

# HOOGHLY DISTRICT CENTRAL CO-OPERATIVE BANK LTD.

GST NO. 19AACFH9855Q1ZE



Netaji Subhas Road : P.O. Chinsurah  
Dist. Hooghly : Pin - 712 101  
Phone : (033) 2680 2949 / 9131 / 2408 /  
6573 / 9303 (FAX)  
E-mail : [hooghlydccb@hooghlydccb.com](mailto:hooghlydccb@hooghlydccb.com)

Memo No: 3654 /2022 - 23

Dated 18/02/2023

## Notice Inviting e-Tender

E-Tender (BOTH TECHNICAL AND COMMERCIAL) as detailed below, for **delivery, installation and maintenance** of the hardware and relevant software from different vendors (ONLY PVT. LTDs) having relevant experience of 05 (Five) Years) are ONLY invited to participate for usage of the Bank. **Interested qualified vendors having VALID GEM Registration, requisite support document** must submit quotations in the prescribed format **only through the link <https://hooghlydccb.com/tender> by 19/03/2023 within 11.59 PM** positively. The Bank reserves the right to itself to cancel any or all the quotations without assigning any reasons thereto. The Bank does not bind itself to accept the lowest rate.

Sl. No.	Functionalities, Terms & Conditions	Detailed Description
01	IT Asset Management & Tracking (both Hardware & Software)	<p>This includes details of the asset and its each &amp; every separate components, such as, motherboard, smps, etc. along with Order No. (jpeg/pdf to be stored), Order Date, Delivery Date, Installation Report No. (jpeg/pdf to be stored), Installation Report Date, Total Order Value with detail order quantity and value of each asset with proper depreciated value which should be based on user input. Incidents on each &amp; every components of the assets to be maintained in details with proper attachment, if required. Each and every assets to be recorded in the portal through automated tool along with manual record. Record to be updated through maker/checker concept with proper verification of the approved user at the location of the asset as per IS, IT &amp; Cyber Security Policy of the Bank. / System Manager, H.O</p> <p>Tracking of CPUs in the database to be made automatically.</p> <p>Specification of the Scanner to be supplied : As per Annexure I Qty : 01 (Price including taxes to be quoted separately). Specification of the Desktop Thermal Transfer Bar Code Printer :As per Annexure II Qty : 01 (Price including taxes to be quoted separately) Specification of Label Cartridge : As per Annexure III Qty : 01 : 01 (Price including taxes to be quoted separately)</p>
02	Maintenance Management System	All incidents regarding the IT Assets recorded in the portal for the purpose of maintenance. All trails with details about a particular asset to be made available online in 24x7 manner. SLAs alert notification to be sent as a built-in feature to the specified users in case of any incident of SLA time lapse. Purchase requisition for approval, if required, to be forwarded to proper end automatically.
03	Equipment Management	Each and every IT Equipments must be covered under this. Trail of incidents should be made available under this separately under this system. Purchase / Repairing requisition for approval, if required, to be forwarded to proper end automatically.
04	Incident Management	Incident management for each asset to be covered under this with details and consolidated preview. Alert notification to be initiated in case of raising an incident for a particular asset to the proper end (helpdesk support). All documentation to be maintained separately in the trail.
05	Preventive Maintenance	Preventive maintenance records with proper documentation to be maintained under this. Reports to be generated as per user requirement.
06	HelpDesk Support with Vendor Management.	Ticketing Management with Auto Email and SMS Escalation required for each and every incident that required support to generated. Time taken for support to be recorded. All incident to make the IT Asset functioning again to be properly maintained and documented. Reports to be generated accordingly, both consolidated and detailed. Status of the recorded assets to be updated in each level. Service desk scheduler to

