

# Tender for Rate Contract for Supply of Digital Signatures Certificates & USB Crypto Tokens for FY 2018-21

# **Bank of Baroda**

RFP/Tender ref. No.: BCC:IT:PROC:110:49

25th October, 2018



# [A] Important Dates:

Schedule of RFP				
A.1	Tender No.	BCC:IT:PROC:110:49		
A.2	Date & Time of Viewing Tender	06:30 PM on 25 <sup>th</sup> October 2018		
A.3	Date of Pre - Bid Meeting	Not Applicable		
A.4	Last Date & Time of Submission of Bids	03:00 PM on 05 <sup>th</sup> November 2018		
A.5	Date & Time of opening of Part-I Technical Bid (Pre-Qualification)	03:30 PM on 05 <sup>th</sup> November 2018		
A.6	Date & Time of opening of Part-II Commercial Bid	To be communicated later		
A.7	Earnest Money Deposit	Not Applicable		
A.8	Website Address for online submission of bids (technical as well as commercial bids)	Bid must be submitted online on <a href="https://bobtenders.abcprocure.com/EP">https://bobtenders.abcprocure.com/EP</a>		
A.9	Website Address for opening of bids	https://bobtenders.abcprocure.com/EP ROC/		
A.10	Contact Details of M/s. e-Procurement Technologies Ltd.(ETL), Ahmedabad	M/s e-Procurement Technologies Limited Mr. Yashrajsingh Rathod Email: yashrajsinh@auctiontiger.net Phone: +91-79-40016815/6824, +91-7048878353		

# [B] Important Clarifications:

Following terms are used in the document interchangeably to mean:

- 1. Bank, BOB means 'Bank of Baroda'
- 2. Recipient, Respondent, Vendor, Bidder, SI means the respondent to the RFP document
- 3. RFP means the Request For Proposal document
- 4. OEMs means "Original Equipment Manufacturers"
- 5. Proposal, Bid means "Response to the RFP Document"
- 6. Tender means RFP response documents prepared by the vendor and submitted to Bank of Baroda



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# TENDER FOR RATE CONTRACT FOR SUPPLY OF DIGITAL SIGNATURES CERTIFICATES & USB CRYPTO TOKENS FOR FY 2018-21

#### A. BRIEF PROJECT REQUIREMENT

Bank of Baroda has a requirement for Purchase of Class II and Class III Digital Signature Certificates (DSC) for Executives/ Officers for filing charges with Registrar of Companies (MCA 21), signing of documents, mails and uploading 15G/15H on income tax department website etc. through Registration Authority (RA module). The DSC should contain the encrypted PAN value of the applicant. The requirement shall be for a period of 3 year from the date of placing of rate contract order and Bank shall, based on the requirement place orders during the said Contract Period.

#### **B. BID SUBMISSION DETAILS**

The vendors need to submit their bids against current tender through banks eProcurement website link only provided in Annexure – 1 (eProcurement guidelines) as part of e-tendering. No offline/documented bid submission will be accepted in any case. Vendors who are the licensed Certifying Authorities (CAs) of CCA are only allowed to participate in the tender for above mentioned procurement. The vendors are requested to submit their commercial bid for Class II and Class III Digital Certificates as per commercial bid format given in Annexure - 4. The quantity mentioned in the Annexure - 4 is approximate and Bank reserves the right to alter the quantity as per its requirement. In the case of additional requirements desired by the Bank over and above the quantity for which rate contract is placed with the successful vendor then the maximum quantity which the Bank can order would be an addition of 25% of the quantity as mentioned in Annexure - 4. Following documents needs to be furnished by the vendor as part of bid submission.

- a) Latest Valid documentary proof of Licensed CA by CCA
- b) Commercial Bid as per Annexure 4

## C. EVALUATION METHODOLOGY

Bank will evaluate the commercials of only those vendors who will submit valid documentary proof certifying the vendor as Licensed CA by Controller of Certifying Authorities, Government of India. The vendor quoting the lowest commercial shall qualify as the L1 vendor. The vendors expected not to add any conditions / deviations in the commercial bid. Any such conditions / deviations may make the bid liable for disqualification.

Prices quoted by the Vendor should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid extra as per actuals.

