



**बैंक ऑफ़ बड़ौदा**  
**Bank of Baroda**



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**Request for Proposal for Selection of Vendor  
for Supply, Installation, Testing,  
Commissioning and Maintenance of Video  
Wall at Bank's Office, Hyderabad**

Bank of Baroda  
Baroda Corporate Centre  
Facilities Management Dept.  
C-26, G-Block  
Bandra Kurla Complex  
Bandra (East), Mumbai - 400051

**13<sup>th</sup> July 2021**  
**RFP Reference: BCC:FM:113:617**

**[A] Important Dates:**

#	Particulars	Timeline
1	RFP Issuance Date	<b>13<sup>th</sup> July 2021</b>
2	RFP Coordinator Name, Contact details (Bank)	<ol style="list-style-type: none"> <li>1. Mr. Abhinav Pushpam, Officer (IT) &amp; Mr. N. Kiran Kumar, Chief Manager</li> <li>2. Contact No. - 022-6698 5119 / 5177</li> <li>3. Email: em.bcc@bankofbaroda.co.in</li> <li>4. Postal Address: The General Manager – Facilities Management, Baroda Corporate Centre, C-26, G-Block, BKC, Mumbai – 400051</li> </ol>
3	Last Date of Written request for Clarifications Before the Pre-bid Meeting	<p><b>25<sup>th</sup> July 2021</b></p> <p>All the queries &amp; communication should be sent to the mail id: <a href="mailto:em.bcc@bankofbaroda.com">em.bcc@bankofbaroda.com</a> with subject <i>Pre-Bid Queries- Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's SOC, Hyderabad</i></p>
4	Pre-bid Meeting & Venue details	<p>Pre bid meeting will be held online through Bank's Online Meeting Platform (i.e. Microsoft Teams) on <b>27<sup>th</sup> July 2021 at 11:30AM.</b></p> <p>Bidder to submit maximum two participant's names, contact numbers, designations and e-mail IDs on <a href="mailto:em.bcc@bankofbaroda.com">em.bcc@bankofbaroda.com</a> with CC on <a href="mailto:abhinav.pushpam@bankofbaroda.com">abhinav.pushpam@bankofbaroda.com</a> at least one day before the scheduled teleconferencing date.</p> <p>Meeting invite Link will be sent by the Bank to bidder's provided email IDs to join the Online Meeting as per the schedule mentioned above.</p> <p>Bidder representatives will have to click the Bank provided link (provided in the e-mail) to join the On-Line Pre-bid meeting.</p>
5	Last Date of Submission of RFP Response (Closing Date)	<p>3.00 PM on <b>5<sup>th</sup> August 2021</b></p> <p>Mode: Online</p> <p>URL: <a href="https://www.tenderwizard.com/BOB">https://www.tenderwizard.com/BOB</a></p>
6	Eligibility Cum Technical Bid Opening Date	<p>3:30 PM on <b>5<sup>th</sup> August 2021</b></p> <p>Mode: Online</p> <p>URL: <a href="https://www.tenderwizard.com/BOB">https://www.tenderwizard.com/BOB</a></p>

7	Commercial Bid	The commercial bids of only those Bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the technically eligible Bidders.
8	Application Money	Nil
9	Bid Security (Earnest Money Deposit)	<b>Rs. 1,00,000/- (Rupees One Lakh Only)</b>
10	Minimum requirement for Online RFP response submission	<ol style="list-style-type: none"> <li>1. Computer / Laptop (Notebook) with internet connection</li> <li>2. Operating system - Windows 7 or above</li> <li>3. Digital certificate (DC) - Class II or III, Signing + Encryption. (DC to be organizational type if bidder is participating on behalf of an organization)</li> <li>4. Web Browsers: Internet Explorer 11 (32-bit Browser only) &amp; above or Mozilla Firefox - Latest version or Google Chrome - Latest version</li> </ol>
11	Mode of bid submission & online portal's URL	<p>Mode: Online</p> <p>URL: <a href="https://www.tenderwizard.com/BOB">https://www.tenderwizard.com/BOB</a></p>
12	Support details of Online Portal facilitator	<p>Email: <a href="mailto:eprocarebob@etenderwizard.com">eprocarebob@etenderwizard.com</a></p> <p><b>(Kindly put "E-PROCUREMENT QUERIES" in the subject line of the email: <a href="mailto:eprocarebob@etenderwizard.com">eprocarebob@etenderwizard.com</a>)</b></p> <p>Phone:</p> <p>Mr. Krunal Mahajan : +91-8800907637</p> <p>Mr. Sandeep Gautam : +91-8800496478</p> <p>Mr. Kamal Mishra : +91-8800115821</p> <p>Registration Help Desk : +91-11-49424365</p> <p>e-procurement queries : +91-11-49424365</p>

