall have successfully executed at least Three (3) similar projects for Scheduled Commercial Banks, Cooperative Banks, Government Departments, Public Sector Undertakings (PSUs), Financial Institutions, or Large Corporate Organizations during the last Five (5) years .	Copies of Purchase Orders/Work Orders along with Completion Certificates or Client References.
4	The vendor shall have an average annual turnover of not less than ₹5.00 Crores during the last Three (3) audited financial years.	Audited Financial Statements and Chartered Accountant's Certificate.
5	The vendor shall have a positive net worth during the last audited financial year.	Chartered Accountant's Certificate or Audited Financial Statements.
6	The vendor shall be registered under applicable statutory authorities and possess valid GST Registration, PAN, and other applicable statutory registrations.	GST Registration Certificate, PAN Card, and other statutory registrations, if applicable.
7	The vendor shall not have been blacklisted, debarred, suspended, or declared ineligible by any Government Department, Regulatory Authority, Bank, Financial Institution, or PSU in India as on the last date of commercial submission.	Self-Declaration on the vendor's letterhead.
8	The vendor shall have adequate service support infrastructure and qualified technical manpower to provide installation, warranty, and onsite support for the Bank's Head Office and Branch Offices.	Details of Service Centres, Support Infrastructure, Escalation Matrix, and Technical Team.
9	The vendor shall quote only genuine OEM products and legally licensed software. The quoted products shall not be End-of-Life (EOL) or End-of-Support (EOS) at the time of commercial submission.	OEM Product Declaration / Product Datasheet / OEM Confirmation.

General Conditions

1. The Bank reserves the right to verify the authenticity and correctness of any information or documents submitted by the vendor at any stage of the procurement process.
2. Submission of false, misleading, forged, or incomplete information or documents shall result in immediate disqualification of the vendor and may lead to forfeiture of the Earnest Money Deposit (EMD), cancellation of the Purchase Order (if issued), blacklisting, and initiation of appropriate legal action.
3. The vendor shall satisfy all the above eligibility criteria as on the **last date of submission of commercials**. Failure to meet any eligibility criterion shall render the commercial liable for rejection.
4. Mere fulfilment of the eligibility criteria shall not automatically qualify a vendor for technical or commercial evaluation or award of the contract. The Bank reserves the right to accept or reject any commercial, wholly or partially, without assigning any reason.
5. The Bank may seek additional information, documentary evidence, or clarifications from the vendor to verify compliance with the eligibility criteria. Failure to furnish the required information within the stipulated time may result in rejection of the commercial.
6. All documentary evidence submitted in support of the eligibility criteria shall be valid as on the date of commercial submission and, wherever applicable, shall be duly signed and certified by the authorized signatory of the vendor.

7. Documents to be submitted

The vendor shall submit the following documents along with the **Technical Commercial**. Failure to submit any of the mandatory documents may result in rejection of the commercial.

S/ N	Document
1	Company Profile.
2	Certificate of Incorporation / Registration.
3	Goods and Services Tax (GST) Registration Certificate.
4	Permanent Account Number (PAN) Card.
5	OEM Authorization Letter / Manufacturer Authorization Form (MAF) for the quoted products.
6	Valid ISO Certification(s), if applicable (e.g., ISO 9001, ISO 27001).

S/ N	Document
7	Audited Financial Statements (Balance Sheet and Profit & Loss Account) for the last three (3) financial years.
8	Chartered Accountant's Certificate certifying Annual Turnover and Positive Net Worth.
9	Copies of Purchase Orders/Work Orders along with Completion Certificates or Client References for similar projects executed during the last five (5) years.
10	Client References for similar projects.
11	Technical Compliance Statement against the specifications prescribed in this RFP.
12	OEM Product Datasheets, Brochures, and Technical Literature.
13	Self-Declaration confirming that the vendor has not been blacklisted, debarred, or declared ineligible by any Government Department, Bank, Financial Institution, Regulatory Authority, or Public Sector Undertaking in India.
14	Vendor Due Diligence (VDD) Questionnaire duly completed and signed in the prescribed format.
15	Memorandum & Articles of Association / Partnership Deed / LLP Agreement / Proprietorship Declaration, as applicable.
16	List of Directors, Partners, Proprietor, or Key Management Personnel.
17	Board Resolution / Power of Attorney authorizing the signatory to submit the commercial and execute the contract.
18	Bank Account Details along with a cancelled cheque.
19	Details of Service Support Infrastructure, including service locations, technical manpower, and escalation matrix.
20	Information Security and Confidentiality Declaration, if required by the Bank.
21	Duly signed and stamped Acceptance of all Terms and Conditions of the RFP.
22	Any other document or information that may be required by the Bank during technical evaluation or Vendor Due Diligence (VDD).