#### D. NORMALIZATION OF BIDS

The Bank will go through a process of evaluation and normalization of the bids to the extent possible and feasible to ensure that bidders are more or less on the same ground of evaluation. After the normalization process, if the Bank feels that any of the bids needs to be normalized and that such normalization has a bearing on the price bids; the Bank may at its discretion ask all the bidders to resubmit the commercial bids once again for scrutiny. The Bank can repeat this normalization



process at every stage of bid submission or till the Bank is satisfied. The bidders agree that they have no reservation or objection to the normalization process and all the bidders will, by responding to this tender, agree to participate in the normalization process and extend their co-operation to the Bank during this process. The bidders, by submitting the response to this tender, agree to the process and conditions of the normalization process.

#### **E. CONTRACT PERIOD**

The contract entered with the successful vendor will be for a period of 3 years from the date of placing of rate contract order. Bank based on its requirement during this contract period will place orders for the required quantity as and when required. However Bank will have the right to renegotiate these prices at the end of the contract period.

#### F. OTHER TERMS

Please note that any response which does not provide any / all of the information in the specified formats shall be rejected and the Bank shall not enter into any correspondence with the vendor in this regard.

The Bank reserves the right to accept or reject the tender in whole or in parts without assigning any reason thereof. The bank's decision will be final and the bank will not entertain any correspondence in this regard. Bank will not assume any responsibility in case of delay or non-delivery of responses by post, courier, etc within the stipulated time

Mere response to the tender will not entitle nor confer any right on the vendors for supply/sale to the bank.

Those vendors who do not fulfill any one of the required specifications and not meeting other criteria will not be considered.

#### **G. PAYMENT TERMS**

Bank will be placing orders for Digital Signing Certificate (DSC) as and when the requirement arises by the bank however bank will pay for the invoices on monthly basis as per the DSCs delivered for the last month. The vendor need to submit Monthly DSC issuance report, DSC Delivery Report with TAT achieved (Turnaround Time) along with the invoices. The vendor will be eligible for 100% payment after delivery and successful deployment of digital signing certificates. The payment will be released from IT Dept., BCC as per the payment terms on submission of related documents.

The Bank will pay invoices within a period of 30 days from the date of receipt of undisputed invoices. Any dispute regarding the invoice will be communicated to the selected Vendor within 15 days from the date of receipt of the invoice. After the dispute is resolved, Bank shall make payment within 30 days from the date the dispute stands resolved. There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the vendors. But, any benefit arising out of any subsequent reduction in the prices due to reduction in duty & taxes after the prices are fixed and before the delivery should be passed on to the Bank.



The Vendor must accept the payment terms proposed by the Bank. The commercial bid submitted by the vendors must be in conformity with the payment terms proposed by the Bank. Any deviation from the proposed payment terms would not be accepted. The Bank shall have the right to withhold any payment due to the vendor, in case of delays or defaults on the part of the vendor. Such withholding of payment shall not amount to a default on the part of the Bank. If any of the items / activities as mentioned in the price bid is not taken up by the bank during the course of the assignment, the bank will not pay the professional fees quoted by the vendor in the price bid against such activity / item.

# H. DELIEVERY TIMELINE

Digital Signature Certificate should be issued within -24- hours of receipt of application forms or through electronic KYC.

#### I. DOCUMENTATION

Vendor will have to supply all necessary documents in English related to the certificate along with their bid submission.

#### J. FORCE MAJEURE

Should either party be prevented from performing any of its obligations under this proposal by reason of any cause beyond its reasonable control, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives prompt notice to the other of any such factors or inability to perform, resumes performance as soon as such factors disappear or are circumvented.

If under this clause either party is excused performance of any obligation for a continuous period of ninety (90) days, then the other party may at any time hereafter while such performance continues to be excused, terminate this agreement without liability, by notice in writing to the other.

#### **K. ARBITRATION**

In the event of a dispute or difference of any nature whatsoever between BOB and the vendor during the course of the assignment arising as a result of this proposal, the same will settled through the process of arbitration conducted by a Board of Arbitration. This Board will be constituted prior to the commencement of the arbitration and will comprise of two arbitrators and an umpire. BOB and Vendor will each nominate an arbitrator to the Board and these arbitrators will appoint the umpire. Arbitration will be carried out at BOB's office that placed the order. The provisions of Indian Arbitration Act 1996 shall apply to the Arbitration proceeding.

