

**RESERVE BANK OF INDIA, CHENNAI**

**Department of Information Technology Cell**

e-Tender

for

**Facility Management Service (FMS)**

**and**

**Annual Maintenance Contract (AMC)**

**for**

**Computer Hardware, Software and IT Peripherals**

**at**

**Reserve Bank of India, Chennai**

**e-Tender Number: RBI/Chennai/Estate/62/23-24/ET/99**

**Period of Contract: - July 01, 2023 to March 31, 2024**

**Date of issue of Tender: - May 13, 2023**

**Last date of submission of Tender: - June 06, 2023 up to 03:00 PM**

**Opening of Tender (Part I -Technical Bid): - June 06, 2023 at 4.00 PM**

**DISCLAIMER**

Reserve Bank of India, Chennai (hereinafter referred to as “the Bank”) has prepared this document to give background information to the interested parties on the e-Tender for Facility Management Service (FMS) and Annual Maintenance Contract (AMC) for Computer Hardware, Software and IT Peripherals for nine (09) months at Reserve Bank of India, Chennai.

2. While the Bank has taken due care in the preparation of the information contained herein and believe it to be in order, neither the Bank nor any of its authorities or agencies nor any of the respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

3. The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not rely only on the information provided by the Bank in submitting the bids. The information is provided on the basis that it is non–binding on the Bank or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

4. The Bank reserves the right not to proceed with the contract, to change the scope of the work, to alter the schedule reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

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# Notice Inviting Tender (NIT)

Reserve Bank of India, Chennai (hereinafter referred to as “the Bank”), invites e-Tender under two bids system (Part I: Technical bid & Part II: Commercial bid) from eligible Vendors for Facility Management Service (FMS) and Annual Maintenance Contract (AMC) for Computer Hardware, Software and IT Peripherals at Reserve Bank of India, Chennai for a period of nine (09) months from July 01, 2023 to March 31, 2024.

2. Interested Vendors must register themselves in the MSTC portal https://www.mstcecommerce.com/eprochrome/rbi for participating through e-Tendering. The Vendors should electronically submit their bids, as per the instructions regarding e-Tender along with all supporting documents complete in all respects before 03:00 PM on June 06, 2023. Vendors shall submit bid, complete in all respect as per the prescribed format, along with Earnest Money Deposit (EMD) of ₹70,000/- (Rupees Seventy Thousand Only). Non-payment of EMD by any Vendor before the due date and time specified will be treated as unresponsive and such bid shall be rejected. The technical bid (Part I) will be opened at 04:00 PM on June 06, 2023 at Reserve Bank of India, Chennai. In the event of any date indicated above being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein. Commercial bids (Part II) of only those Vendors, who are found to be eligible on evaluation of their documents under technical bid (Part I) and satisfy all terms and conditions, will be opened on a later date, which will be duly intimated.

3. Tender document can be downloaded from RBI website- https://www.rbi.org.in and www.mstcecommerce.com. Any amendment(s) / corrigendum / clarifications with respect to this e-Tender shall be uploaded on the RBI website / MSTC e-Portal only. Vendors should check the above website / MSTC e-Portal for any amendments / corrigendum / clarification before submitting the bid. The Bank reserves the right to reject any or all bids without assigning any reason thereof. For more details, please visit “Tenders” link on our website – https://www.rbi.org.in

**Regional Director**

**Reserve Bank of India**

**16, Rajaji Salai, Fort Glacis Chennai- 600 001**

# Schedule of Tender (SOT)

|  |  |
| --- | --- |
| e-Tender No. | RBI/Chennai/Estate/62/23-24/ET/99 |
| Name of Tender | Facility Management Service (FMS) and Annual Maintenance Contract (AMC) for Computer Hardware, Software and IT Peripherals at Reserve Bank of India, Chennai. |
| Mode of Tender | e- Tendering System  (Online Part I –Technical Bid and Part II – Commercial Bid through [www.mstcecommerce.com/eprochome/rbi](http://www.mstcecommerce.com/eprochome/rbi)) |
| Estimated cost of Tender | ₹ 35,00,000/- (Rupees Thirty-Five Lakh only) for nine (09) months (inclusive of GST@ 18%) |
| Earnest Money Deposit (EMD) | ₹ 70,000/- (Rupees Seventy Thousand Only) by NEFT in favour of Reserve Bank of India  **Details of NEFT**  Beneficiary Name: Reserve Bank of India  Account No. – 186003001  IFSC - RBIS0CNPA01 (5th and10th Character is Zero)  Please mention EMD Deposit details in the format given in [Annexure-IX](#_Annexure-IX) |
| Date of NIT available for download | May 13, 2023 at 09:00 AM |
| Pre-Bid Meeting (online) | At 11:00 AM on May 23, 2023 online through CISCO WebEx |
| Date of starting of e-Tender for submission of online Technical and Commercial Bid at  www.mstcecommerce.com/eprochome/rbi | May 25, 2023 at 03:00 PM |
| Date & time of closing of online e-Tender for submission of Technical and Commercial Bid & EMD. | June 06, 2023 at 03:00 PM |
| Date & time of opening Part I of e-Tender (i.e. Technical Bid) | June 06, 2023 at 04:00 PM |
| Date & time of opening Part II of e-Tender (i.e. Commercial Bid) | Part II will be opened on a later date after evaluation of Part I. Opening of Part II will be intimated to the vendor who qualify in Part I. |
| Transaction Fee | To be paid through MSTC payment gateway /NEFT/ RTGS in favour of MSTC LIMITED or as advised by MSTC Ltd. |
| Address for Communication | The Regional Director  Department of Information Technology  Reserve Bank of India  16, Rajaji Salai, Fort Glacis Chennai- 600 001  e-mail: - ditchennai@rbi.org.in |

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# Important Instructions Regarding e-Tender Process

This is an e-Tender of Reserve Bank of India, Chennai. The e-Tender Service Provider/Contractor/Vendor is MSTC Limited. Tender document can be downloaded from RBI website-www.rbi.org.in and www.mstcecommerce.com (e-Portal). Any amendment(s) / corrigendum / clarifications with respect to this Tender shall be uploaded on the RBI website / MSTC e-Portal only. Vendors should check the website / MSTC e-Portal for any amendment / corrigendum / clarification. Vendors are requested to read and understand the Notice Inviting Tender (NIT) and subsequent corrigendum, if any, before submitting their bids.

1. **Process of e-Tender:**

**a) Registration:** The process involves Vendor’s registration with MSTC e-procurement portal which is free of cost. Only after registration, the Vendors can submit their bids. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a Computer connected with Internet. MSTC is not responsible for making such arrangement. It is mandatory that all the bids are submitted with digital signature certificate, failing which the bids will not be accepted by the system.

1) Vendors are required to register themselves online with www.mstcecommerce.com→ e- Procurement → PSU/Govt depts → Select RBI Logo → Register as Vendor → Filling up details and creating own user id and password → Submit.

2) Vendors will receive a system generated e-mail confirming their registration in the e-mail which has been provided during filling the registration form. In case of any clarification, the Vendors are advised to contact RBI/MSTC well in time.

**b) System Requirement:**

i) Windows 7 or above Operating System

ii) IE-7 and above Internet browser.

iii) Signing type Digital Signature.

iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.

To disable “Protected Mode” for DSC to appear in “The signer box”, following settings may be applied.

Tools => Internet Options =>Security => Disable Protected Mode, if enabled- i.e. Remove the Tick from the Tick Box mentioned as “Enable Protected Mode”.

**Other Settings:**

Tools => Internet Options => General => Click on Settings under “Browsing History/Delete

Browsing History” => Temporary Internet Files => Activate “Every Time I Visit the Webpage”.

To enable ALL active X controls and disable “use pop up blocker” under Tools →Internet Options→ Custom Level (Please run IE settings from the page https://www.mstcecommerce.com once)

For more details, Vendor may refer to Service Provider/Contractor/Vendor Guide and FAQ available at www.mstcecommerce.com/eprochome/rbi.

**c) MSTC Contact Person**

|  |  |  |
| --- | --- | --- |
| Name of Person | Email ID | Phone Number |
| Shri. Shanmugam | nshanmugam@mstcindia.co.in | 9176397264 |
| Shri. J Damodaran | jdamodaran@mstcindia.co.in | 9841002253 |
| MSTC Help Line | helpdesk@mstcindia.co.in | 9499054101/2/3/4 |

**d) RBI Chennai Contact Person**

|  |  |  |
| --- | --- | --- |
| Name of Person | Email ID | Phone Number |
| Shri Singarayar S, AGM | ditchennai@rbi.org.in | 9383420421 |
| Shri Sourav Naik, AM | ditchennai@rbi.org.in | 9040113743 |
| Shri Ravi Kiran J, AM | ditchennai@rbi.org.in | 8985151591 |

2. All entries should be submitted (entered) online in the Technical & Commercial formats provided in the tender document without any ambiguity.

**3. Special Note towards Transaction fee:**

i) The Vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the Vendor login. The Vendors have to select the particular Tender from the event dropdown box. The Vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the Vendor shall generate a challan by filling up a form. The Vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the Vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the Vendor will receive a system generated e-mail.

ii) Transaction fee is non-refundable. A Vendor will not have the access to online e-Tender without making the payment towards transaction fee.

**NOTE:** Vendors are advised to remit the transaction fee well in advance before the closing time of the event, so they have sufficient time to submit their bids.

4. e-Tender cannot be accessed after the due date and time as mentioned in NIT.

**5. Bidding of Tender:**

Earnest Money Deposit (EMD) for a sum of ₹70,000/- (Rupees Seventy Thousand only) should be remitted to the account of Reserve Bank of India on or before 3:00 PM on June 06, 2023. The account details for NEFT/RTGS transactions are as follows:

**Beneficiary Name: Reserve Bank of India**

**Account No. – 186003001**

**IFSC - RBIS0CNPA01 (5th and10th Character is Zero)**

Proof of remittance along with Unique Transaction Reference (UTR) number (Scanned Copy) shall be attached/ uploaded. The Vendors are also advised to send the proof of remittance with UTR number (Scanned Copy) to ditchennai@rbi.org.in immediately after depositing the EMD amount. While making remittance of the said amount, ‘EMD- DIT CELL’ should be mentioned in the remarks column. A bid which is not accompanied by such EMD will not be considered. No interest will be paid on EMD. EMD of the unsuccessful Vendors will be refunded by the Bank in due course.