General Conditions

1. All documents submitted shall be duly signed and stamped by the authorized signatory of the vendor.
2. Documents submitted in a language other than English shall be accompanied by a certified English translation.
3. The Bank reserves the right to seek additional documents or clarifications during the evaluation process.
4. Submission of false, misleading, forged, or incomplete documents shall result in rejection of the commercial and may attract appropriate legal action.
5. Original documents shall be produced for verification whenever requested by the Bank.

8. Earnest Money Deposit (EMD)

1. The vendor shall submit an **Earnest Money Deposit (EMD) of ₹20,000/- (Rupees Twenty Thousand Only)** along with the Technical Commercial in the prescribed mode.
2. Commercials submitted without the prescribed EMD, where applicable, shall be liable for rejection.
3. The EMD of unsuccessful vendors shall be refunded without interest after completion of the tender process.
4. The EMD of the successful vendor shall be refunded, without interest, upon submission and acceptance of the prescribed Performance Bank Guarantee (PBG).
5. The Bank reserves the right to forfeit the EMD if the vendor withdraws its commercial during the commercial validity period, refuses to accept the Purchase Order, fails to execute the contract, or fails to submit the Performance Bank Guarantee within the stipulated period.

9. Commercial Terms

1. The prices quoted by the vendor shall be **firm and fixed** throughout the validity of the contract and shall not be subject to any escalation on account of fluctuations in foreign exchange, customs duty, taxes, labour, transportation, or any other reason, except statutory variations in GST, if applicable.
2. The quoted prices shall be inclusive of packing, forwarding, freight, transit insurance, loading, unloading, delivery, installation, configuration, testing, commissioning, documentation, training, warranty support, and all incidental charges, excluding applicable GST.
3. GST and other applicable statutory taxes shall be indicated separately in the Commercial and shall be payable at actuals as per prevailing Government regulations.
4. No additional charges of any nature shall be payable by the Bank unless specifically approved in writing by the Bank.

5. The Commercial shall remain valid for a minimum period of **90 (Ninety) days** from the last date of submission of commercials.
6. The risk and ownership of the supplied equipment shall remain with the vendor until successful delivery, installation, commissioning, inspection, and formal acceptance by the Bank.
7. The Bank reserves the right to increase or decrease the quantity of any item at the quoted unit rates and on the same terms and conditions during the validity of the contract.
8. The quoted prices shall be in **Indian Rupees (INR)** only.

10. Payment Terms

Payment shall be released by the Bank subject to satisfactory completion of the respective milestones and submission of all required documents.

Milestone	Payment
Successful delivery of all equipment at designated locations	60% of the Purchase Order Value
Successful installation, configuration, testing, commissioning, and acceptance by the Bank	30% of the Purchase Order Value
Submission and acceptance of the Performance Bank Guarantee (PBG) and completion of all contractual obligations	10% of the Purchase Order Value

General Conditions

1. The vendor shall submit original tax invoices along with delivery challans, installation reports, warranty registration details, OEM warranty certificates, and Acceptance Certificates duly signed by the Bank's authorized representative.
2. Payments shall be made through NEFT/RTGS after verification of invoices and supporting documents by the Bank.
3. Applicable statutory deductions, including TDS, shall be made in accordance with the provisions of the Income Tax Act and other applicable laws.
4. No advance payment shall be made unless specifically approved by the Bank.
5. The successful vendor shall submit an unconditional and irrevocable Performance Bank Guarantee (PBG) equivalent to 10% of the Purchase Order Value (excluding GST) within 30 days from the date of the Purchase Order.
6. The PBG shall remain valid for the entire contract period, including the Five (5) Years Comprehensive OEM Warranty (3 Years Standard Warranty + 2 Years Extended Warranty), **together with an additional 90 (Ninety) days claim period.**

7. The Bank reserves the right to invoke the PBG, wholly or partly, in the event of delay, non-performance, breach of contract, failure to meet warranty or SLA commitments, or any other contractual default.
8. The PBG shall be released without interest after successful completion of all contractual obligations, expiry of the warranty and claim period, and settlement of all pending claims, if any.
9. Failure to submit the PBG within the stipulated period may result in cancellation of the Purchase Order, forfeiture of the Earnest Money Deposit (EMD), and such other actions as deemed appropriate by the Bank.