**[B] Important Clarifications:**

Following terms are used in the document interchangeably to mean:

<b>Definitions of some common terms &amp; Abbreviations</b>	
<b>RFP</b>	Request for Proposal document
<b>Recipient / Bidder / Respondents</b>	Reputed Service Provider/Vendors which participate in E tendering / RFP to make an offer
<b>Contractor/Supplier/Vendor</b>	Final successful Bidder to whom the contract will be awarded
<b>Bank, BOB</b>	Bank of Baroda
<b>Proposal, Bid</b>	Response to the RFP document
<b>Tender</b>	RFP response documents prepared by the bidder and submitted to Bank of Baroda
<b>Support</b>	Support and services to be provided as part of the scope of work
<b>MSP</b>	Managed service provider of the Bank for Data Centre
<b>ATP</b>	Acceptance Test Procedure
<b>AMC</b>	Annual Maintenance Contract
<b>EMD</b>	Earnest Money Deposit
<b>SLA</b>	Service Level Agreement
<b>MOU</b>	Memorandum of Understanding
<b>IST</b>	Indian Standard Time GMT +5:30
<b>INR</b>	Indian Rupee
<b>PBG</b>	Performance Bank Guarantee
<b>DLP</b>	Defect Liability Period
<b>ISD</b>	Initial Security Deposit

**Confidentiality:**

*This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of information contained in the document, and liable to be prosecuted by the Bank In the event that such a circumstance is brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.*

**[C] Model Clauses for Tenders as per the order no. 6/18/2019-PPD dated 23<sup>rd</sup> July 2020 issued by Ministry of finance department of expenditure:**

- I. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.
- II. “Bidder” (including the term ‘tenderer’, ‘consultant’ or ‘service provider’ in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.
- III. “Bidder from a country which shares a land border with India” for the purpose of this Order means: -
  - a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - d. An entity whose *beneficial owner* is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
- IV. The *beneficial owner* for the purpose of (iii) above will be as under:
  1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation -

- a. “Controlling ownership interest” means ownership of or entitlement to more than twenty-five per cent, of shares or capital or profits of the company;
- b. “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has

- ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
  4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
  5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
- V. An Agent is a person employed to do any act for another, or to represent another in dealings with third person.
- VI. The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

***Bidders have to submit duly signed declaration/undertaking as per Annexure 08***

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## 1. Introduction

### 1.1 Introduction

Bank of Baroda is one of the largest Public Sector Bank (PSU) in India with a branch network of over 8000+ branches in India and 95+ branches/offices overseas including branches of our subsidiaries, distributed in 25 countries.

Bank of Baroda, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at C-26, G-Block, Bandra Kurla Complex, Bandra East, Mumbai - 400051 (hereinafter referred to as the “Bank”) which expression unless repugnant to the context or meaning thereof shall mean and include its successors and assigns), intends to issue this RFP document, hereinafter called RFP, to eligible Bidders, hereafter called as ‘Bidders’, to participate in the competitive bidding for Selection of Vendor for Supply, Installation and Maintenance of Video Wall Solution at, Hyderabad.