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		be implemented under this. Facility of Vendor Management to be provided under this system with Vendor Registration, Support Tracking etc.
07	Asset Life Cycle	Asset life cycle to be maintained under this with all documentation and reporting.
08	Disposal Management	Disposal details of the Asset to be maintained under this, with documentation and reporting.
09	Additional Requirement	Change management process as per Bank's requirement to be included and should be covered under the cost. Portal to be accessed to the users to be provided : Bank Admin, Bank Branch Admin (preferably, Branch Manager), Bank User (for raising support call which to be approved by Branch Manager / System Manager for registration), Vendor assignment
10	Hosting through secured VPN channel IN-HOUSE Server cum Cloud Hosting, Cloud Back up	The software through VPN portal to be hosted in IN-HOUSE Server with Storage which to be accessed over existing secured VPN channel along with Cloud Hosting & Cloud Back Up.
11	Non Disclosure Clause	A Non Disclosure Agreement to be signed between the Vendor and the Bank.
12	Bank Guarantee	Bank Guarantee @ 15% on the total work order value to be provided which does not bear any interest. Penalty, if any, to be adjusted on final release of the same.
13	SLA & Penalty	One SLA to be signed with the Bank covering the points in relation to functions, operations, rights, jurisdiction and penalty clauses. Penalty @ Rs. 1000/- (Rupees one thousand) only per day to be levied on the vendor if the support call not attended within 24HRS in Working Days only.
14	Rights of ownership	Rights of ownership of all software, coding, database, cloud, hosting access, etc. to be transferred in the name of the Bank. (Specifically to be certified by the System Manager).
15	On-Site Support	Comprehensive ON-SITE support for 03 (Three) Years to be provided including maintenance of OS, Software, supplied Hardware (Scanner & Printer) Portal, Cloud, Database on behalf of the Bank.
16	Payment Terms	Full payment to be released after full implementation of the software with all functionalities as per requirement of the Bank. NO PART PAYMENT TO BE RELEASED.
17	Delivery & Implementation	All Delivery to be made within 15 Days of the Work Order and complete implementation must be completed by 15.03.2023 positively.

## Terms and conditions:

1. The **Technical bid (GST, I.T details etc.)** along with the **financial bid** with last three (03) years I.T, G.S.T Returns. Vendors having GST under COMPOSITE SCHEME are not eligible to participate in the E-TENDER. Participating vendor **must have existence in software development of similar nature for last 03 (three) years, a valid GeM registration & valid current certification of existing customer base of the above portal based software as above also to be enclosed. As on date the software must be running in any Govt. Organization / Bank / Any organization having more than Rs. 05.00 Crore turnover in last five years.** Enclose all requisite documents along with the quotation in above format in a single PDF file for uploading in support of the submission in the Bank's e-Tender portal as noted above. The existing Vendor of the Bank managing the e-tender portal of the website is hereby debarred from participating in this e-tender.

## 2. Delivery of Product

The delivery & installation / Supply of Maintenance Document should be completed within 15 (Fifteen) Days to H.O / branch locations of the Bank as noted above from the date of placement of work order.

## 3. Terms of Payment:

100% after delivery & installation as certified by the System Manger (for H.O) and / or Branch Managers of the concerned Branches of this Bank. The payment will be made from Head Office of this Bank.

## 4. Taxes, Duties and levies:

Your quoted price should be inclusive of all taxes, GST, duties, works contract tax, freight, forwarding, packing, transit insurance, delivery charges, installation, testing, commissioning at the respective locations.

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5. Warranty : Comprehensive Warranty should be provided as is from Original manufactures only as per specification for Three (03) Years as mentioned above.

6. Validity : Quoted rate should be valid for **180 (one hundred eighty)** days from the date of opening of quotation.

7. Bank Guarantee : A Non Interest bearing Bank Guarantee @ 15% of the Total Value of the Purchase Order to be provided as performance guarantee in favour of Hooghly District Central Cooperative Bank Ltd. which will be released after three (03) years upon satisfactory service provided by the Vendor. Penal charges @ Rs. 1000/- (Rupees one thousand only) per day shall be levied on NON SUPPORT from the date of logging of the call.

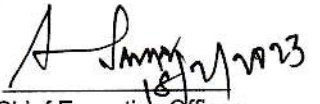
The Bank reserves the right to accept and / or reject any or all the quotations without assigning any reason thereto and the Bank's decision shall be binding and final.

Quotations will be opened on 20/03/2022 at 11.30 A.M tentatively. Vendor's representation is solicited.