11. General Terms & Conditions

1. The Bank reserves the right to accept or reject any or all commercials, wholly or partially, without assigning any reason.
2. The Bank reserves the right to cancel, amend, modify, or withdraw this RFP at any stage without incurring any liability.
3. All supplied equipment and software shall be brand new, genuine, and procured through authorized OEM channels.
4. All equipment shall comply with the latest applicable BIS, OEM, and statutory quality standards.
5. The vendor shall maintain strict confidentiality of all Bank information and shall not disclose any information to any third party without the Bank's prior written consent.
6. The vendor shall comply with all applicable laws, RBI guidelines, CERT-In directions, and other statutory and regulatory requirements.
7. The vendor shall not assign, transfer, or subcontract the contract, in whole or in part, without the prior written approval of the Bank.
8. Any dispute arising out of or in connection with this RFP or the resulting contract shall be subject to the exclusive jurisdiction of the competent courts at **Nashik, Maharashtra**.
9. The successful vendor shall execute all documents, agreements, declarations, and undertakings required by the Bank before commencement of the work.
10. Any matter not specifically covered in this RFP shall be decided by the Bank, and the Bank's decision shall be final and binding on all vendors.

12. Submission Date and Time

Particulars	Details
Last Date for Submission of Quotations	10 August 2026 (Monday)
Submission Time	Up to 6:30 PM (IST)
Mode of Submission	The Commercial shall be submitted in a duly sealed cover.

Particulars	Details
Place of Submission	The Chief Executive Officer The Nasik Merchants Co-operative Bank Ltd., Nashik Head Office A-16, Late Babubhai Rathi Chowk, Netaji Subhash Chandra Bose Marg, MIDC, Satpur, Nashik – 422007 Maharashtra, India

Thanking You,

Chief Executive Officer
The Nasik Merchants Co-operative Bank Ltd., Nashik

Vendor Due Diligence (VDD) Questionnaire

Question	Vendor Response
Organization	
Vendor Name	
Registered Address	
Contact Person	
Designation	
Email	
Mobile Number	
Date of Incorporation	
Constitution (Company/LLP/Partnership/Proprietorship)	
CIN/Registration Number	
GSTIN	
PAN	
Website	
CEO/Managing Director	
Number of Employees	
Number of Technical Engineers	
Number of Service Centres	
OEM Partnership Level	
Financial	
Turnover FY 2023-24	
Turnover FY 2024-25	
Turnover FY 2025-26	
Net Worth	
Profit/Loss (Last 3 Years)	
Credit Rating	
Banker Details	
Any Insolvency Proceedings?	
Any Bank Defaults?	
Experience	
Years of Experience	
Similar Projects Completed	
Experience with Banks	

Experience with Government/PSUs	
Three Major Projects	
OEM	
OEM/Authorized Partner	
OEM Name	
Partnership Level	
OEM Warranty Support Available?	
Service Support	
Number of Engineers	
Support Locations	
Escalation Matrix Available	
Helpdesk Available	
Working Hours	
Emergency Support	
Spare Parts Availability	
Average Response Time	
Average Resolution Time	
Technical	
Can Supply All Items?	
Can Meet Delivery Timeline?	
Can Install at All Locations?	
Onsite Support Available?	
OEM Certified Engineers?	
Asset Tagging Support?	
User Data Migration Support?	
Regulatory	
GST Registration	
PAN	
Income Tax Compliance	
Product	
Brand Offered	
Model Number	
OEM Warranty	
End of Life (EOL) Date	
End of Sale (EOS) Date	
Country of Origin	
Bureau of Indian Standards (BIS) Compliance	
Energy Star Certified	

Commercial	
Price Validity Accepted	
Delivery Schedule Accepted	
Payment Terms Accepted	
Warranty Accepted	
SLA /NDA Accepted	
Liquidated Damages (LD) Accepted	
PBG Accepted	
EMD Submitted	
Declaration	
Authorized Signatory	
Designation	
Company Seal	
Date	