#### L. INDEMNITY

The vendor will indemnify, protect and save the Bank against all claims, losses, costs, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. in respect of the Digital Signature Certificates supplied by him.



#### M. CONFIDENTIALITY

The Vendor shall keep confidential any information obtained under the contract and shall not divulge the same to any third party without consent in writing by BOB. In case of non-compliance of the confidentiality agreement, the contract is liable to be cancelled by BOB. Further, BOB shall have right to regulate vendor staff

#### N. INFORMATION AND SECRECY

The Vendor must provide a written undertaking to the bank to comply with the secrecy provision pursuant to provision of Banking Regulation Act, 1949 and other applicable laws. The Vendor will follow professional ethics and conduct in performing their duties. The Bank has right to terminate the services of the Vendor if it fails to comply with the conditions imposed. The external and internal auditors of the bank will be given right to review the books and internal controls of the Vendor. Any weaknesses highlighted during the audit must be promptly rectified especially where such weaknesses may affect the integrity of the internal controls of the bank

#### O. PUBLICITY

The vendor shall not advertise or publicly announce that he is undertaking work for BOB without written consent of BOB.

#### P. STANDARDS

All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.

#### Q. TERMINATION FOR DEFAULT

The Bank, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate this Contract in whole or in part, if the Vendor fails to perform any obligation(s) under the Contract.

In the event of the Bank terminating the Contract in whole or in part, the Bank may procure, upon such terms and in such manner, as it deems appropriate, services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar services.

#### R. AUDIT

Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access BOB documents, records or transaction or any other information given to, stored or processed by Vendor in relation to the services hereunder within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI.

Vendor should allow the Reserve Bank of India (RBI) to conduct audits or inspection of its Books and account with regard to BOB documents by one or more RBI officials or employees or other persons duly authorized by RBI.

#### S. NO EMPLOYER EMPLOYEE RELATIONSHIP

The Vendor or any of its holding / subsidiary / joint venture / affiliate / group / client companies / or any of their employees / officers / staff / personnel / representatives



/ agents / shall not under any circumstances be deemed to have any employer – employee relationship with the Bank or any of its employees / officers / staff / representatives / personnel / agents.

#### T. AUTHORIZED SIGNATORY

The Vendor shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The Vendor shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authenticated by Company Secretary/Director, authorizing an official or officials of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank. The Vendor shall furnish proof of signature identification for above purposes as required by the Bank.

For any further clarifications you may contact following officials:

<b>Contact Person Name</b>	Designation	Contact No.
Mr. Anupam P Bharti	Officer (IT Procurement)	022 6698 1554
Mr. Arnab Das	Sr. Manager (IT Procurement)	022 6698 3237
Ms. Archana Save	Chief Manager (IT Procurement)	022 6698 1556

E-mail all your queries to rfp.it.procurement@bankofbaroda.com



#### **Annexure 01 - E-Procurement Guidelines**

The vendors are requested to submit their commercial proposal for above mentioned procurement through website link provided below as part of e-tendering only. e-tendering / online tendering is the simulation of the manual tendering process on the internet i.e. the eligible bidders / tenders can log on to the internet website specified using a unique user name.& password and place their Technical & Commercial bids. The eligible bidders will be trained by M/s e procurement Technologies Ltd. personnel on the methodology of submitting the bids online using a digital signature/electronic key / password at the date and time specified. The bids placed by the bidders are confidential and will be opened by the authorized Bank of Baroda officials. No other person can gain access to the information regarding the bids, which is confidential in nature.

#### **Minimum requirement:**

- 1) Computer/Laptop with internet connection
- 2) Operating System Windows XP Service pack 3 / Vista / Windows 7
- 3) Digital Certificate Class II or III, signing + Encryption and it should be organizational certificate.
- 4) Web Browsers: Internet Explorer 9.0 (32-bit Browser only) & above
- 5) Vendor registration can be done online by opening Website <a href="https://bobtenders.abcprocure.com/EPROC/">https://bobtenders.abcprocure.com/EPROC/</a> Click on Registration link, create User Id and Password and attach your Digital certificate.