1. Forfeiture / return of EMD
   1. EMD shall be forfeited in the following circumstances:
      1. Made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria; or
      2. Tenderer left blank the column of the Part II /Financial bid or submitted multiple financial bids.
      3. If a Tenderer withdraws his bid during the period of bid Validity, or
      4. The Tenderer has been blacklisted by any government agency, PSU and the blacklisting is still in force.
      5. In the case of the Successful Tenderer, if he fails to complete the work within the prescribed time limit.
   2. Return of EMD will be in accordance with the following –
      1. 100% EMD shall be refunded to unsuccessful bidders after issuance of work order to successful bidder.
      2. 100% EMD shall be refunded to successful bidder after the receipt of a valid Performance Bank Guarantee (PBG) and issuance of work order

b) The bidding process involves electronic-bidding for submission of Technical and Commercial bid.

c) The Vendor(s) who have submitted transaction fee can only submit their technical bid and Commercial bid in website: https://www.mstcecommerce.com → e- procurement →PSU/Govt depts→ Login under RBI → My menu→ Auction Floor Manager→ live event →Selection of the live Event.

d) Vendor should allow running JAVA application. This exercise has to be done immediately after opening of bid floor. Then they have to fill up Common Terms/Commercial specification and save the same. After that, click on the Technical bid.

e) After filling the technical bid, Vendor should click ‘save’ for recording their technical bid. Once the same is done, the commercial bid link becomes active and the same has to filled up and then Vendor should click on “save” to record their commercial bid. Then once both the technical bid and commercial bid has been saved, the Vendor can click on the “Final submission” button to register their bids.

f) Vendors are instructed to use “Attach Doc” button to upload documents. Multiple documents can be uploaded.

g) In all cases, Vendors should use their own ID and Password along with Digital Signature at the time of submission of their bid.

h) During the entire e-Tender process, the Vendors will remain completely anonymous.

i) The e-Tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned in the SOT.

j) All bids submitted during the e-Tender process shall be legally binding on the Vendors. Any bid will be considered as a valid bid offered by that Vendor and acceptance of the same by the Bank will form a binding contract between Bank and the Vendor for the purpose of execution of agreement.

k) Bank reserves the right to cancel or reject or accept or withdraw or extend the Tender in full or part as the case may be without assigning any reason thereof.

l) No deviation of the terms and conditions of the Tender document is acceptable. Submission of bid in the e-Tender floor by any Vendor confirms its acceptance of terms & conditions for the Tender. Any order resulting from this Tender shall be governed by the terms and conditions mentioned therein. The Bank shall have the right to cancel this e-Tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.

m) Vendors are requested to read the Vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize themselves with the system before bidding.

**Regional Director,**

**Reserve Bank of India, Chennai**

# Section I. Eligibility Criteria

1.The Vendor should be a registered Indian Company under the Companies Act. Copy of Certificate of Incorporation and Memorandum and Articles of Association should be submitted as part of technical bid. Vendor must have registration under GST, PAN, TIN, Employee State Insurance Act (if applicable), Provident Fund and other existing labour laws of central government and state government whichever is applicable. Copies of such registration (wherever applicable) should also be submitted as part of technical bid.

2. **Duration of past experience:** The Vendor should be in the business of maintenance of Computer Hardware, Software and IT Peripherals at least during each of the last five (05) years ending March 31, 2023 and continuing in this business at the time of submission of bids. The Vendor should have provided AMC of PCs/Laptops/Printers etc. to at least one Financial Institution/Bank/Government sector/ PSUs etc. during each of the last three (03) years. The Vendor should furnish its client list showing the details of work carried out during the said period as per the details specified in Annexure III and the performance certificate as per Annexure IV. The work which are sub-contracted to any organization, person, firm or its franchisee will not be considered for the experience criteria mentioned above.

3. **Qualifying work:** The Vendor should have successfully completed in last three (03) years either of the following:

a) Three (03) similar completed works each costing not less than the amount equal to 40% of the estimated cost.

or

b) Two (02) similar completed works each costing not less than the amount equal to 50% of the estimated cost.

or

c) One (01) similar completed work costing not less than the amount equal to 80% of the estimated cost.

The details should be furnished in the [Annexure-III](#_Annexure-_III) with the copy of Work order(s).

4. The Vendor should have,

(i) Carried out at least one similar project in Chennai during the financial year 2022-23 or

(ii) At least one similar active project at the time of submission of the bid.

(Documentary evidence in this regard is required to be submitted).

5. **Financial Soundness:** The Vendor should have profit in each of the last three (03) consecutive financial years (i.e.2020-21, 2021-22 and 2022-23). The Vendor should have Minimum Annual Turnover of ₹35 lakhs in each of the last three (03) consecutive years (i.e., 2020-21, 2021-22 and 2022-23). The Vendor should submit a copy of the audited / certified statement of accounts viz- Statements of Profit and Loss Account, Balance Sheet, and Income Tax Returns for the last three (03) financial years (i.e., 2020-21, 2021-22 and 2022-23) as part of the technical bid.

6. **Solvency**: The Vendor should furnish Solvency Certificate issued by its banker, as per the format provided in Annexure VI, specifically for the purpose of this work for a minimum amount equal to the estimated cost.

7. **Service Setup:** The Vendor should have

1. A full-fledged service centre at Chennai with all the necessary equipment for repair works. The details of the engineers proposed to be deployed is to be provided in Part A of Annexure-II.
2. A full-fledged Office at Chennai with adequate technical staff with expertise, certifications for dealing with the maintenance of various IT assets. (Details to be provided in Part B of Annexure-II).

7.1**.** The Bank reserves the right to inspect the service centre and satisfy itself about the quality and reliability of service that can be rendered by the Vendor before opening the commercial (Part-II) bid.

8.The Vendor should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate for the brands with more number of Bank’s IT assets i.e. HP, Dell, any other brand etc. (Copy of documentary evidence to be provide).

9. The Vendor should be ISO 20000 certified (Accreditation for IT Service Management). (Copy of certificate to be provided).

10. The Vendor should not have violated any terms and conditions of any earlier contract awarded by any of its clients, which resulted in the contract being rescinded/abandoned before the expiry of prescribed period of contract. The Vendor shall give details of all disputes he/she had with its clients and furnish the status thereof, in the absence of the same a declaration to that effect to be provided in Para 12 of Annexure VII.

11. The Vendor should not have been delisted/banned by any Government, Regulatory Authority, Financial Institution, etc. Further, the Vendor should not have any insolvency case pending against it. A declaration to that effect to be provided in Para 13 of Annexure VII.

12. The Bank reserves the right to evaluate the aforementioned information provided by the Vendor and award the contract accordingly.

13. The Vendor should upload the copies of all relevant documents sought in the eligibility criteria and other parts of the Tender documents with the covering letter as provided in Annexure X.

# Section II: Scope and Important Terms & Conditions

Reserve Bank of India, Chennai (“hereinafter referred to as “the Bank”) invites e-Tender from eligible Companies for providing “Facility Management Service (FMS) and Annual Maintenance Contract (AMC) for Computer Hardware, Software and IT Peripherals at Reserve Bank of India, Chennai”. Vendors who are eligible, as per the eligibility criteria stipulated in [Section I](#_Section_I._Eligibility) of the Tender document, are entitled to participate in the Tender.

2. This Tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the Bank whatsoever shall arise from this Tender process unless and until a formal contract is signed and executed by duly authorized Officer of the Bank and the Vendor. Further, the Bank will not be liable for any cost incurred by the Vendor in the preparation of the response to this Tender. The preparation of Vendor’s proposal will be made without any obligation by the Bank to acquire any of the items included or rejected. All information included by the Vendors in their proposal will be treated in strict confidence.

3. The contract will be valid for a period of nine (09) months with effect from 1st July 2023 to 31st March 2024 which may be extendable annually, maximum up to two (02) years, on the same terms and conditions, provided the services rendered by the Vendor are found to be satisfactory. Annual increment on the rates decided based on the indexation formula as given in Annexure-A will be applicable in case of renewal of contract.

4. The Vendors fulfilling the eligibility criteria and desirous of participating in e-Tender should submit the bids and upload all the required documents.

5. The Vendors must convey their acceptance of all terms & conditions in application as per Annexure X of the Tender document duly signed by the authorized signatory and upload the same along with Part 1 (technical bid) documents.

6. Tender should be submitted in two parts viz. Part I (i.e. technical bid) containing Pre-qualification and eligibility criteria and Part II (i.e. commercial bid) containing prices only, The rate quoted should cover comprehensive maintenance service for all items of Computer equipment and the maintenance of Operating System (OS), Software, installation, configuration of Applications/ Packages (connection of Computer to Projector for presentation), etc. as per the commercial bid format in [Annexure C](#_Annexure-XII). The Vendor shall also provide support for the IT assets under warranty which inter-alia includes providing all support services such as logging of calls, follow up with OEMs etc. The Vendor should factor in the entire cost of maintenance support within the FMS/AMC price.

7. Part I (technical bid) documents should contain the information/ documents, as indicated in various Annexuresand has to be uploaded in MSTC portal. No indication of prices for the proposed work should be furnished along with Part I documents, failing which the Tender submitted shall be liable to be disqualified. All the documents should be indexed, flagged and page numbered.

8. The vendor should note that the format of Part II (i.e. commercial bid) provided in [Annexure C](#_Annexure-XII) is for illustrative purpose. Part II (i.e. commercial bid) is to be filled in online mode on MSTC e-Portal.

**Note:-**

(i) Before quoting Part II (i.e. commercial bid), the Vendor should take note of nature and scope of work and also take into account of all necessary statutory requirements.

(ii) Replacement of Assets: - Vendor should also note that modification in the list of IT Assets under FMS/AMC may also take place during the contract period, resulting in reduction/addition of number of assets.

(iii) The commercial bid of only such Vendors, who qualify in Part I (i.e. technical bid), will be considered. The bid will be evaluated on the basis of total cost including FMS and AMC price quoted. All the prices quoted should be in Indian Rupees (INR). The prices quoted shall be deemed to be binding without any escalation for the whole work and for a period of nine (09) months. The Bank shall not consider any request in change of rates of FMS / AMC due to any reason whatsoever, during currency period of the contract except in following circumstances.

1. During the course of the contract, increase in the minimum wages, if any, as announced by the Central Government will be borne by the Bank, to the extent of meeting the minimum wages requirement, subject to producing documentary evidence for disbursing the increased wages to the Resident Engineers (REs) deployed.
2. During the course of contract, if more machines are brought under the scope of the AMC, the maintenance will be carried out by the Vendor with an additional maintenance charge, on a pro-rata basis. In the event of reduction in the number of machines under AMC from Annexure-VIII, the maintenance charge will be reduced on a pro rata basis.
3. During the course of contract, FMS portion of the payment shall be adjusted on a pro-rata basis in case of increase/decrease in the number of Resident Engineers (REs) as per requirement of the Bank.

The Vendor quoting the lowest price bid (L1) will be awarded the work initially for a period of nine (09) months with effect from 1st July 2023 to 31st March 2024, which may be extendable annually, maximum up to two (02) years, provided the services rendered by the Vendor are found to be satisfactory. However, a Vendor being L1 merely by commercial bid will not be sufficient ground for award of contract in case Vendor fails to quote the correct figures in line with latest statutory guidelines and consequently its commercial bid is liable to be rejected.

9. The Bank reserves the right to reject any or all the applications without assigning any reason thereof and will not entertain any correspondence in the matter.

10. **Amendment to Tender Document**

At any time prior to the deadline for submission of Tender, the Bank may amend this document by issuing amendments / corrigendum only on RBI website (https://www.rbi.org.in) and e-Portal of MSTC. Any amendments / corrigendum issued shall be a part of this document.

To give prospective Vendors reasonable time for taking into account any / all amendments / corrigendum in preparing their bids, the Bank may, at its discretion, extend the deadline for the submission of bids.

11. **Clarification of Tender Document, Pre- Bid Meeting**

a) A Vendor requiring to attend the pre-bid meeting shall contact the Bank in writing at the e-mail address - ditchennai@rbi.org.in on or before May 22, 2023 by 04:00 pm.

b) Pre-bid meeting will be conducted on May 23, 2023 at 11:00 am, online through CISCO WebEx. The meeting details shall be shared at the email address provided by the Vendor.

c) Vendors seeking any clarification of this Tender document in pre-bid meeting or otherwise should submit the queries in writing at the email address - ditchennai@rbi.org.in on or before May 22, 2023, 2022 by 04:00 pm.