Encl : Annexure I, II, III

Memo No. 3654 / 2022-23 /1(32)


Dated 18/02/2023

  
Chief Executive Officer  
18/2/2023

Copy forwarded for information and necessary action to:-

1. The Special Officer, Hooghly District Central Co-operative Bank Ltd.
2. The Grade I Officers (All), Hooghly District Central Co-operative Bank Ltd.
3. CBS & System Cell, Head Office, Hooghly District Central Co-operative Bank Ltd.
4. The Secretary, Hooghly Zilla Parishad, Hooghly.
5. Office of the DRCS, Hooghly.
6. The Branch Manager (All), with a request to display this notice on the Notice Board of the Branch.

Cc : Guard File.

  
Chief Executive Officer  
18/2/2023

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## ANNEXURE I : SPECIFICATION OF DESKTOP THERMAL TRANSFER BAR, QR CODE PRINTER VIDE MEMO NO. 3654/2022-23 DT. 18.02.2023

Sl. No.	Parameter	Particulars
01.	Resolution	12Dots/mm (300 DPI)
02.	Printing Method	Thermal Transfer & Direct Thermal
03.	Max. Print Speed	127 mm (5") / second
04.	Max. Print Width	105.7 mm (4.16")
05.	Max. Print Length	11,430 mm (450")
06.	Enclosure	ABS Plastic
07.	Physical Dimension	204 mm(W) x 164 mm (H) x 280 mm (D)
08.	Weight	2.5 Kg. (5.51 lbs)
09.	Label Roll Capacity	127mm (5") OD
10.	Ribbon	300 m long, Max. OD 67 mm, 1" Core (ink coated outside) 100 m long max. OD 40 mm, 0.5" core (ink coated outside)
11.	Ribbon width	40 mm – 110mm (1.6" – 4.3")
12.	Processor	32 Bit RISC CPU
13.	Memory	128 MB Flash Memory, 64MB SDRAM
14.	Interface	USB 2.0, Internal Ethernet, 10/100 MBPS, RS232, USB Host for scanner or PC Keyboard, Internal Bluetooth 4.0 (factory option), External Bluetooth (User Option)
15.	Power	External Universal Switching power supply, Input AC 100-240V, 2.5A, 50-60Hz. Output: DC 24V, 2.5A, 60W
16.	Operation Switch, button LED	1 power switch, 1 feed and pause button & 1 LED (3 colors, green, amber & red)
17.	Sensors	Transmissive gap sensor, Black mark reflective sensor (position adjustable), Ribbon end sensor, Head open sensor
18.	Real Time Clock	Standard
19.	Buzzer	Standard
20.	Internal Fonts	8 Alpha Numeric bitmap fonts, Monotype Image True Type Font engine with one CG Triumvirate Bold Condensed scalable font.
21.	Bar Code	1D Bar Code [Code 128UCC, Code 128 subsets A,B,C, EAN128, Interleaved 2 of 5, Interleaved 2 of 5 with check digit, Code 39, Code 39 with check digit, Code 93, EAN 13, EAN 8, UPCA, UPCE, EAN and UPC 2(5) digits add-on, Codabar, Postnet, MSI, MSI with Check Digit, PLESSEY, China Post, ITF 14, Code 11, TELEPEN, TELEPENN, PLANET, Code49, Deutsche Post Identcode, Deutsche Post Leitcode, LOGMARS] 2D bar code [GS1 Databar, GS1 DataMatrix, Maxicode, AZTEC, PDF417, QR Code, Micro PDF 417.
22.	Font & Bar Code Rotation	0, 90, 180, 270 Degree
23.	Printer language	TSPL-EZD (Compatible to EPL, ZPL, ZPL II, DPL)
24.	Media Type	Continuous, die-cut, black mark, fan-fold, notched (outside wound)
25.	Media Width	20 – 112 mm (0.8" – 4.4")
26.	Media Thickness	0.06 – 0.19mm (2.36 – 7.48 mil)
27.	Media Core Diameter	25.4 – 38 mm (1" - 1.5")
28.	Label Length	5 – 11.430 mm (0.2" – 450")
29.	Environment Condition	Operation : 5 – 40oC, 25~85% non condensing, Storage : -40~60oC, 10~90% non condensing
30.	Safety Regulation	FCC Class B, CE Class B, C-Tick Class B, UL, cUL, TUV/safety, CCC, EAC, BIS, KC, Energy Star.
31.	Environment Concern	Comply with RoHS, REACH, WEEE
32.	Accessories	Windows labelling software CD Disk, Quick start guide, USB Cable, Power Cord, External universal switching power supply, 1" label spindle, fixing tab x 2, 1.5" adapter x 2, 1" ribbon spindle x 2 for 300M ribbon, 1" ribbon paper core
33.	Limited warranty	Printer : 3 (Three) Years, Print Head: 75 km (3 million inches) or 36 months which comes first, Platen : 150 KM (6 million inches) or 36 months which comes first
34.	Factory options	Internal Bluetooth 4.0
35.	Dealer Options	Peel-off Module, Guillotine cutter (full cut and partial cut)
36.	User Options	External roll mount, Media OD, 214mm (8.4") with 76.2 mm (3") Core, External Bluetooth module (serial interface), KP-200 Plus Keyboard Display Unit. KU-007 Plus programmable smart keyboard.
	Total Cost including GST and three years comprehensive ON-SITE Warranty. / per Unit as above.	
	Total Cost Including GST for each Roll of Print Media as above specification / Per Unit	