# Annexure 02 - Scope of Work

Bank of Baroda is in frequent requirements of Class II and Class III Digital Signature Certificate & USB Tokens to be used by Executives/ Officers for various applications/requirements as per following for digital signing.

- a) Filing charges with Registrar of Companies (MCA 21),
- b) Signing of documents, mails etc.
- c) Uploading 15G/15H on income tax department website etc. through Registration Authority (RA module).

The DSC should contain the encrypted PAN value of the applicant. The requirement shall be for a period of 3 year from the date of placing of rate contract order and Bank shall, based on the requirement place orders during the said Contract Period. Successful Vendor shall be responsible for the delivery of following scope of services and shall be the single point of responsibility for the bank.

Following is the two type of modus operandi & any one of the mode will be adopted by the bank at its own discretion:

Mode - 1: Bank will responsible only for the provision of the complete application forms to the vendor. All subsequent process from verification, issuance of DSCs to delivery of USB Crypto Tokens containing DSCs will be done by the vendor. Vendor need to execute the scope of work as per line item 1.b, 1.c & 1.d for which cost needs to be factored in the Commercial Bid against line item "Additional Services".

Mode - 2: Bank will responsible for provision of the complete application forms to the vendor, downloading of DSC, transferring DSCs into USB Crypto Tokens & delivery of the USB Crypto Tokens containing DSCs. Verification & Issuance of DSCs will be done by the vendor so that the DSC is available for download at bank's end.

The complete scope of work is defined as per below however final scope of work will be based on the Mode adopted by the bank while awarding the Rate Contract to the vendor.

#### 1. Digital Signature Issuance & Delivery

#### a. Generation and Issuance of Digital Signature Certificates

Bank will provide the list of the officials/application forms for whom Digital Signature Certificate (DSCs) are to be generated, as per the requirement. There should be an option for applicants to register themselves in the CA website. Print out of the registration form will be sent to RA for verification along with Applicant's Sign, Organization Seal and other required documents. RA will forward the application forms to Certifying Authority from bank's designated office. Vendor has to undertake all verifications as may be required for processing the request and issuing USB tokens. Vendor shall review the applications and generate Class-II or Class-III Digital Signature Certificates (with both Individual Signing and Encryption) for the applicants in accordance to the specifications mentioned in the bid document. Following needs to be provided by the vendor:



 Applicants should be informed regarding generation of the Digital Signature Certificate by CA (via email or SMS).

 A system generated mail should be sent to the applicants with a copy to our RA email ID at least -45- days before expiry of their Digital Signature Certificate.

# b. Downloading & Installation of Digital Signature Certificates to FIPS Certified USB crypto-tokens

- Bank/selected vendor shall download & install the Digital Signature Certificates (DSCs) to FIPS Certified USB crypto-tokens as per the standards/ guidelines of Controller of Certifying Authorities (CCA), Government of India.
- Bank/selected vendor shall also test the USB crypto-tokens while transferring the DSCs to USB tokens, and make sure the DSCs are downloaded/ installed to working USB tokens.

## c. Supply & Delivery of USB Crypto-tokens (installed with DSCs)

- Bank/selected vendor shall supply all the USB crypto-tokens with Digital Signature Certificates, to the designated locations in desired timeframe as specified by Bank.
- The selected vendor shall provide the required SDK/device drivers, software (with admin Module), USB token should be plug and play type for client machines and should be with preloaded token drivers/SDK setup for the user system. And these crypto-tokens should be compatible with Windows 7 and above versions.

#### d. Installation / commissioning of DSC

 The successful vendor will have to provide the necessary support for all installation / commissioning related issues for DSC & crypto tokens. Vendor has to provide all necessary customisation/applications needed to make the DSC/Crypto tokens operational in Bank's CBS/Domain PCs without any cost.