12. **Cost of Tendering**

The Vendor shall bear all costs associated with the preparation and submission of its bids, and the Bank shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

13. **Prohibited Practices**

The Bank requires that Vendors interested in having business relationship with the Bank, observe the highest standard of ethics during the period of contract / engagement. In pursuance of this policy, the Bank defines, for the purposes of this provision, the terms set forth below as Prohibited Practices:

(i) “corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, anything to influence improperly the actions of another party;

(ii) “fraudulent practice” means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(iii) “coercive practice” means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; and

(iv) “collusive practice” means an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;

The Bank will reject a proposal for award if it find that the Vendor recommended for award has engaged in prohibited practices in competing for the Tender in question.

The Bank may declare a Vendor ineligible, either indefinitely or for a stated period of time, if, at any time, the Bank finds that the Vendor has engaged in prohibited practices in competing for, or in executing the contract.

14**. Performance Security**

1. The successful Vendor shall furnish the Performance Bank Guarantee (PBG) for 5% of contract value in accordance with the [Annexure XI](#_Annexure-_XI) within one (01) month from the award of work order. The PBG shall be valid for a period of sixty (60) days after the expiry of contract period. The EMD of such Vendor will be returned on receipt of PBG.
2. Failure of the successful Vendor to submit the PBG or to sign the Contract shall constitute sufficient grounds for the annulment of the award, forfeiture of the EMD and banning of such Vendor.
3. The PBG shall be released without interest after sixty (60) days of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the agency or its employees. In case of any complaint or pending dues, the PBG shall be discharged only after adjusting all dues, liabilities, etc.

**15. Scope of the Work**

1. The scope of work under this contract includes comprehensive on-site maintenance, comprehensive annual maintenance, corrective maintenance, preventive maintenance, supply of parts/ components to replace the defective parts of Servers, Computers, Laptops, I-Pads etc. with Windows/IOS operating systems (OS), Printers [Network / LaserJet Printers (Colour and Black & White)/Office Jet printers], Scanners mentioned in Annexure VIII, which is not exhaustive. The assets are deployed at various locations at Bank’s Main Office Premises, RBI Quarters at different places in Chennai as provided in Annexure-B and at such locations as advised by the Bank. The Bank reserves the right to add more locations if needed. Further, it covers maintenance service to Software as specified in Part-B of the [Annexure VIII](#_Annexure_-VIII). The AMC will not be awarded in parts.
2. In case of systems covered under warranty which are not under the purview of Comprehensive AMC, the Vendor shall provide the Level 1 support i.e. the Resident Engineers (REs) shall escalate the complaints to the concerned Vendor/Original Equipment Manufacturer (OEM) and take up necessary follow up activities for the same for defect rectification and repair & replacement of any parts or components of the equipment without breaching any warranty terms and conditions. The Vendor shall maintain complete records of such activities and also intimate the DIT Cell officials regarding the call details. The onus will lie on the Vendor to ensure that the calls are timely closed. For IT assets (projector, video conference equipment, TVs etc which are not covered in warranty/AMC Level 1 support to be provided. Further, periodical verification of IT assets has to be done by the Vendor.
3. Vendor shall ensure that malfunctioning of Hardware, Accessories, OS, Systems Software (if any) is rectified **within 3 hours** of lodging the complaint failing which the Vendor shall provide, at its own cost, requisite Hardware/Software to ensure business continuity. The Vendor shall maintain an onsite inventory of spare parts for PC, Laptops, printers, etc. so as to ensure business continuity in the case of any malfunction of the IT Assets. The minimum inventory of spares to be maintained at RBI at all times is as follows:
   1. Desktop – 2
   2. Desktop-AIO-2
   3. Printer (AIO)-2 (One B&W and Colour each)
   4. Scanner-2
   5. Laptop-2
   6. Keyboard and Mouse -2 (both wired and wireless)
   7. Any other items to maintain the specified uptime.

The spare items should be preferably of the same brand and model used at the Bank.

The Vendor should maintain a Call Register to record complaints received through all modes and resolve the same. This will include resolution of complaints for the IT systems under the AMC as well raising the complaints and co-ordinating with the OEM for assets under Warranty. The onus will lie on the Vendor to ensure that the complaints are closed within prescribed timeline. The Vendor shall ensure 99% & 98% uptime for PC & IT Peripherals and 99.5% for Servers respectively covered under the agreement. All repair/replacement and servicing of equipment will have to be carried out at Bank’s locations as specified. If the fault is serious in nature and requires the support of Repair Centre, thereby necessitating shifting of the equipment, the Vendor shall arrange shifting/ transportation, installation, re-installation, loading of software packages (both the system and application software, if any) at no extra cost to the Bank and also ensure that the data residing on the HDDs /SSDs are not leaked. The Vendor shall ensure that defective HDDs / SSDs requiring replacement will not be handed over to third party/ any other Vendor or will be handed over only after crushing/damaging them.

1. A health card shall be maintained for all equipment covered under FMS/AMC. The Vendor shall record therein each incident of equipment malfunction, date/time of commencement of downtime and successful completion of the repair/ maintenance work, nature of repair work performed on the equipment, downtime beyond permissible limits, if any, together with a description of the malfunction and the cause thereof.
2. Vendor shall, upon direction of DIT Cell officials, configure Outlook, install various application software and any other application to make configuration changes in the IT assets covered under AMC as well as under warranty, free of cost. Necessary technical assistance and advice should be extended by the Vendor to resolve problems that may be encountered with regard to OS, System Software and any problem in accessing various Software applications on the computer systems. The Vendor shall manage the Video Conference equipment along with the displays (TVs), update the content on display monitors based on the request of the departments. Further, Vendor should provide technical support to Bank for conducting online meetings. The Vendor, with approval of System Administrator of the Bank, will have to directly co-ordinate with the System Administrator at the Central Office/ Regional Office/ Data Centre, IDRBT or with the Vendor of the application, to resolve any issues related to smooth functioning of internal software packages of the Bank. The Vendor will also have to coordinate and assist in resolving issues with the technical team of other Vendors such as Network, Firewall, or Application, VC etc.
3. **Maintenance**: Maintenance of all assets under Comprehensive AMC has to be carried out.

**(a) Preventive Maintenance**

The preventive maintenance service of all the IT Assets is as important as prompt corrective maintenance service since regular and proper preventive maintenance service ensures trouble-free performance of the equipment. The Vendor should carry out preventive maintenance activity every quarter for all the IT Assets under AMC and warranty. The external cleaning of all such IT assets should be carried out on monthly basis using appropriate cleaning kit. Apart from above, internal cleaning of all IT Assets with brush and/or vacuum cleaning will be done whenever required. The scope of preventive maintenance will also cover aspects related/specific to hardware like health check of HDDs, Controllers, Power Supplies (SMPS), updation of drivers and OS and Security patches, Antivirus Software, etc. The time for such schedules will have to be specified in advance in consultation with the user department. The scope of work under preventive maintenance will be designed as recommended by the original manufacturer/best practices.

**(b) Corrective Maintenance**

The corrective maintenance means identification of problem and its rectification which may include installing/ reinstalling of OS, setup/configuring of Printer, reinstalling/installing of Application Software either developed in-house or developed by the Third party, Printer Drivers, Anti- Virus agent, Smart Card Reader Drivers, sending risk logs/ scan logs, operating / maintaining VC Systems, review of IT Assets, operating / maintaining display screens etc.

1. **Repair and Replacement of Defective Parts**

The Vendor shall replace any worn out or defective part/component of all the IT assets covered under comprehensive AMC, at no extra cost to the Bank. All components of the equipment shall be covered under this comprehensive AMC agreement, excluding consumable articles (cartridges, toners, etc.) and non-functional parts such as plastic casings and covers. Any unserviceable parts such as plastic parts, printer knobs, paper feed, printer interface cord, power cord etc. will be handed over to the Bank and the same will be replaced with brand new parts at no extra cost to the Bank. If the Vendor is not able to maintain any equipment due to non-availability of components/parts, the Vendor shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the Vendor shall provide alternate/substitute system/s of same or higher compatible configuration at its own cost and responsibility till the above components are repaired or replaced. In case of replacement of any of the parts or whole of the system, the Vendor will be required to provide replacement with the same brand/model.

The Vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The Vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

viii**. Shifting of IT Equipment**

The shifting involves moving the equipment from one place to the other place for carrying out the repair work, installation and reinstallation etc. This can be either of the following categories.

**Within Bank Premises:** The Vendor should arrange for shifting of IT equipment within the Office, whenever required, or within the departments/buildings in the Bank’s premises as per the requirement and direction of DIT Cell Officials at no extra cost to the Bank.

**From Bank to Vendor’s Place and vice-versa:** The Vendor should arrange for shifting of IT equipment from the Bank to the Vendor’s place and vice-versa for repairs/replacement etc at no extra cost to the Bank.

**From one Premises of the Bank to other location:** The Vendor should provide necessary support for shifting and setting up the IT equipment in any of the Premises, as mentioned in the [Annexure-B](#_Annexure-B), or any other location of Bank’s Interest/activity within the jurisdiction of this Office. In such cases, transport arrangements will be made by the Bank.

The Vendor should maintain the record of such type of asset movement certified by the IT Officials of the Bank.

ix. The Vendor shall maintain the following records:

a) Inventory register- Details (Inventory no., User name, Department name, Cost, Make, Model etc.,) of all Hardware and Software at the Bank under AMC as well as under Warranty. The Vendor shall also maintain record of IT assets which are identified for disposal.

b) Call Register- Details of complaints i.e. nature of complaint, resolution time, status of completion, downtime, etc.

c) Downtime Register- Details of the incident of downtime of an asset, cause, duration of downtime, steps taken for resolution etc.

d) Preventive maintenance record- Details of the preventive maintenance carried out during the quarter.

e) Cleaning Register – Details of the monthly cleaning activity carried out.

x. The Vendors should handle maintenance for all brands and types of Computer Hardware and IT Peripherals, Desktop OS (all version of Windows, IOS), Networking OS (all version of Unix, Linux, Windows), VC Systems, Projectors etc.

16. **Other Terms and Conditions**

16.1 The Bank reserves the right to claim as damages from the Vendor to the extent of the loss suffered by the Bank, if it is found that due to any commission or omissions of the Vendor, damage has been caused to equipment covered under the AMC or to any property of the Bank not covered under the AMC. Further, the Bank reserves the right, in case of continuous non-performance of the Vendor, to look for alternatives during the pendency of the period of agreement.

16.2 **Penalties**

The Vendor shall ensure 99% & 98% uptime for PC & IT Peripherals and 99.5% for Servers respectively covered under the agreement. If during any quarter, the Vendor does not maintain the required uptime of the equipment, the Bank, without prejudice to its other remedies under the contract, shall deduct from the contract price, as penalty, a sum equivalent to 0.5 percent of AMC charges of the item for each and every calendar day of downtime. The amount of penalty will be deducted from the amount to be paid to the Vendor for that quarter subject to maximum 5% of agreement value (i.e. the payment for the validity period of agreement). Downtime will be counted from the time of reporting the maintenance call by the Bank to the Vendor till the resolution of the problem (if the fault is not rectified within three (03) hours of reporting of complaint or necessary standby equipment is not provided by the Vendor to the Bank without any extra cost). Downtime of 24 hours or less but not less than three (03) hours, will be taken as one day for calculation of penalty. The Bank may also consider termination of the contract, if any of the terms and conditions of the contract is not followed by the Vendor.