**Site Address:** Bank of Baroda, Baroda Bhavan, Door No.2/48/BOB/91/13/P, Urdu University Road, Telecom Nagar, Next to L&T Serene County & before Maulana Azad National Urdu University, Gachibowli, HYDERABAD - 500032

### 1.2 Project overview

This Request for Proposal (RFP) document has been prepared solely for the purpose of enabling Bank of Baroda (“the Bank”) to select a Bidder for Supply, Installation, Testing, Commissioning and Maintenance of Video Wall Solution at Bank’s SOC at Hyderabad.

The Bank, for this purpose, invites proposal from Bidders who are interested in participating in this RFP who fulfill the eligibility criteria mentioned under Annexure 02 and are also in a position to comply with the technical requirement as mentioned in Annexure 11. Apart from the above the bidder must also agree to all our terms & conditions mentioned under this RFP.

The RFP document is not recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document.

### 1.3 Project Scope

The requirement is for Bank’s Security Operation Centre located at Hyderabad. Bank will award the contract to the successful bidder and the bidder should ensure of Supply, Installation and Maintenance of Video Wall Solution at Hyderabad Office as per the scope briefed in this RFP.

The Bidder shall perform the following tasks at Bank’s Security Operation Center (SOC) at Gachibowli, Hyderabad as per Bank requirement and satisfaction as per

this RFP, but not limited to:

- a) Supply, Installation, Testing, Commissioning and Maintenance of Video Wall Solution (Video Wall Display, Controller, Electric wiring, Networking, Display frame setup, etc).

Description of the envisaged scope is enumerated as part of Annexure 10 however the Bank reserves its right to change the scope of work considering the size and variety of the requirements and the changing business conditions.

The bidder needs to quote as per the Commercial Sheet mentioned in **Annexure 12**

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.

### **General Conditions**

- a) For installation & commissioning work, it shall be the responsibility of the Bidder to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job as per industry practice and safety norms.
- b) The Bidder shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages caused to Bank property due to Bidder's negligence shall be passed on the Bidder's account
- c) Bidder shall complete the entire work and make all the systems operational and handing over to Bank within stipulated timeline mentioned in the delivery & installation section of this RFP.
- d) The support shall be on call 24 x 7 x 365 basis
- e) In the case of additional requirements desired by the Bank during the contract period over and above the quantity for which purchase order is placed with a particular bidder then the maximum order which the Bank can place would be an addition of 25% of the quantity for which contract is placed.

### **Technical Proposal Attention Items**

- a) This RFP is not a contract offer. Receipt of a proposal neither commits Bank to award a contract to any bidder, nor limits Bank's rights to negotiate with any bidders, suppliers or contractors in Bank's best interest. Bank reserves the right to contract with any bidder, supplier or contractor at its own discretion.
- b) Bank reserves the right to request additional information necessary and pertinent to the project so as to assure the bidder's ability and qualification to perform the contract.

- c) Failure to answer any questions within stipulated timeline at any stage of this RFP may be considered non-responsive and the proposal may be disqualified.
- d) For any ambiguity, omissions or unclear content in the RFP the bidders should request Bank to clarify along with pre-bid queries within the time line mentioned in the “[A] Important Dates.
- e) For all technical details and relevant standards and specifications of this RFP that may not be stated in detail; bidders should ensure and provide quality and industrial standard products to Bank.
- f) In case of any difference in the standards between this RFP and the bidders’ proposal, the higher standards shall prevail and be applicable.
- g) Expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the bidders.
- h) Bank reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of Bank.
- i) Entire work specified in this RFP shall be carried out on Turnkey basis.
- j) As the contract is on Turnkey solution basis, any other miscellaneous requirements related to the scope described in the RFP or extra work required to be perform due to existing structure limitation shall be provided by the successful bidder even if those items are not mentioned explicitly in this RFP.

#### 1.4 Contract period

The Contract with the selected bidder will be valid for a period of **5 years** or expiry of warranty / AMC of the last delivered hardware whichever is later from the date of installation. The contract will be deemed completed only when all the items and services contracted by the Bank are provided in good condition, installed, implemented, tested and accepted along with the associated documentation provided to Bank’s employees; as per the requirements of the contract executed between the Bank and the Bidder. The Bank will have the right to renegotiate these prices at the end of the contract period.