#### 2. Online Portal for Application

- a. The issuance process of Digital Signature Certificate should be hassle free.
- b. There should be an online portal of vendor for uploading the scanned copy of the application forms for Digital Signature Certificate in ZIP format or quick proceedings of Digital Signature Certificate. Portal should be active 24\*7 and should be open on Bank's Finacle PC (Domain PC) along with internet PC.
- c. Vendor has to prior update to Bank's Registration Authority about any change/modification/maintenance activity in the portal.
- d. Regular invoice details should be updated in the portal.

#### 3. MIS and Reports

a. MIS and Reports button should be available in the portal and Registration Authority should be able to apply filters before fetching out reports.



b. Reports should be exportable in excel and PDF. MIS Reports and details of the Digital Signature Certificate issued, pending, available, expiry date etc. should be 24\*7 available to the website and should be exportable to PDF & XLSX.

# 4. <u>Issuance & Delivery Timeline</u>

- a. Digital Signature Certificate should be issued within -24- hours of receipt of application forms or through electronic KYC.
- b. If there is any discrepancy in the application form of Digital Signature Certificate, it should be informed/updated in the portal within -04- hours from the time of upload.
- c. For bank's top executives' urgent facilitation, vendor must have to maintain a buffer stock of -10- USB Crypto Tokens at bank's designated office and there should be provision of issuing Digital Signature Certificate in -02- hours of receipt of application form for such cases. The buffer stock qty. can be modified at any point of time by bank at its own discretion.
- d. USB Crypto Tokens must be delivered within -04- working days of placing the purchase order.

## 5. Validity and e-Token warranty

- a. Validity of Digital Signature Certificate should of -02- years. The USB token shall be provided with comprehensive warranty of 2 years from the date of delivery of the respective token.
- b. An auto generated alert via email & SMS should be sent to the user before -45-days of expiry of their Digital Signature Certificate with CC to Bank's RA.

#### 6. Training and Support

The vendor will be liable to provide training to Banks officials at Bank's location whenever required during the contract period without any additional cost. The training shall cover the whole process of issuance & delivery of Digital Signature.

All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the commercial bid submitted by the vendor to the Bank. No extra costs will be payable by the Bank on account of any item (Media Sets, Manuals/User Guides/Administration Manuals for the products being supplied) or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. The vendor cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.

#### 7. Helpdesk Requirement

- a. The vendor shall provide online dedicated support and helpdesk services through phone, email and SMS alerts by qualified and competent support team for assisting Bank users. Application Form related issues should be bring into bank's notice within 4 Hours and all other issues should be resolved within maximum 5 hours from the call logging.
- b. Escalation Matrix should be in place for all issues which needs to be provided by the vendor after awarding the Rate Contract and same should be available & updated on online portal.



c. The Vendor support staff should be well trained to effectively handle queries raised by the Bank.

- d. It is the responsibility of the successful vendor to provide genuine and quality FIPS Certified USB Tokens (as per guidelines of CCA). If any of the USB Token is found defective/non-functional/non-responsive within the warranty time period, the successful vendor (who supplied that particular DSC and Token) shall be asked to replace that USB Token with DSC downloaded afresh, within 4 working days from the replace request (applicable for Mode 1 only). The Bank shall provide a fresh application for reissuance of DSC (if required).
- e. If DSC gets deleted from USB token unknowingly, the selected vendor may be asked to re-generate DSC for that particular individual on the same USB Token or new USB token (as per the requirement of the Bank).
- f. The successful vendor shall also provide online technical support for configuration, installation and troubleshooting, etc. as and when required in all respects through their own set-up or through any of its regional channel partner throughout the country. The successful vendor shall have to provide a helpline number with call logging facility with escalation matrix to the bank to which service/ complaint call shall be made.
- g. The successful vendor shall also assist the Bank in extraction of public key out of the DSCs and provide necessary support in integration of the public keys with the applications.
- h. successful vendor shall have to do the follow-up with users (Actual subscriber of DSC) to complete verification process of KYC (OTP, email or any other verification to be done), wherever applicable.



#### Annexure 03 - Service Levels

The Bank expects that the successful Vendor to adhere to the following minimum Service Levels:

- Any fault/ issue/ defect failure intimated by Bank through any mode of communication like call/e-mail/fax etc. are to be acted upon, so as to adhere to the service levels. Business/ Service Downtime and Deterioration shall be the key considerations for determining "Penalties" that would be levied on the Successful Vendor.
- Vendor to arrange for updation/upgradation required in the system to meet the changes suggested by RBI/ Govt. of India/ regulatory authorities towards compliance at no extra cost to bank for the entire contract period.