The 'Downtime' in respect of the equipment shall be calculated as under:-

1. “Uptime” of the Hardware and System Software = (Coverage Hours minus Down time)/Coverage Hours X 100 for the maintenance year.
2. Coverage Hours = Uptime commitment per day X No. of committed days per Year
3. Uptime Commitment per day = Hardware and System Software Maintenance Support Time per day
4. Downtime will be counted from the time of reporting the maintenance call by the Bank to the Vendor till the resolution of the problem / Operationalization of the Hardware and System Software,
5. No. of committed days per year = the number of working days of the Bank during the year.
6. In case the downtime exceeds the permissible limit as defined above, necessary standby equipment needs to be provided by the Vendor to the Bank at no extra cost.

16.3 **Deployment of Resident Engineers (REs), their Professional Qualifications and other requirements**

(a) The Vendor should arrange a team of ten (10) REs consisting of one (01) Team Leader(TL), eight (08) Engineers and one (01) Helper. The qualification, roles and responsibilities of the REs shall be as below.

**Team Leader (TL)**

The TL must possess a B.E/B-tech/MCA degree in Computer Science/ IT/ Electronics with minimum five (05) Years of post-qualification experience in providing maintenance/service in Computer Hardware and Software at reputed IT companies/Government Bodies/ PSUs/FIs etc. with minimum one (01) year as the Team Head in the field. His scope of work includes but not restricted to the following:

* + - He should have working knowledge of Servers.
    - The Senior Officers calls should necessarily be attended by the TL, and only exceptionally by the most Senior Engineer of the team.
    - To monitor the punctuality and attendance of all the deputed REs.
    - To ensure that, a Backup Engineer is deputed in case of leave/absence of any of the RE including his own self.
    - To conduct/supervise quarterly preventive maintenance and submit report to DIT Cell.
    - To ensure proper knowledge transfer among the other REs.
    - To oversee troubleshooting of all the technical problem. The TL shall be the nodal point for communicating to all RBI Support Team and the Vendor.
    - To ensure timely submission of various reports such as call reports, inventory report, Engineer’s attendance, Preventive maintenance report, monthly cleaning report etc.,
    - TL should brief the DIT Cell on daily basis about previous day affairs of the team.

The TL shall be treated as a highly-skilled for role and payment purpose as per the definition mentioned in the Minimum Wages Act, 1948.

**Engineers**

All the Engineers must possess a minimum qualification of B.E/B-tech/Diploma/ degree in Computer Science/ IT/ Electronics with minimum three (03) year’s post qualification experience in providing maintenance/service in Computer Hardware and Software. Out of the eight (08) Engineers, two of them should have the knowledge & working experience of Video Conferencing and should have working experience in the real time Networking environment of not less than three (03) years as in other cases. The Engineers shall carry out the internal cleaning of assets, whenever required. The Engineers shall be treated as a skilled for role and payment purpose as per the definition mentioned in the Minimum Wages Act,1948.

**Helper**

The Helper must be a graduate/diploma holder in any stream. He will be responsible for external cleaning all the IT Assets at the Bank. All the necessary tools and chemicals for cleaning should be provided by the Vendor. The Helper will also have to carry out shifting of IT Assets as and when required. The Helper shall be treated as a semi-skilled for role and payment purpose as per the definition mentioned in the Minimum Wages Act, 1948.

(b)The details of the REs should be provided as given in Part A of Annexure -II. All the REs should have good communication skills, positive attitude and technical understanding. The bio-data with police verification report along with photographs of the REs should be submitted to DIT Cell at the time of award of the contract. The Vendor is also required to train backup personnel who are likely to be posted in the absence of the regular REs. All terms and conditions shall also be applicable to Backup Engineers deputed from time to time. The Vendor should not rotate/change REs frequently and deploy for a minimum period of one (01) year. In case of unavoidable circumstances, the Vendor shall inform the Bank in writing well in advance about the change of RE.

(c)The REs should be appropriately skilled, trained and preferably possess certification such as CCNA, MCSE or any other certificates proving the skill sets other than mandatory qualifications, for delivery of the services mentioned in this document. The REs posted regularly, or the Backup Engineer posted as replacement of regular RE should be in the regular pay rolls of the Vendor and should be qualified as prescribed.

(d) The REs at Bank’s locations shall be governed by the codes and ethics of Bank and shall be subjected to verification by the Security Personnel, Police or such agencies deployed for the purpose. The Vendor should ensure that character and antecedents of REs deployed are verified from Police Authority before their deployment.

(e) The REs would be subjected to an assessment process undertaken by the Bank before their deployment. In case the Bank is not satisfied with the RE(s) provided by the Vendor, RBI will have the right to ask for change of RE(s). The Vendor shall arrange for a new incumbent in consultation with DIT Cell, Chennai within two (02) weeks.

(f) The working hours on weekdays and on working Saturdays (excluding 2nd and 4th Saturday every month) will be from 9:30 AM to 6:00 PM. The REs shall report to the DIT on all working days during office hours. However, Bank may require the services of the REs before or beyond working hours and on non-working days at locations specified in Annexure B and other locations specified by Bank from time to time, at no extra cost to the Bank. All travelling expenses of engineers will be borne by the Vendor including the visits to the locations specified in [Annexure-B](#_Annexure-B). The REs shall be provided with mobile phones with internet connection by the Vendor for which the cost shall be borne by the Vendor.

(g) The REs shall be required to display their identity cards issued by Bank, whenever they are inside any of the Bank's premises and must possess identity cards issued by the company. The Bank reserves the right to conduct independent background checks of the REs posted at Bank’s site.

(h) The Vendor will provide insurance and medical insurance cover, to its REs deployed in the Bank. The REs or their legal heirs shall not claim any insurance benefit from the Bank in case they suffer any loss or damage to their life or person or property while working under the contract.

(i) The Bank is having its own Information Security Policy which the Vendor and/or its representative shall follow strictly failing which the Bank shall take appropriate action as deems fit including blacklisting/legal proceedings.

16.4 **Payment of Bills**

1. The payment shall be made on quarterly basis which will include the FMS and AMC component. The AMC portion of the payment shall be based on the quantity of IT Assets covered under comprehensive AMC during the quarter. The FMS portion of the payment shall be proportionate to the attendance of the required manpower. For the purpose of payment / deduction on FMS, the number of days in a month is considered as 26 days.
2. The Bank shall release quarterly payments towards the maintenance charges after the expiry of each quarter on receiving the quarterly bills from the Vendor along with necessary documents showing compliance with instructions pertaining issued under Minimum Wages Act, 1948, Employees’ Provident Fund, ESIC, Gratuity and Miscellaneous Provisions Act,1952, Employees State Insurance Act, 1948, Payment of Gratuity Act,1972 etc, whichever is applicable. The Vendor shall submit a certificate to this effect and failure shall entitle the bank to withhold payments for the period till date of such submission.
3. The Vendor shall disburse salary of the REs through NEFT/electronic mode only to their bank account and a copy of the NEFT/electronic mode payment, bank details, salary slips of all the REs along with certificates of monthly ESI & EPF deductions etc. shall be produced along with the bill on demand. No cash payment by the Vendor shall be made to the REs. The Bank reserves the right to verify compliance in this regard and Vendor should be able to produce evidence, at any point in time, of having paid required minimum wages and all other requisite statutory payments in respect of REs deployed at the Bank. Also, Bank may require evidence of having the REs on pay roll of the company/firm as a regular employment. The condition shall also be applicable to the Backup Engineers deputed at the Bank from time to time.
4. The payment shall be made on pro rata basis, if applicable, as specified in para 8 of Section- II.
5. During the course of the contract, increase in the minimum wages, if any, as announced by the Central Government will be borne by the Bank, to the extent of meeting the minimum wages requirement, subject to producing documentary evidence for disbursing the increased wages to the REs deployed.
6. The Vendor shall be responsible for payment of all the taxes, duties and levies like Custom Duty, Excise Duty, Local Levies, works contract tax imposed by Central/State Government/Local Bodies, etc. except GST as applicable, if any, required to be paid to the relevant authorities as per law. The Bank shall not entertain any claim made by the Vendor towards the above payment. Further, the Bank shall be at liberty to make the necessary tax deduction at source, as required by law and a certificate for the same will be issued to the Vendor.
7. Any objection regarding the payment received by the Vendor may be brought to the notice of the Bank within ten (10) days of the date of the payment. In case no such objection is received within the stipulated period, it will be deemed that there is no objection regarding the payment.

16.5 **Signing of Contract**

The successful Vendor shall execute an agreement with the Bank on Non-Judicial stamp paper of value not less than ₹100/- within 15 days of issue of work order. The Stamp Duty shall be borne and paid by the Vendor. On receipt of intimation from the Bank of the acceptance of Tender, the successful Vendor shall be bound to implement the Contract and shall sign an agreement in accordance with terms & conditions in this Tender Document, whereas the terms and conditions, specifications, scope of work, etc. of this Tender, as indicated above, shall form part and parcel of the Agreement. Notwithstanding the signing of the agreement, the written acceptance by the Bank of a Tender in itself will constitute a binding agreement between the Bank and the Vendor, whether such contract is or is not subsequently executed.

16.6 The handholding process should start immediately after issue of the acceptance letter by the Bank, with the current service provider, although the payment for the contract would be made from July 1, 2023 onwards. The handholding process should be carried out thoroughly with due diligence and care by the successful Vendor and discrepancies/irregularities, if any, noticed during the process should be immediately brought to the notice of the Bank and no further dealings in this respect will be entertained by the Bank once the handholding process is completed and certified by the successful Vendor.

16.7 The Vendor shall not sub-contract to any organization, person, firm or its franchisee without the prior approval of the Bank. If, at any time, it comes to the notice of the Bank that such sub-contracting has been done, the Bank at its discretion may terminate the contract without referring the matter further to the Vendor. The Bank will be at liberty to recover all the expenses it had to incur in this connection, either by adjusting from the payments due to the Vendor or through other means.

16.8 **Force Majeure:**

If at any time during the continuance of the agreement, the performance under the agreement in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities, disturbed law and order situation, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, natural calamities, strikes, lock-outs or acts of god (hereinafter referred to as Event) neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement provided a notice of happening of any such event is given by such either party to the other within seven (07) days from the date of occurrence thereof. The agreement shall be resumed as soon as practicable after such event comes to an end or ceases to exist.

Provided further that if the performance in whole or part of an obligation under the agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement. During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.

16.9 **Arbitration**

The Bank and the Vendor shall make every effort to resolve amicably, by direct informal negotiations, in case of any disagreement or dispute arising between them in connection with the contract, the parties shall make an effort to solve the same through the appointment of an arbitrator by mutual agreement. If a single arbitrator could not be appointed by agreement, each side would be free to appoint one arbitrator each, who in turn will add an umpire. The decision of the arbitrator or arbitrators, as the case may be, shall be final in regard to such dispute or disputes. All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of the courts in Chennai. The provision of Arbitration and Conciliation Act 1996 and the rules framed thereunder and in force shall be applicable to such proceedings.

16.10 **Termination**

Either Party may terminate the agreement without any reason by giving the other party a notice of two (02) months prior to the actual date of termination.

Notwithstanding anything contained above, the Bank reserves the right to terminate the agreement while looking for alternative Vendors, if the Vendor continuously fails to carry out any of its obligations/duties in terms of the agreement by giving the Vendor a notice of two (02) weeks and the Vendor cannot claim any damages/compensation caused due to such termination.

16.11 **Compliance with various statutes**

The Vendor is bound to follow all Labour rules and regulations as envisaged in the Minimum Wages Act 1948 of Central Government and ensure payment of minimum wages which should be based on total man days and/or working hours, which are revised time to time by the competent authority.