#### 1.5 Service Levels and Uptime Guarantee

For details, please refer to Annexure 13 that provides the service levels for Supply, Installation and Maintenance of Video Wall Solution at, Hyderabad.

#### 1.6 Delivery & Installation

All the deliverables should be delivered **within 8 weeks** from the date of acceptance of purchase order by successful bidder. Bidder will have to pay late delivery charges to Bank of Baroda @ 1% of the delayed product value inclusive of all taxes, duties, levies etc., per week or part thereof, for late delivery beyond due date of delivery, to a maximum of 5% of the delayed product value. If delay exceeds the maximum percentage of 5%, Bank of Baroda reserves the right to cancel the entire order.

Bidder will be responsible for ensuring proper packing, delivery and receipt of the hardware/ equipment at the site. Sealed packs will be opened in the presence of Bank officials.

All necessary accessories as part of the hardware/ equipment's should be delivered together with the hardware/ equipment.

Any component (hardware or software) has not been delivered or if delivered is not operational, will be deemed / treated as non-delivery thereby excluding the Bank from all payment obligations under the terms of this contract. Partial delivery of products is not acceptable and payment for such products will not be made until full delivery is completed.

### 1.7 Transportation and Insurance

All the costs should include cost, insurance and freight (c.i.f). However, the Bidder has the option to use transportation and insurance cover from any eligible source. Insurance cover should be provided by the bidder till the acceptance of the goods by the Bank. The bidder should also assure that the goods would be replaced with no cost to Bank in case insurance cover is not provided.

### 1.8 Installation

Installation of all the hardware/ equipment including unpacking of cartons / boxes, mounting of the hardware/ equipment's and installation will be the responsibility of Bidder. Bidder will have to install the hardware/ equipment and hand it over to Bank for acceptance testing **within a maximum of 4 week** from the date of receipt of the deliverables at our office and Bank's notification for installation of the Hardware.

Bidder will have to pay late installation charges to Bank @ 1% of the product cost for the delayed item per day or part thereof subject to maximum of 5%, for delay in installation, if the delay is caused owing to reasons attributable to Bidder.

Bank reserves the right to shift any hardware / equipment to new location/s and warranty and AMC will continue to be in force at the new location also.

### 1.9 Warranty

The Proposed Video Wall Solution covering all components will remain under, onsite comprehensive maintenance warranty (Defect Liability) for a period of three years. The service support during warranty period shall be for complete accessories supplied.

Bidder will have to provide a post-installation warranty as per the terms mentioned below:

- Comprehensive Warranty for 36 Months from the date of installation or 37 months from the date of the delivery whichever is earlier.

Bidder will have to upgrade the Hardware / Software (in case of requirement) during warranty period at no cost to Bank. Patch updation, security patch updates etc to be

done (as and when required) preferably quarterly / half yearly in coordination with the Bank team.

In event of any equipment / part is replaced or any defect in respect of any equipment / part is corrected for more than one instance in any of the quarter during the base warranty period of 3 years, where the period of warranty remained is less than twelve month of the comprehensive warranty, the warranty in respect of the entire hardware equipment for which the equipment / part is replaced / defect is corrected, will be extended for an additional period of twelve months from the date of such replacement/ correction of defects.

In case of significant failures of specific component entire hardware/ equipment has to be replaced with new ones in proactive manner. The proactive action has to be taken immediately without affecting the banks day to day functioning and in a mutually convenient time. The proactive action plan is required to be submitted well in advance. Bidder is required to ensure that this kind of situation never arises.

The Bidders warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract.

The Bidder further warrants that all Goods supplied or Works carried out under this Contract shall have no defect, arising from design, materials, or workmanship (except when the design and /or material is required by the Bank's specifications) or from any act or omission of the Bidder, that may develop under normal use of the supplied Goods or Works in the conditions prevailing in the country.