#### **Service Delivery Penalty**

Deliverables	Timeline	Penalty Details
Issuance of Class – II Digital Signature Certificate from the receipt of the Application Form	24 Hours	Penalty at an incremental rate of 10% of per unit cost of Digital Signature (including USB Crypto Token & additional services**) for each day after 24 Hours timeline
Issuance of Class – III Digital Signature Certificate from the receipt of the Application Form & Digital Signature Certificate for Executive Class (Both Class – II & Class – III)	2 Hours	Penalty at an incremental rate of 10% of per unit cost of Digital Signature (including USB Crypto Token & additional services**) for each day after 24 Hours timeline
Delivery of USB Crypto Tokens to the applicant/bank office	4 Days	Penalty at an incremental rate of 10% of cost of USB Crypto Token & additional services** for each day after 4 Days timeline

<sup>\*\*</sup> Additional services cost will be considered for penalty only when the order for the same will be issued by the bank.

The penalty would be calculated on monthly basis and the calculated amount would be adjusted from every subsequent monthly payment. The SLA charges will be subject to an overall cap of 30% of total cost of per unit cost of Digital Signature & USB Crypto Token.

If any of the service as per the scope of work is not available for any reason (eg. unavailability of portal, non-service of raised issues etc) then successful vendor has to achieve the required timelines against the deliverables as per scope by any alternate mechanism. Non-compliance of any timelines will attract penalty as per the terms & conditions.



If Vendor materially fails to meet successful delivery of timelines without any penalty for three (-03-) consecutive months, the Bank may have the right to terminate the contract. In case if there is no pending invoices to be paid by the Bank to the vendor, the vendor has to submit a Pay order / Cheque payable at Mumbai in favour of Bank of Baroda for the same within 15 days from the notice period from the Bank.

The vendor need to submit Monthly DSC issuance report, DSC Delivery Report with TAT achieved (Turnaround Time) along with the invoices.



# **Annexure 04 - Commercial Bid Format**

S. No.	Description of SSL Certificate	Validity/ Warranty	Qty.	Unit Price (₹)	Total Cost (₹)
1	Digital Signature Certificate Class-II	2 years	6,000	0.00	0.00
2	Digital Signature Certificate Class-III		200	0.00	0.00
3	Crypto USB e-Token		6,200	0.00	0.00
4	Additional Services per Digital 6,200 0.00			0.00	
Total Cost of Operation (in words)					0.00

#### Note:

 a) \*\* The Additional Services per Digital Signature Charges as per line item no. 4 is an optional item which may or may not be ordered at bank's discretion as part of Rate Contract. The cost against the said line item needs to be factored as Annexure – 02 (Scope of Work).

#### **General Terms & Conditions:**

- b) All qty mentioned are for whole contract period of 3 years. The qty mentioned against all items are approximate & tentative in nature which will be considered for arriving at TCO for all evaluation purposes. However Bank may or may not order any no. of these quantities during the tenure of the 3 Years Contract Period at its own discretion.
- c) In case of additional requirements desired by the Bank during the rate contract period, over and above the quantity for which rate contract is placed with a particular vendor then the maximum order which the Bank can place would be an addition of 25% of the quantity for which rate contract is placed.
- d) For each of the above items provided, vendor is required to provide the cost for every line item where the vendor has considered the cost.
- e) All the commercial value should be quoted in Indian Rupees & shall be all inclusive of taxes excluding GST. GST will be paid extra as per actuals.
- f) If the cost for any line item is indicated as zero then it will be assumed by the Bank that the said item is provided to the Bank without any cost.
- g) All deliverables to be supplied as per tender requirements provided in the tender.
- h) The vendor has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculations.
- i) Bank will deduct applicable TDS, if any, as per the law of the land.

Further, we confirm that we will abide by all the terms and conditions mentioned above & in the tender document.

**Authorized Signatory** 

Name:

Designation:

Vendor's Corporate Name:

Co. Seal