Compliance of various law viz., Minimum Wages Act 1948, Bonus Act, Employers’ Liability Act 1938, Contract Labour (Regulation & Abolition) Act, the Employee Compensation Act 1923, Industrial Disputes Act 1947, Maternity Benefits Act 1961, Employee State Insurance Act 1948, Provident Funds and Miscellaneous Provisions Act 1952, etc. and rules and regulations framed under all such Acts from time to time, shall be whole & sole responsibility of the Vendor. In this regard, the Vendor shall indemnify Bank against all claims and will maintain necessary books, logs, registers, verification, returns, receipts, computerized database, etc., mandatory as per the law and as per the Government rules and make the same available for inspection/verification to the concerned Government Officer/Labour Enforcement Officer/Regional Provident Fund Commissioner etc. as and when required. A copy of all such compliances, statements and payments made to the statutory authorities, etc., including registration number shall be provided to the Bank authority for verification and record as and when so demanded.

The Vendor shall be solely responsible for full compliance with the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of Sexual Harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Vendor and the Vendor shall ensure appropriate action under the said Act in respect to the complaint. The successful Vendor shall confirm constitution of Internal Complaints Committee for the purpose, wherever applicable. Any complaint of Sexual Harassment from any aggrieved employee of the Vendor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank. The Vendor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Vendor, for instance any monetary relief to Bank’s employee, if sexual violence by the employee of the Vendor is proved. The Vendor shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

The Vendor shall be responsible to comply with any other laws or directions of any appropriate authority as and when required which have not been mentioned herein and shall indemnify the Bank against any claims or penalties arising from such non-compliance.

16.12 **Indemnity Clause:**

i)The Vendor agrees to indemnify and to keep the Bank and its Officers, Employees, Directors and representatives indemnified against all claims (including third party claims) actions, losses, damages, costs, expenses, charges including legal expenses which the Bank may suffer or incur on account of default on the part of Vendor due to:

a) Violations of applicable laws, regulations, guidelines issued by the Government or other statutory authorities during the contract period; or

b) Breach or non-performance of the terms and conditions of the contract; or

c) Breach of the representations and warranties made by the Vendor; or

d) Negligent or fraudulent act or omission by the Vendor; or any third party for reasons attributable to the Vendor.

ii)The Vendor shall also keep the Bank indemnified against any claim from the staff of the Vendor and it shall be the duty of the Vendor to clearly inform his own personnel/staff that they shall have no claim whatsoever against the Bank and they shall not raise any industrial dispute, either directly and/or indirectly, with or against the Bank in respect of any of their service conditions or otherwise. Further, the Vendor shall at all times indemnify the Bank against all claims which may be made under the Workmen’s Compensation Act, or rules thereunder or under any law or rules of compensation payable in consequence of any accident or injury sustained by any person in its employment for the purpose of this agreement. The Vendor shall be solely responsible for the remuneration and other dues to its employees, as also for omissions/commissions done by them.

16.13. **IS Policy Clause:**

The Vendor must abide by the clauses under IS policy of the Bank. The policy will be shared with the Vendor when the contract is awarded to the Vendor.

16.14. **Non–disclosure Clause**

a) The Vendor must acknowledge that all materials and information which has or will come into its possession or knowledge in connection with the agreement or performance thereof whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in the agreement and to release it only to employees requiring such information for the purpose of performing obligations described herein and not to any other party. The Vendor agrees to take appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under the agreement are fully satisfied.

b) The Vendor should undertake that its personnel will always comply with all the security regulations in effect from time to time at the Bank’s premises and externally for materials of the Bank. The Vendor should further undertake to hold in strict confidence any information, whether consisting of confidential and proprietary data or not which has or will come into its possession in connection with this contract and that it shall not make use of such information other than for fulfilment of its obligations under this contract.

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# Section III - Submission of Bids

1. Separate technical and commercial bids should be submitted at www.mstcecommerce.com/eprochome/rbi by 3:00 PM of June 06, 2023. Technical & commercial bids will be opened as per time schedule given in the Schedule of Tender (SOT). Scanned copy of all the required documents should be uploaded by the Vendors on www.mstcecommerce.com/eprochome/rbi failing which the Vendors shall be declared technically disqualified.

2. Each page of the technical and commercial bid should be signed and stamped with the Vendor seal.

3. Incomplete bid(s) submitted after due date and time are liable to be rejected.

4. The Reserve Bank of India does not bind itself to accept the lowest or any bid and reserves itself the right to accept or reject any or all the bids, either in whole or in part without assigning any reason for doing so.

5. Vendor shall deposit an Earnest Money Deposit of ₹70,000/- by NEFT in Bank’s A/c No.

Beneficiary Ac No: 186003001, IFSC - RBIS0CNPA01 (5th and 10th digit being zero) on or before 03:00 PM of June 06, 2023 (Kindly Mention UTR transaction detail as given in Annexure IX) which will be refunded in the event of (i) Completion of commercial bid evaluation for Vendors other than L1 or (ii) Commencement of the Contract and submission of 5% Performance Bank Guarantee in case of L1 Vendor. Interest will not be paid on the EMD. Bids submitted without EMD are liable to be rejected.

6. The technical bid should contain following documents: -

|  |  |  |
| --- | --- | --- |
| 1 | Vendor/Company Profile | [Annexure I](#_Annexure-I) |
| 2 | Details of the REs to be posted at the Bank and Technical Staff at Chennai | [Annexure II](#_Annexure-II) |
| 3 | List of major Customers/ Clients in last 5 years and references (including important works on hand) | [Annexure III](#_Annexure-_III) |
| 4 | Certificate of Satisfactory Service by Clients | [Annexure IV](#_Annexure-_IV) |
| 5 | Undertaking/ Certificate of Indemnity | [Annexure V](#_Annexure_–_V) |
| 6 | Form of Bankers' Certificate / Solvency Certificate | [Annexure VI](#_Annexure-_VI) |
| 7 | Compliance Matrix | [Annexure VII](#_Annexure-VII) |
| 8 | NEFT (UTR Transaction Details) of ₹70,000/- (Rupees Seventy Thousand Only) for EMD | [Annexure IX](#_Annexure-IX) |
| 9 | Prescribed Format for Application | Annexure X |
| 10 | Proforma for Undertaking / Declaration /Certificate regarding debarment | Annexure XII |
| 11 | Proforma for Undertaking / Declaration /Certificate regarding country sharing land border with India | Annexure XIII |

7. The bids shall be in conformity with the conditions and requirements. The Bank reserves the right to reject an offer for any of the deviations.

8. Clarifications/conditions stipulated by the Vendor, if any, shall be examined and discussed with the Vendors and the conditions that are acceptable as well as the conditions which are not acceptable to the Bank shall be intimated in pre-bid meeting. The commercial bid of technically qualified Vendors shall be opened for the purpose of commercial evaluation.

9. The commercial bid should be submitted on www.mstcecommerce.com/eprochome/rbi as given in [Annexure-C](#_Annexure-XII). No terms and conditions should be stipulated in the commercial bid. Any terms and conditions indicated therein would be ignored by the Bank.

10. The validity of the commercial bid should be for a minimum of three (03) months from the date of closure of Tender. The validity of the offer should be confirmed in the technical bid (Annexure X).

11. Where there is a discrepancy between the amounts in figure and in words, the amount in words shall govern.

# 

# Section IV - Evaluation of Bids

a) The technical bid will be opened first and evaluated to determine responsiveness and completeness to the pre-qualification and eligibility criteria. Any clarification/rectification in case of deviations in the technical bid at this stage, will be called for in writing by letter/e-mail. The failure to submit the same within the specified time limit may result in rejection of the bid.

b) Vendors should be ready to give a short presentation on their proposal, if requested to do so, in front of the Technical Committee with three (03) days of notice. They are expected to reply to all the queries from the Technical Committee during this presentation. This presentation would be part of the technical evaluation process.

c) The Technical Committee formed for the evaluation of the bids will take into account the eligibility criteria stipulated in the Tender. Part II (commercial bid) of only those Vendors, who satisfy the eligibility criteria and all other requirements will be considered for opening.

d) The Bank may obtain reports on past performance of the Vendor from its Clients. The Bank may evaluate the said reports before opening of the Part II of the Tender. If any Vendor is not found to possess the required eligibility for participating in the Tendering process at any point of time and/or his performance/ service reports received from his clients are found unsatisfactory, the Bank reserves the right to reject the said Vendor’s offer even after opening of Part I of the Tender. The Bank is not bound to assign any reason for doing so. After the technical evaluation has been completed, the bid of only eligible Vendors will be opened for purpose of Commercial evaluation. Opening of Part II will be intimated to the qualified Vendors. The offer should be valid for minimum of three (03) months from the date of closure of Tender. The commercial bid will be evaluated on the total cost to the Bank (inclusive of all taxes as applicable) of FMS and AMC taken together. The award of contract for a period of nine (09) months (extendable annually for a maximum of two (02) years subject to annual review of satisfactory performance) will be made to the successful Vendor. Annual increment on the rates of FMS/AMC shall be decided based on the indexation formula as given in [Annexure A](#_Annexure-A).

e) Deviations to the terms and conditions, if any, shall be clearly mentioned by the Vendor in the technical bid. Non-mention of deviation shall imply compliance of the Vendor with the mentioned conditions and requirements. Further, the Bank reserves the right to reject an offer on account of any deviation at any stage. No deviation will be allowed in the commercial bid, which is meant only for the quotation of offer price/rate.

**General Instructions**

1. Vendor should ensure that the instructions/ directions issued by Central as well as State Government, and also by the Bank in connection with Covid-19 Pandemic are followed scrupulously by the workmen deployed at the Bank. Workmen from containment area or under quarantine should not be deployed for work. Further, vendor is required to closely monitor the staff deployed to the Bank and in case of any staff/family member of staff is found ‘COVID’ infected, action to be taken to replace the staff immediately. Staff should be sensitised to follow strict social distancing norms while they remain deployed. Vendor shall provide REs with necessary gloves, masks, sanitizer, etc., at no extra cost to the Bank. Further, vendor shall indemnify and keep indemnified the Bank from any financial/ legal liability arising out of failure, fault or negligence in complying-with the above instructions. Any hindrance to the work due to COVID-19 pandemic or any other reasons shall be intimated to the Bank.

2. The Vendor is liable for debarment/disqualification from bidding, if it is determined that the Vendor has committed the following acts or omissions in contravention of the code of integrity:

* 1. Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
  2. Any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained, or an obligation avoided.
  3. Any collusion bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
  4. Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
  5. Any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract: which can affect the decision of the procuring entity directly or indirectly.
  6. Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
  7. Obstruction of any investigation or auditing of a procurement process.
  8. Making false declaration or providing false information for participation in a process or to secure a contract.
  9. Failed to disclose conflict of interest.
  10. Failed to disclose any previous transgressions made in respect of the provisions of sub- clause (i) with any public institution / entity in India or any other country during the last three years or of being debarred by any public procuring institution / entity.
  11. For any actions or omissions by the Vendor other than violation of code of integrity, which in the opinion of the Bank warrants debarment, for the reasons like supply of sub-standard material, non-supply of material, abandonment of works, sub-standard quality of works, failure to abide terms of the tender etc.
  12. If the Vendor has been convicted of an offence, (a) under the Prevention of Corruption Act, 1988; or (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

3. Compliance with the Rule 144 (xi) of GFR 2017 inserted vide Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020, issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory.

**Note:** The intending Vendor who satisfies the above parameters must submit a copy of Undertaking / Declaration /Certificate on their Letter Head duly signed by the authorized signatory in the format provided in Annexure XII and Annexure XIII.