Warranty should not become void if the Bank buys any other supplemental hardware from third party and installs it with/in these machines. However, the warranty will not apply to such hardware items installed.

**Warranty should cover the following:**

- a) The equipment should be attended within 6 hours of receipt of complaint (inclusive of travelling time). In case problems persist, systems should be replaced within 24 hours of receiving complaint and alternate system should be given till machine is repaired. The replaced equipment should be installed by the bidder at no extra cost to the Bank, so that normal job of the Bank may not get hampered.
- b) Warranty would cover updates / maintenance patches / bug fixes (available from the original equipment manufacturer) for system software & firmware patches / bug fixes, if any, for hardware.
- c) Providing of all deliverables including warranty services etc. under this contract shall be the sole responsibility of the bidder. Bank will not be responsible for any delays / violation from third party OEMs.

### 1.10 Acceptance Test (AT)

AT shall comprise of completion of following activities at Hyderabad:

- i. For each installed equipment and Installation Report (IR) template should be prepared along with the technical specifications and its value as per quoted product.
- ii. Bank personnel will check the working system value against the product value before signing the acceptance of the installation of equipment.
- iii. In case Bank is not satisfied with installation / configuration, party must reinstall and / or reconfigure the entire / partial solution.
- iv. Running of AT Schedule as per agreed AT Plan for systems.

All the License document along with Manual of the equipment's installed should be duly submitted.

### 1.11 Annual Maintenance Contract and Annual Technical Support

Bidders must quote for comprehensive on-site AMC, which shall include labour and cost of the material, strictly as per SLA terms, for a period of 2 (two) years after the expiry of 3 years' warranty period as mentioned above. The AMC shall be on-site comprehensive and shall not require the purchaser to procure and store recommended spares at the site during warranty / AMC. Entering into AMC for a lesser number of years (pro-rata charges to apply) shall be at the discretion of Bank.

The minimum AMC (after the warranty period) to be quoted by the bidder in the commercial proposal is 7% per annum on the total price quoted for the solution. The Comprehensive on-site AMC must be quoted by all the bidders for the subsequent 2 years' period over and above the warranty period. The Comprehensive on-site AMC prices should be based upon the percentage of the Purchase price or prevailing list price at the completion of three years, whichever is lower. Price Bids without AMC shall be summarily rejected. AMC rates must be quoted as per the price bid format enclosed. No other format shall be accepted.

In case of software, Operating System, Equipment Firmware and Equipment OS, during installation, integration, acceptance testing, warranty period, extended warranty period and CAMC, all updates and upgrades shall be supplied and installed free of cost on pre-paid freight basis. The support shall have to be mandatorily on-site.

However, in exceptional cases remote support from OEMs'/bidders' software/service centers, through phone/Email/Fax etc. shall also be required and is a must. The time limit within which such calls shall be attended to shall be only based on the SLAs mentioned in this RFP.

### 1.12 Affixing Asset Tags on the Equipment's:

It will be the responsibility of Bidder to affix the Asset tags on each Hardware component being supplied to Bank and also share the details with the Bank team.

The Asset Tags so printed by Bidder must have the company's logo of Bidder along with other details like call logging no., mail id etc. The asset tag details for the Hardware component would be mutually decided by the Bank and Bidder Complete asset inventory (under the scope of this RFP) including replacement of Hardware component on account of failure is the responsibility of Bidder

### 1.13 Handover Services

The Video Wall solution along with the supporting structure handover are the services provided by the bidder to Bank during the handover period of 15 days which will start after completion of operationalization of the solution to facilitate an orderly transfer of the Services to Bank. The handover services, to be provided by the bidder to the Bank shall include the following but not limited to:

- ❖ **The Bidder shall suitably and adequately train the Bank's staff and provide one Onsite Support Engineer for initial one month for fully and effectively manning, operating and training the Video Wall Solution to the concerned Bank's Team.**
- ❖ The Bidder shall provide such necessary information, documentation to the Bank or its designee, for the effective management and maintenance of the deliverables under this assignment. The Bidder shall provide all updated documentation (in English) in electronic form where available or otherwise a single hardcopy of all existing procedures, policies and programs required for Network Infra. Such documentation shall include but not limited to:
  - a) Standard Operating Procedures of all the equipment's/ hardware/ software installed.
  - b) Listing of all process being monitored with their monitoring frequency
- ❖ The Bidder shall provide inventory details for Video Wall Display and Infrastructure assets including licenses.
- ❖ All trainings that the Bank feels are necessary to be imparted to the Bank or its designated personnel.
- ❖ The Bidder agrees that the Transfer to Bank shall be completed within 7 days post the completion of Installation of Video Wall Display and its related Infrastructure, during which the Bidder shall adequately supervise the hand-over of the various components of the Bidder functions under this assignment.
- ❖ The Bidder must consult with Bank on any Third Party Contracts between the Bidder and Third Parties that are necessary or useful for Bank or a Third Party to perform the Services and arrange for transfer or assignment of such Third Party Contracts that Bank wishes to have transferred or assigned to Bank or a Third Party designated by Bank on commercially reasonable terms mutually acceptable to both Parties.



- ❖ All the warranties held by or in the name of the Bidder shall be assigned or transferred “As is” in the name of the Bank. The Bidder shall execute any and all such documents as may be necessary in this regard.
- ❖ The Parties shall return confidential information.
- ❖ The Bidder shall provide all other Services as may be agreed by the Parties in connection with the assignment.
- ❖ The Bidder recognizes that considering the enormity of the Assignment, the Handover Services listed herein are only indicative in nature and the Bidder agrees to provide all assistance and services required for fully and effectively handing over the Services provided by the Bidder under this assignment and subsequent Agreement, upon termination or expiration thereof, for any reason whatsoever.
- ❖ Post the handover process the Bidder shall continue to provide necessary support and services during warranty and AMC period for all the components supplied and installed as per the terms including SLA.
- ❖ Handover Process of hardware directly done by the Bidder / OEM.
- ❖ During the contract period, if there is an upgrade done by the Bidder is to be transferred to Bank, a knowledge transfer process needs to be followed so that the Bank can take over the support the hardware smoothly.

During this handover the Bidder would transfer all knowledge, knowhow and other things necessary for the Bank and / or its Engineer to take over and continue to manage the Video Wall Display and Infrastructure.

The Bidder agrees that in the event of cancellation or exit or expiry of the contract it would extend all necessary support to the Bank as would be required.

Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this assignment, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the Project Scope.

#### **1.14 Payment Terms**

The bidder must accept the payment terms proposed by the Bank. The commercial bid submitted by the bidders 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 bidder, in case of delays or defaults on the part of the bidder. 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 cost of such items and professional fees quoted by the bidder in the price bid against such activity / item.

The method and conditions of payments to be made to the successful bidder shall be:

**A. Delivery of Video Wall Display Hardware Components and Infrastructure Hardware Components**

1. 70% of the total cost of hardware on delivery of Video Wall and related components plus 100% of GST. (Wherever applicable) at actuals. The required documents to be provided along with original invoice:
  - a) Original delivery Challans duly stamped and signed by the Project Managers of the successful bidder and Bank.
  - b) In case of software's, original License copies (if any).
  - c) 3 years Warranty / support document of the OEM.
2. 25% of total cost of hardware and 100% of Installation cost on successful installation of Video Wall and related components.

**SNR case** - Wherever installation could not be carried out by the successful bidder due to the Bank's dependencies like Site not ready etc. even after 60 days beyond the date of delivery then the payment would be released, upon the successful bidder's submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. However, in such a case the successful bidder has to give an undertaking to complete installation within a week of being informed that the site is ready.

In case of SNR case, 20% of total cost of hardware and GST (if any) after two months on delivery of Video Wall Display and related components.