(Sign & Seal of Vendor)

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## ANNEXURE II : SPECIFICATION OF WIRELESS HANDHELD BAR CODE , QR CODE SCANNER VIDE MEMO NO. 3654/2022-23 DT. 18.02.2023

Sl. No.	Parameter	Particulars
A.	PHYSICAL CHARACTERISTICS	
1.	Colour	Twilight Black
2.	Material	ABS
3.	Dimensions	140mm x 60mm x 38mm
4.	Gross Weight	0.18 Kg.
5.	Display	2.2" TFT colour LCD Screen, white backlight
6.	Keyboard	22 – Key high quality silicone keyboard
B.	Electrical	
1.	Power Supply	2 PCs AA Battery Chargeable, support USB Charging
2.	Output Power	+10dB
C.	Wireless Connectivity	
1.	Transmission Mode	433MHz, CRC Validation
2.	Radio Range	330 Ft. / 100 meters (line on sight)
D.	PERFORMANCE CHARACTERISTICS	
1.	Flash Memory	4MB. Storage more than 20,000 (twenty thousand) Data
2.	Scanning Type	Bi-Directional
3.	Light Aimer	650 nm LED
4.	Decoding Speed	300 Scans / Sec.
5.	Printing Contrast	>= 25%
6.	Trigger Mode	Button, Continuous, Auto-indication
7.	Storage	20,000 Bar Codes
8.	CPU	32 BIT, high speed ARM series CPU
9.	Decode Capability	UPC/EAN, with complimentary UPC/EAN, Code 128, Code 39, Code 39 Full ASCII, Codabar, Industrial / interleaved 2 of 5 Code 93, MSI, Code 11, GS1 Databar, Code 32, MSI Plessey, RSS , QR Code, Etc.
E.	USER Environment	
1.	Operating Temperature	0oC to 50oC
2.	Storage Temperature	-40oC to 70oC
3.	Humidity	5% to 95% relative humidity, non-condensing
4.	Drop	Designated to resist 2 meter drop
5.	Environmental Sealing	IP54
6.	ESD	Confirms to 15kv air discharge and 8 kv of contact discharge.
F.	Warranty	DC33A1 is warranted against defects in workmanship and materials for a period of 3 (three) year from the date of installation, provided the product remains unmodified and is operated under normal and proper conditions.
G.	Packaging Details	Data Collector x 1, Cable x 1 , Manual x 1, RF Receiver x 1
	TOAL COST including GST with THREE Years comprehensive warranty / Per UNIT	

(Sign. & Seal of Vendor)

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**ANNEXURE III : TOTAL COST SHEET OF IMPLEMENTAION VIDE Memo No. Dated  
VIDE MEMO NO. 3654/2022-23 DT. 18.02.2023**

Sl. No.	Parameter	Total Amount including GST
01.	Software / Portal Implementation as specified above in main ENIT page under the Head FUNCTIONS with Three Years Comprehensive ON-SITE Warranty	
02.	Per UNIT Printer Cost As per Annexure I	
03.	Per UNIT Print Media Cost as per Annexure I	
04.	Per Unit Scanner Cost as per Annexure II	
	GRAND TOTAL	

(Total Amount in Rupees in WORD \_\_\_\_\_)

(Sign. & Seal of Vendor)