4. If the Undertaking / Declaration /Certificate submitted by the Vendor is found to be false, the tender / Work Order issued will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit may be initiated and the Bank may also debar the Vendor from participating in tenders invited by the Bank in future.

## Annexure-A

**Indexation formula**

The rate for FMS and AMC for subsequent years, in case of renewal, shall be calculated on the basis of indexation. The formula to be used for such indexation will be as follows

**Formula for AMC:**

**A = B [15 + {45 x (WPIC / WPIP)} + {40 x (CPIC / CPIP)}] x 1/100**

where,

A = Contract Amount for the current/new year;

B = Contract Amount for the previous year coming to an end;

WPIC = Wholesale Price Index for Electrical equipment six (06) months prior to the Commencement date of contact for the current/new year;

WPIP = Wholesale Price Index for Electrical equipment six (06) months prior to the Commencement date of contact for the previous year coming to an end;

CPIC = Consumer Price Index for industrial workers for Urban six (06) months prior to the commencement date of contract for the current/new year;

CPIP = Consumer Price Index for industrial workers for Urban Six (06) Months prior to the commencement date of contract for the previous year coming to an end;

**Formula for FMS:**

**C = D {15 + 85 x (CPIC / CPIP)}x1/100**

where,

C = The Man Month rate for services for the current/new year.

D = The Man Month rate for services for the previous year.

CPIC = Consumer Price Index for urban non-manual employees for all India for the month, generally based on index of six (06) months prior to the commencement date of contract for the current year.

CPIP = Consumer Price Index for urban non-manual employees for all India for the month, generally based on index of six (06) months prior to the commencement date of contract for the previous year.

## Annexure-B

**List of Locations where the services shall be provided**

1. Reserve Bank of India, Main Office, No 16, Rajaji Salai, Fort Glacis, Chennai – 600001

2. Reserve Bank of India Officers Quarters, Anna Nagar

3. Reserve Bank of India Officers Quarters, Besant Nagar

4. Reserve Bank of India Staff Quarters, Choolaimedu Road

5. Reserve Bank of India Staff Quarters, KK Nagar

6. Reserve Bank of India Officers Quarters, Koyambedu

7. Reserve Bank of India Staff Quarters, PH Road

8. Zonal Training Centre, Main Office Premises, Rajaji Salai, Fort Glacis, Chennai - 600001

The Bank reserves the right to add or delete location to/ from the above list.

**Annexures for PART I – TECHNICAL BID**

## Annexure-I

**Vendor Profile**

**(To be submitted on the Letter Head of the Vendor)**

(Details filled in this form must be accompanied by sufficient documentary evidence for verification of correctness of the information)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S. No.** | **Items** | **Details** | | |
| 1. | Name of the Vendor |  | | |
| 2. | Address of the Registered Office\* | (Address, Telephone, e-mail) | | |
| 3. | Address of the Office at Chennai\* | (Address, Telephone, e-mail) | | |
| 4. | Status of the Office at Chennai\* | (Full-fledged regional Office/Branch Office).  Name of contact persons and details of contact (e-mail Id / Phone, etc | | |
| 5. | Number of Permanent staff at the Chennai Office |  | | |
| Of which, number of technical staff permanently stationed at the Chennai office |  | | |
| 6. | Whether the Vendor is having any maintenance / service support centre/set-up in Chennai | Yes / No  (If Yes, please provide Address, name of contact persons and details of contact (e-mail Id / Phone, etc.) | | |
| 7. | Whether the maintenance/service support centre/set-up in Chennai is a full-fledged service centre/set-up. | Yes/ No | | |
| \*(Details of rows 2 and 3 would be verified from Vendor’s website (if any).  Appropriate link should be provided. If details cannot be verified from website, then appropriate proof should be provided.) | | | | |
| 8. | URL of Vendor’s website (if any) |  | | |
|  | a) Date of establishment |  | | |
| b) Details of Incorporation  Please enclose relevant documents in support of the same.  Please provide copy of Certificate of Incorporation, Memorandum of Articles of Association, PAN, GST Registration certificate, certificate for registration under Employee State Insurance Act, certificate for EPF registration, registration under labour laws (wherever applicable). |  | | |
| 9. | Name and designation of the Authorized Official responding to this request |  | | |
| 10. | Contact details i.e. telephone and e- mail address of the Authorized Official |  | | |
| 11. | Financials: | 2020-21 (Audited) | 2021-22  (Audited) | 2022-23  (Audited/ Certified) |
| i Net Profit: |  |  |  |
| ii Turn over: |  |  |  |
| Copies of audited statement of account i.e. Profit & Loss, Balance Sheet and Income Tax Returns for the year 2020-21, 2021-22 and 2022-23 to be provided | | | |
| 12. | Whether the Vendor has a valid license issued under the Contract Labour Act, 1970? If yes, please attach a copy. If not, whether the Vendor has been exempted and if so for what reason? |  | | |
| 13. | Has the Vendor been black-listed by any of the Offices of the Reserve Bank of India? If so, details to be provided. |  | | |
| 14. | Whether there is legal action being taken against Vendor for any cause in any legal jurisdiction? If so, details to be provided. |  | | |
| 15. | Whether, the Vendor has been banned/ delisted by any Government/ Regulatory Authority/ Financial Institution/ etc. in last three (03) years? If so, details to be provided. |  | | |
| 16. | Whether, the Vendor has any Insolvency case pending against it? If so, details to be provided. |  | | |
| 17. | Whether the Vendor has been penalised/ convicted in connection with similar business. If yes, details thereof: |  | | |
| 18. | Whether the Vendor is ISO 20000 certified. If yes, please provide a copy of certificate. |  | | |
| 19. | Please give escalation matrix for problem resolution. The matrix should include a senior officer in the Head Office of the Vendor.  Designation, phone no., fax no. and e-mail address of the officials mentioned in the escalation matrix |  | | |

**Signature of an Authorised Official with Seal**

## Annexure-II

**Part A- Details of Resident Engineers (REs) proposed to be deputed in the Bank**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name of**  **Engineer with**  **Residential** **Address** **and** **Mobile** **Number** | **Educational**  **Qualification** | **One Govt.**  **Identification**  **Document**  **(PAN/Aadhaar**  **Card/Passport/ Driving License)** | **No. of years of service with the Vendors** | **Post-Qualification Experience**  **(in terms of Years)** | **Domain of Experience**  **\*Hardware**  **\*Networking**  **\*Video Conferencing**  **\*Desktop PC, Laptop etc.** | **Certification**  **If any** | **Remarks, if any** |
|  |  | (a) | (b) | (c) | (d) | (e) | (f) |  |
| 1 |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |
| 8 |  |  |  |  |  |  |  |  |
| 9 |  |  |  |  |  |  |  |  |
| 10 |  |  |  |  |  |  |  |  |

*Documentary evidences must be enclosed in support of (a), (b), (c), (d), (e)and (f).*

**Part B- Details of Technical Staff at Chennai Office**

|  |  |  |
| --- | --- | --- |
| **Number of Technical Staff at Chennai** | (Number to be provided) | |
| **Educational Qualification** | B-tech / B.E. | (Number to be provided) |
| MCA | (Number to be provided) |
| MBA | (Number to be provided) |
| Any other (please specify) | (Number to be provided) |
| **Technical Staff with Domain / Expertise** | Hardware | (Number to be provided) |
| Software | (Number to be provided) |
| Networking | (Number to be provided) |
| Any other (please specify) | (Number to be provided) |

**Signature of Authorised Official with Seal**

## Annexure- III

**List of major Customers/ Clients in last 5 years and references**

**(Refer Para 2 & 3 of Section I)**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| S. No. | Name & complete postal address of the Customer/Client | Type of Customer/Client – Bank/ FI, Govt. body, Reputed concerns | Name, Designation, Tel., Fax, e- mail address of the contact person | Nature of work undertaken | Contract  Amount | Whether the work was left incomplete or contract was terminated from either side. If yes, give  full details | Whether reference letter enclosed |
| a | b | c | d | e | f | g | h |
| 1 |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |

**(Please enclose necessary documentary evidence)**

**Note:** The client certificate regarding the performance of the vendor as given in Annexure IV should be obtained from all the clients mentioned in Annexure III.

**Signature of authorized official with seal**

## Annexure IV

**Client’s Certificate Regarding Performance of Vendor (Indicative)**

(On the letter Head of Client)

Name & address of the Client:

(Phone No. & e-mail ID)

Details of works executed by M/s

|  |  |  |
| --- | --- | --- |
| Details of AMC & FMS support provided by M/s | |  |
| 1 | Name of work with brief particulars |  |
| 2 | Agreement No. and date |  |
| 3 | Agreement Amount |  |
| 4 | Date of commencement of the agreement |  |
| 5 | Period of contract |  |
| 6 | Stipulated date of completion |  |
| 7 | Details of penalty levied. Give details, if any  uptime, if any |  |
| 8 | Name and address of the authority under whom contract executed Whether the service provider employed qualified Engineers during contract period? |  |
| 9 | Quality of work (indicate grading) | Outstanding/Very Good /Good / Satisfactory /poor |
| 10 | i) Did the Vendor went for arbitration? | Yes/No |
| ii) If yes, total amount of claim |  |
| iii) Total amount awarded |  |
| 11 | Comments on the capabilities of the service provider. | |
| a) Technical proficiency | Outstanding/Very Good /Good / Satisfactory /poor |
| b) Financial soundness | Outstanding/Very Good /Good / Satisfactory /poor |
| c) Mobilization of Manpower | Outstanding/Very Good /Good / Satisfactory /poor |
| d) General behaviour | Outstanding/Very Good /Good / Satisfactory /poor |

**Note:** All columns should be filled in and properly Countersigned.

**Signature of the Reporting Office with Office seal**

## 

## Annexure – V

**Undertaking/ Certificate of Indemnity**

(To be submitted on the letterhead of the Vendor)

The Regional Director

Reserve Bank of India

Chennai

Dear Sir,

**Facility Management Service (FMS) and Annual Maintenance Contract (AMC) for Computer Hardware, Software and IT Peripherals at Reserve Bank of India, Chennai**

In response to your captioned Tender notice dated\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, we hereby certify having fulfilled all the eligibility criteria stipulated in it and:

1. We have read the tender document and have fully understood all terms and conditions of the tender mentioned therein. We accept all the terms and conditions for submitting quotation as mentioned in the said Tender.

2. We hereby certify that no terms and conditions have been stipulated by us in the commercial bid.

3. We warrant that the repair and maintenance service/products to be sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify (unlimited liability) the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

4. We shall adhere to IS Policy guidelines of the Bank.

5. We shall abide by the requirements of the Sexual Harassment of Women (Prohibition, Prevention & Redressal) Act 2013.

6. We shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act as per the Central Government, Workmen’s Compensation Act, 1923, PF/ESI Act and other Labour Laws prevailing in the country.

7. We shall ensure compliance with any other relevant law at the time being in force and order / directions issued by the bank during the duration of the contract which we are obligated to comply with.

Yours faithfully,

Signature

Name :

Designation:

Date and Place:

## Annexure- VI

**Form of Bankers' Certificate / Solvency Certificate**

(Must be issued on or after May 13, 2023)

This is to certify that to the best of our knowledge and information M/s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ having registered address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a customer of our bank are/is respectable and can be treated as financially sound for any engagement up to a limit of ₹ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ )

It is clarified that this information is furnished without any guarantee or responsibility on part of the Bank (\*) or any of its officials.