The required documents to be provided along with original invoice:

- a) Original installation reports duly stamped and signed by the Project Managers of the successful bidder and Bank.
  - b) In Case of SNR - Submission of certificate from location concerned duly signed (with Bank's seal affixed) by the Bank Authority concerned on the Bank's dependencies like site is not ready etc. along with an undertaking from bidder to complete installation within a week of being informed that the site is ready
3. Balance amount of 5% of total cost of hardware will be released on completion of warranty period plus 3 months or against bank guarantee in the format as specified in Annexure 09B Bank Guarantee for early release of retention money by a scheduled commercial bank other than Bank of Baroda valid for an equivalent amount valid for the period of warranty period plus 3 months.

**B. AMC** - AMC payments will be divided into four equal installments for the year and paid quarterly at the end of each quarter, on actuals. The payment will be on production of original invoice against receipt of satisfactory support report of previous quarter from Operations Managers of the user department. All the above documents to be duly signed by the authorized service delivery head of the bidder.

There shall be no escalation in the prices once the prices are fixed and agreed to by the Bank and the bidder. Payment will be released by Information Security Dept., as per above payment terms on submission of relevant 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 bidder 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.

### 1.15 Inspections and Tests

The Bank or its representative at its discretion shall have the right to inspect and/or to test the Goods and Materials and the Works carried out by the Bidder to confirm their conformity to the Contract specifications at no extra cost to the Bank.

Should any inspected or tested Goods fail to conform to the specifications or requirements set out in the Contract, the Bank may reject the Goods, and the Bidder shall either replace the rejected Goods or make alterations necessary to meet specifications or requirements free of cost to the Bank.

The Bidder shall have the manufacturer, before making delivery, carry out a precise and comprehensive inspection of the Goods regarding quality, specification, performance, quantity and weight and issue a quality certificate certifying that the Goods are in conformity with the stipulations in the Contract. The quality certificate shall not be regarded as final with respect to quality, specification, performance, quantity and weight. Particulars and results of the tests made by the manufacturer shall be shown in a statement to be attached to the quality certificate.

If, during the warranty period, it is found that the quality or specifications of the Goods or Works are not in conformity with the Contract or if the Goods or Works are proven to be defective for any reason, including latent defects or the use of unsuitable materials, the Bank shall promptly notify the Bidder of the existence of a claim.

No clause in "Inspection and Tests" clause shall in any way release the Bidder from any warranty or other obligations under this Contract.

## 2. Evaluation process

A two stage process is adopted for selection of the bidder:

- ▶ Stage 1 – Eligibility Cum Technical Bid
- ▶ Stage 2 – Commercial Bid

During evaluation of the Tenders, the Bank, at its discretion, may ask the Bidder for clarification in respect of its tender. The request for clarification and the response shall be in writing, and no change in the substance of the tender shall be sought, offered, or permitted. The Bank reserves the right to accept or reject any tender in whole or in parts without assigning any reason thereof. The decision of the Bank shall be final and binding on all the bidders to this document and bank will not entertain any correspondence in this regard.

### 2.1 Eligibility cum Technical Bid

Eligibility criterion for the Bidder to qualify this stage is clearly mentioned in Annexure 02 – Eligibility Criterion Compliance to this document. The bidder would need to provide supporting documents as part of the eligibility proof.

The technical bids of only those bidders who qualify in the eligibility criteria will be evaluated. The Technical Proposal will be evaluated for technical suitability Annexure 10 and Annexure 11.

#### **Proof of Concept (POC) for Video Wall Solution and related components:**

Bank has the discretion to ask the bidder to demonstrate existing setup as a part of POC with the proposed product. The bidder can demonstrate the setup at Bidder / OEM lab or in a customer environment.

POC will be based on the following conditions:

- a) All and any cost associated with demonstrating the POC (including provision of hardware, technical resources, travel cost, boarding cost etc.) will be to the account of the bidder and bank will not bear any cost.
- b) Bank reserves its right to extend / shorten the period of POC where needed.
- c) The POC would be done to check whether the quoted model meets the technical specifications as mentioned in Annexure 10 and Annexure 11. Further POC will verify the compatibility with existing infrastructure of the Bank
- d) Bidders who have failed in the POC will automatically stand disqualified technically.