(Signature)

Date:

Place:

**Note:** Bankers' certificates should be on letter head of the issuing bank, addressed to Reserve Bank of India, Chennai.

(\*) Issuing Bank

## Annexure-VII

**Compliance Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.**  **No.** | **Eligibility Criteria** | **Compliance**  **(Yes/ No)** | **Deviations,**  **if any** |
| 1 | The Vendor should be a Registered Indian Company. |  |  |
| 2 | The Vendor must have registration under GST, PAN, TIN, Employee State Insurance Act (if applicable), Provident Fund, Labour laws (if applicable). |  |  |
| 3 | The Vendor should be in the business of maintenance of Computer Hardware, Software and IT Peripherals at least during each of the last five (05) years ending March 31, 2023 and continuing in this business at the time of submission of bids. |  |  |
| 4 | The Vendor should have provided AMC of PCs/Laptops/Printers etc. to at least one Financial Institution/Banks/Government sector/ PSUs during each of the last three (03) years. |  |  |
| 5 | Vendor should have successfully completed in the last three (03) years-  a) Three (03) similar completed works each costing not less than the amount equal to 40% of the estimated cost.  or  b) Two (02) similar completed works each costing not less than the amount equal to 50% of the estimated cost.  or  c) One (01) similar completed work costing not less than the amount equal to 80% of the estimated cost. |  |  |
| 6 | The Vendor should have Profit in each of the last three (03) consecutive years (i.e. 2020-21, 2021-22 and 2022-23). The Vendor should have Minimum Annual Turnover of ₹35 lakhs in each of the last three (03) years (i.e. 2020-21, 2021-22 and 2022-23) |  |  |
| 7 | The Vendor should have,  (i) Carried out at least one similar project in Chennai during the financial year 2022-23 or  (ii) At least one similar active project at the time of submission of the bid.  (Documentary evidence in this regard is required to be submitted). |  |  |
| 8 | The Vendor should furnish solvency certificate issued by the its banker. The Vendor should furnish details of its banker(s) with account number and address of the bank/ branch along with the type of all the facilities availed from the bank(s). |  |  |
| 9 | The Vendor should have   1. A full-fledged service centre at Chennai with all the necessary equipment for repair works. The details of the engineers proposed to be deployed is to be captured in Part A of Annexure-II. 2. A full-fledged office at Chennai with adequate technical staff with expertise, certifications for dealing with the maintenance of various IT assets. (Details to be mentioned in Part B of Annexure-II). |  |  |
| 10 | The Vendor should have OEM (Original Equipment Manufacturer) certification or Authorization or Service provider certificate for the brands with more no. of Bank’s IT assets i.e. HP, Dell, any other brand etc. |  |  |
| 11 | The Vendor should be ISO 20000 certified. |  |  |
| 12 | The Vendor should not have violated any terms and conditions of any earlier contract awarded by any of its clients, which resulted in the contract being rescinded/abandoned before the expiry of prescribed period of contract. |  |  |
| 13 | The Vendor should not have been delisted/banned by any Government, Regulatory Authority, Financial Institution, etc. Further, the Vendor should not have any insolvency pending case against it. |  |  |
| 14 | The Vendor should have the capability to handle Annual Maintenance Contract for all brands and types of Computer Systems like Desktops, Laptops, Servers, Printers, Scanners and related IT Peripherals. The Vendor should be able to manage VC system, Projector and Display devices. |  |  |
| 15 | The Vendor should provide Level 1 support for the assets under warranty. The scope of level 1 support includes receiving and attending the user calls and identifying the problem, escalating the complaint with the OEM. |  |  |
| 16 | The Vendor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The Vendor shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty. |  |  |
| 17 | The Vendor shall ensure 99% & 98% uptime for PC & IT Peripherals and 99.5% for Servers under AMC. |  |  |
| 18 | The Vendor should arrange ten (10) qualified Resident Engineers (REs) consisting of one (01) Team leader (TL), nine (08) Engineers and one (01) Helper.  The TL must possess a B.E/B-tech/MCA degree in Computer Science/ IT/ Electronics with five (05) years of post-qualification experience in providing maintenance/service in Computer Hardware and Software at reputed IT companies/Government Bodies/ PSUs/FIs etc. with minimum one (01) year as the Team Head in the field.  All the Engineers must possess a minimum qualification of B.E/B-tech/Diploma degree in Computer Science/ IT/ Electronics with three (03) year’s post qualification experience in providing maintenance/service in Computer Hardware and Software. Out of the eight (08) Engineers, three (03) of them should have the knowledge & working experience of Video Conferencing and should have working experience in the real time Networking environment of not less than two (02) Years as in other cases.  The Helper can be a graduate/diploma holder in any stream. |  |  |
| 19 | The Vendor shall not sub-contract to any organization, person, firm or its franchisee without the prior approval of the Bank. |  |  |
| 20 | The Vendor shall provide insurance cover to REs. The REs or their legal heirs shall not claim any insurance benefit from the Bank in case RE(s) suffer any loss or damage to their life or person or property while working at Bank’s locations. |  |  |
| 21 | The Vendor is bound to follow all Labour rules and regulations as envisaged in the Payment of Wages Act 1936 and Minimum Wages Act 1948, of Central Government and ensure payment of minimum wages which should be based on total man days and/or working hours, which are revised time to time by the competent authority. |  |  |
| 22 | The Vendor shall ensure compliance to all the obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen’s Compensation Act, 1923 and other Labour Laws prevailing in the country and the Bank is not responsible for violation of any of the provisions of Labour Laws by the Vendor and the Vendor will make good the loss caused to the Bank due to non-compliance with any of the provisions of Labour Laws or any other Law by the Vendor. |  |  |

**Signature of Authorized Official with Seal**

## 

## Annexure -VIII

**List of IT Assets and Software**

|  |  |  |  |
| --- | --- | --- | --- |
| **Part (a): Details of IT Assets covered under AMC/FMS** | | | |
| AMC | | Warranty | |
| Model | No. of asset | Model | No. of asset |
| **Desktop** | | | |
| DELL OptiPlex 5050/60/70 | 50 | Dell OptiPlex 5000 SFF | 60 |
| HP EliteDesk 800 G1 | 1 | Dell OptiPlex 5070/80/90 | 235 |
| HP ProDesk 600 G2/G3/G4/G5 | 107 | HP ProDesk 400 G7 | 30 |
| CPU Intel 7th Gen | 1 |  |  |
| Total | 159 | Total | 325 |
| **Desktop-AIO** | | | |
| Dell OptiPlex 7450/60/70 | 16 | Dell OptiPlex 5400 AIO | 35 |
| HP EliteOne 800 G1/G2/G3/G4/G5 | 45 | Dell OptiPlex 7780/7470 | 23 |
|  |  | HP Elite one 800 G1/G5/G8 | 32 |
|  |  | Apple IMAC | 01 |
| Total | 61 | Total | 91 |
| **Printer** | | | |
| HP LaserJet Pro M202dw | 05 |  |  |
| Total | 05 | Total | NIL |
| **Printer- AIO** | | | |
| HP INK DESKJET IA 5085 AIO | 2 | CANON-MF244DW | 10 |
| HP LaserJet Pro MFP M226dw | 30 | HP LaserJet Pro MFP M226dw | 09 |
| HP Officejet Pro 8720/8730/8732M/9020 | 19 | HP LASERJET PRO MFP M329DW | 50 |
| HP Color LaserJet Pro MFP M477fdw | 5 | HP OFFICEJET PRO 8730 | 2 |
|  |  | CANON-MB5170 | 25 |
|  |  | HP AIO Ink Jet COLOR 9020 | 2 |
|  |  | HP COLOR LASERJET PRO MFP M479DW | 2 |
|  |  | HP Ink Tank Wireless 419 | 1 |
|  |  | HP Office Jet Pro 8730/9010 | 15 |
| Total | 56 | Total | 116 |
| **Scanner** | | | |
| CANON-DR-C240 | 10 | Cannon DR-C240 | 33 |
| Panini Scanner | 1 | HP Scanjet Enterprise Flow N700 snw1 | 5 |
| PORTRONICS SCANNY 6 WIFI SCANNER | 1 |  |  |
| Total | 12 | Total | 38 |
| **Server/Storage** | | | |
| Dell PowerEdge R710 | 3 |  |  |
| Dell Power vault MD 32000i | 1 |  |  |
| Total | 4 |  |  |
| **Laptop** | | | |
| Dell latitude 3400 | 13 | Dell Latitude 3410/3420 | 141 |
| Dell Latitude 5290 (2-in-1) | 1 | ASUS TUF F17 | 1 |
| Dell Latitude 7200 | 1 | Dell Latitude 5320 | 1 |
| Dell Latitude 7480/90 | 11 | Dell Latitude 7320 | 2 |
| HP EliteBook 840 G3/G5/G6 | 41 | HP 348 G7 Notebook | 22 |
| HP ProBook 440 G5/G6 | 38 | HP EliteBook 830 G8 | 8 |
| Microsoft Surface Book | 1 | HP Firefly 15 | 1 |
|  |  | HP IDS UMA I7 | 1 |
|  |  | HP ProBook 440 G8 | 6 |
| Total | 106 | Total | 183 |
| **IPAD** | | | |
| APPLE IPAD PRO 12.9 inch | 01 | APPLE IPAD PRO 12.9 inch | 01 |
|  |  | APPLE IPAD PRO 11 inch | 01 |
| Total | 01 |  | 02 |

**(Part B) Details of Software**

|  |  |
| --- | --- |
| **Sl. No** | **Item Description** |
|  | Oracle and its versions |
|  | MS Office its associated apps |
|  | All kinds of Fonts |
|  | Adobe packages |
|  | JAWS, IDEA, MS Power BI, e-Kawach |
|  | CISCO WebEx, MS Teams, ZOOM |

**Details of Operating Systems**

|  |  |
| --- | --- |
| **Sl. No** | **Item Description (All Licenced versions)** |
|  | Windows Network OS (All Version) |
|  | Windows Desktop OS (All Version) |
|  | Linux/Unix Operating System |
|  | IOS, MacOS (All Version) |

**Note: The list indicated above is not exhaustive. Bank may add or delete IT Assets/ Software under FMS and Comprehensive AMC at its discretion.**

## Annexure-IX

**EMD Deposit Details**

|  |  |  |
| --- | --- | --- |
| **Sl. No.** | **Requirements** | **Details** |
| 1 | Name of the Vendor |  |
| 2 | Name of the Bank |  |
| 3 | Account Number |  |
| 4 | IFSC |  |
| 5 | UTR details |  |
| 6 | Date of Payment |  |

## Annexure-X

**Prescribed Format for Application**

(Letterhead of the Vendor)

To

The Regional Director

Reserve Bank of India

Chennai

Dear Sir,

We have read the Tender document and have fully understood the terms and conditions mentioned therein. We have carefully examined the terms and conditions, technical specifications, scope of work etc. specified in the Tender document hereinafter set out and examined the works specified in the said Tender document and having acquired the requisite information relating thereto as affecting the Tender. We hereby offer to execute the works specified in the Tender for the time specified at the rates mentioned in the commercial bid and in accordance with specifications and instructions in writing with such other materials as are provided for, and in all other respects, in accordance with such conditions so far as they may be applicable.

1. We also agree that our commercial bid will remain valid for acceptance by the Bank for three (03) months from the date of opening of Part I of the Tender. We also agree to keep the Bank Guarantee towards Earnest Money valid during the specified period mentioned in the Para 14 (Performance Security) of Section II of the tender document, as per enclosed proforma as in Annexure XI in the Tender document.

2. Should this bid be accepted, We hereby agree to abide by and fulfil all the terms and conditions of the Tender and in default thereof, to forfeit and pay to you such sums of money as are stipulated in the conditions contained in the Tender together with the written acceptance of the contract.

3. We understand that you reserve the right to accept or reject any or all the bids either in full or in part without assigning any reason thereof.

4. The bid is submitted in two parts. Part I (technical bid) contains all terms and conditions and technical particulars, but commercial price has not been indicated anywhere in any manner, and Part II (commercial bid) contains only the price bid in the Bank’s e-Tender proforma in the format provided in the MSTC Portal.

5. We have uploaded the copies of all relevant documents sought in the eligibility criteria and other parts of the Tender document.

Dated this day of 2023.

For and behalf of M/s

(Signature with Seal)

Name

Designation

Date and Place

Certified true copy of the Authorisation in favour of the above signatory (to be Signed by the Competent Authority) to sign on behalf of the Company should be enclosed.)

**Note:** The Authorization should be provided by the company after following its due process and should be signed by a Competent Authority.

Witnesses:

(1) Signature with name Address & date

(2) Signature with name Address & date

Date Seal

## Annexure- XI

**Proforma of Bank Guarantee for Security Deposit**

(To be submitted on Non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To:

The Regional Director

Reserve Bank of India

Chennai

Dear Sir/Madam,

In consideration of your agreeing to accept the security deposit of ₹ \_(₹\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_only) furnishable to you by M/s \_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter referred to as “the Vendor”) in terms of their contract with you for “Annual Maintenance Contract (AMC) & Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank of India, Chennai” as per their Tender dated and your Conditions of Contract and other Tender documents relating thereto subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_in the form of guarantee from us in the manner hereinafter contained, we (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of ₹ (₹ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Vendor of any of the terms and conditions contained in the said Contract and in the event of the Vendor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of ₹ (₹ only) as may be claimed by you as your losses and/or damages, costs, charges or expenses by reason of such default on the part of the Vendor.

2. Notwithstanding anything to the contrary, your decision as to whether the Vendor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.

3. This guarantee shall continue and hold good until it is released by you on the application by the Vendor after expiry of the relative guarantee period of the said Contract and after the Vendor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said contract and submitted a “No Demand Certificate”, provided always that this guarantee shall in no event remain in force after the day of without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.

5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said contract or extend the time of performance of the Vendor or to postpone for any time or from time to time any of your rights or powers against the Vendor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Vendor or any other forbearance, act or omission on your part or any indulgence by you to the Vendor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of ₹ (₹ only) as aforesaid.

6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Vendor or any other person, firm or Vendor on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Vendor.

7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Vendor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.

8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Vendor from time to time arising out of or in relation to the said contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.

9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.

10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing uncancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.

11. This guarantee shall not be affected by any change in the constitution of the Vendor or us nor shall it be affected by any change in your constitution or by any amalgamation or absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated Vendor or concern.

12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said Tender or showing of any indulgence by the Bank to the Vendor shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.

14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and Vendor or any other person.

15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to ₹ (₹ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities thereunder, irrespective of whether or not the original guarantee is returned to us.

16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above-named Bank)

For & on behalf of (Banker’s Name & Seal)

BRANCH MANAGER

(Banker’s Seal)

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Annexure XII**

**Proforma for Undertaking / Declaration /Certificate regarding debarment**

(To be submitted by Vendors on their letter head duly sealed and signed by authorised signatory)

To

The Regional Director

Reserve Bank of India

Fort Glacis, Rajaji Salai

Chennai – 600001

Name of Work: ..............................................................................

1. I/We ............................. (Name of the Vendor) declares that

a) I/we or any of our allied firm\* is/ are not debarred / suspended / blacklisted by any public institution/entity in India or any other country as on, \_\_\_\_\_\_\_.

b) I/We or any of our allied firm\* have not made any transgression in respect of the code of integrity (as mentioned in the tender) with any public institution/entity in India or any other country in last three years as on.

c) We will inform the Bank in writing, in case, I/we or any of our allied firm\* is/are debarred/suspended/blacklisted by any public institution in India or any other country on or before award of work for the captioned work.

2. I/We, ……………………………………………… (Name of the Vendor) declare that I/we or our allied firm\*………………………………………… (Name of the allied firm(s) is/are debarred/suspended/blacklisted by ……………… (Name and address of public institution in India or any other country) and the same effective up to ………(date). A copy of such letter is attached for your information and record.

(Seal and signature of the Vendor)

Date

Place

(Note: strike out one of the above two declarations which is not applicable)

\*Allied firm: A firm would be termed as “allied firm” if the management is common, or substantial or majority shares are owned by the banned/ suspended firm and by virtue of this it has a controlling voice. Further all successor firms will also be considered as allied firm.

**Annexure XIII**

**Proforma for Undertaking / Declaration /Certificate regarding country sharing land border with India**

(To be submitted by Vendors on their letter head duly sealed and signed by authorised signatory)

To

The Regional Director

Department of Information Technology

Reserve Bank of India

Fort Glacis, Rajaji Salai

Chennai – 600001

Dear Sir,

Name of Work: ..............................................................................

1. I/We certify that……………. (Name and address, including Country of location of Vendor) have read and understood the contents of the Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020 and its subsequent orders/ revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a bidder of a country which shares a land border with India.

2. I/ We certify that…………………. (Name of the Vendor)

i. is not from a country sharing land border with India, or

ii. is from a country sharing land border with India and has been registered with the Competent Authority, the certificate of which is enclosed, or

iii. is from a country sharing land border with India where Government of India has extended lines of credit, or

iv. is from a country sharing land border with India where government of India is engaged in development projects

(Strike out whichever of the above is not applicable)

I / We further certify that …………… (Name of the Vendor) fulfils all requirements in this regard and is eligible to be considered under the provision of the above refer Office Memorandum and its subsequent orders/ revision. I/we……………… (Name of the Vendor) will not subtract any work to contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum/order.

I/ We know and understood that, if this Declaration / Undertaking / Certificate submitted by us is found to be false, the Bank shall free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorized signatory of the Vendor with Rubber Stamp

Date:

Place:

**PART** II**- COMMERCIAL BID**

**PART – II: Commercial Bid**

**Terms and Condition**

1. The Vendors are required to quote amount towards wage cost of Resident Engineers (REs) in compliance with payment of minimum wages under Minimum Wages Act, 1948 as notified by the Central Government from time to time and in compliance with instructions pertaining to EPF, ESIC, Gratuity and any other labour laws whichever is applicable.

2. The Comprehensive AMC Charges (CAMC), excluding GST, should also include expenses towards administrative services, uniform, profit, mobile charges etc. to REs. The Bank will not entertain any claim regarding revision of this amount during the currency period of the contract under any circumstances.

3. A Vendor being lowest bidder (L1) merely by commercial bid will not be sufficient ground for award of contract. In case the Vendor fails to quote the correct figures in line with latest statutory guidelines, its commercial bid is liable to be rejected.

4. After opening of commercial bid online, the Vendor shall submit the calculation sheet ([Annexure- C](#_Annexure-XII)) when called for by the Bank to check the validity of the amount quoted as per prevailing statutory rates and decide upon the award of contract. At this stage no change/correction of amount submitted online will be allowed.

## 

## Annexure-C

**Part II- Format of Commercial Bid**

**The format given below is only for illustrative purpose. The commercial bid is to be submitted only online in the excel format available on MSTC portal**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **(i) Comprehensive AMC Charges for nine (09) months** | | | | | | | |
| Sl. No. | Asset Type | Model | Quantity | Per unit rate (₹)  (excluding GST)  **(To be filled by the Vendor as per online format)** | Item-wise rate (₹) (excluding GST)  **Auto Calculated** **(Not to be filled by Vendor)**  [(d) \* (e)] | GST @ 18 % (₹)  **Auto Calculated** **(Not to be filled by Vendor)** [(f)\*0.18] | Final rate per item (₹)  **Auto Calculated** **(Not to be filled by Vendor)**  [(f) + (g)] |
| (a) | (b) | (c) | (d) | **(e)** | (f) | (g) | (h) |
| 1 | Desktop | DELL OptiPlex 5050/60/70 | 151 |  |  |  |  |
| HP EliteDesk 800 G1 |
| HP ProDesk 600 G2/G3/G4/G5 |
| CPU Intel 7th Gen |
| 2 | Desktop-  AIO | Dell OptiPlex 7450/60/70 | 61 |  |  |  |  |
| HP EliteOne 800 G1/G2/G3/G4/G5 |
| 3 | Printer-  (B&W) | HP LaserJet Pro M202dw | 5 |  |  |  |  |
| 4 | Printer -AIO | HP INK DESKJET IA 5085 AIO | 56 |  |  |  |  |
| HP LaserJet Pro MFP M226dw |
| HP Officejet Pro 8720/8730/8732M/9020 |
| HP Color LaserJet Pro MFP M477fdw |
| 5 | Scanner | CANON-DR-C240 | 12 |  |  |  |  |
| Panini Scanner |
| PORTRONICS SCANNY 6 WIFI SCANNER |
| 6 | Laptop | Dell latitude 3400 |  |  |  |  |  |
| Dell Latitude 5290 (2-in-1) |  |
| Dell Latitude 7200 | 106 |
| Dell Latitude 7480/90 |  |
| HP EliteBook 840 G3/G5/G6 |  |
| HP ProBook 440 G5/G6 |  |
| Microsoft Surface Book |  |
| 7 | IPAD | APPLE iPad PRO 12.9 inch | 1 |  |  |  |  |
| 8 | Server 1 | Dell PowerEdge R710 | 3 |  |  |  |  |
| 9 | Server 2 | Dell Power vault MD 32000i | 1 |  |  |  |  |
| Total | | | **396** |  |  |  | **AA** |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **(ii) FMS Charges for nine (09) months** | | | | | | | |
| Sl.  No. | Category of Resident Engineer (RE) | Required no. of Manpower  **(Auto-filled)** | Salary Per Engineer Per Month(₹) excluding GST  **(To be filled by the Vendor as per online format)** | FMS Charges for each category of Engineer per month (₹) excluding GST  **Auto Calculated** **(Not to be filled by Vendor)**  [(C)\* (D)] | FMS Charges for each category of Engineers (July 2023 -March 2024) (₹) excluding GST  **Auto Calculated** **(Not to be filled by Vendor)**  [(E)\* 9] | GST (@ 18%) for each category of Engineers (₹)  **Auto Calculated** **(Not to be filled by Vendor)**  [(F)\* 0.18] | Total FMS Charges (₹) for each category of Engineers  **Auto Calculated** **(Not to be filled by Vendor)**  [(F)+ (G)] |
| (A) | (B) | (C) | **(D)** | (E) | (F) | (G) | (H) |
| 1 | Team Leader | 01 |  |  |  |  |  |
| 2 | Engineer | 08 |  |  |  |  |  |
| 3 | Helper | 01 |  |  |  |  |  |
| **Total** | | | |  |  |  | **BB** |

|  |  |  |
| --- | --- | --- |
| **(iii) Total Charges for nine (09) months** | | |
| Sl. No. | Description | Rate (₹) |
| 1 | Amount towards Comprehensive AMC Charges (including GST) | AA |
| 2 | Amount towards FMS Charges (including GST) | BB |
| 3 | Total (AMC + FMS) (including GST) | **#** |

**Note:**

Commercial bid evaluation will be done on the amount of total at Sl. No-3 (indicated as **#**) of the above table.