The Bank's officials would visit reference sites provided by the Bidder if deemed necessary. The reference site which will be visited by the bank officials should have been installed with the proposed make. The Bank at its discretion may reject the proposal of the Bidder in case the responses received from the site visited are negative or the Video Wall Display and related components does not meet Bank's technical / functional requirement and / or in case there are no such reference sites

with the requirement detailed above.

The Bank reserves the right to modify the configuration of Hardware thereof to be ordered.

Bidders who meet these criteria would only qualify for the commercial bid opening.

## 2.2 Commercial Bid Evaluation

The commercial bids of only those bidders who qualify in both eligibility and technical evaluation will be opened. The date for opening of the commercial bid would be communicated separately to the eligible bidders. The commercial bid would be evaluated based on a “Total Cost of Ownership” (‘TCO’) basis. The key considerations of the TCO would be the total payouts for entire project through the contract period of 5 years.

### 3. Terms and conditions

#### 3.1 General Terms

- 3.1.1 Information Provided: The RFP document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with the Bank in relation to the provision of services. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers gives any representation or warranty (whether oral or written), express or implied as to the accuracy, updating or completeness of any writings, information or statement given or made in this RFP document. Neither the Bank nor any of its directors, officers, employees, agents, representative, contractors, or advisers has carried out or will carry out an independent audit or verification or investigation or due diligence exercise in relation to the contents of any part of the RFP document.
- 3.2.1 For Respondent Only: The RFP document is intended solely for the information of the party to whom it is issued (“the Recipient” or “the Respondent”) and no other person or organization.
- 3.3.1 Costs Borne by Respondents: All costs and expenses (whether in terms of time or money) incurred by the Recipient / Respondent in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the Bank, will be borne entirely and exclusively by the Recipient / Respondent.
- 3.4.1 No Legal Relationship: No binding legal relationship will exist between any of the Recipients / Respondents and the Bank until execution of a contractual agreement to the full satisfaction of the Bank.
- 3.5.1 Recipient Obligation to Inform Itself: The Recipient must apply its own care and conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information.
- 3.6.1 Evaluation of Offers: Each Recipient acknowledges and accepts that the Bank may, in its sole and absolute discretion, apply whatever criteria it deems appropriate in the selection of bidder, not limited to those selection criteria set out in this RFP document.
- 3.7.1 The issuance of RFP document is merely an invitation to offer and must not be construed as any agreement or contract or arrangement nor would it be construed as any investigation or review carried out by a Recipient. The Recipient unconditionally acknowledges by submitting its response to this RFP document that it has not relied on any idea, information, statement, representation, or warranty given in this RFP document.

- 3.8.1 Standards: All standards to be followed will adhere to Bureau of Indian Standards (BIS) specifications or other acceptable standards.
- 3.9.1 Acceptance of Terms: A Recipient will, by responding to the Bank's RFP document, be deemed to have accepted the terms as stated in this RFP document
- 3.10.1 Only one submission of response to RFP by each Respondent will be permitted
- 3.11.1 The Bank expects the bidder to adhere to the terms of this tender document and would not accept any deviations to the same.
- 3.12.1 The Bank expects that the bidder appointed under the tender document shall have the single point responsibility for fulfilling all obligations and providing all deliverables and services required by Bank.
- 3.13.1 Unless agreed to specifically by the Bank in writing for any changes to the issued tender document, the bidder responses would not be incorporated automatically in the tender document.
- 3.14.1 Unless expressly overridden by the specific agreement to be entered into between the Bank and the bidder, the tender document shall be the governing document for arrangement between the Bank and the bidder.
- 3.15.1 The Bank will notify the Respondents in writing as soon as practicable after the RFP Evaluation Complete date, about the outcome of the RFP evaluation process, including whether the Respondent's RFP response has been accepted or rejected. The Bank is not obliged to provide any reasons for any such acceptance or rejection.

## **3.2 Rules for Responding to this RFP**

- 3.2.1. The timeframe provided in point "[A] Important Dates" above is for the overall selection process. The Bank reserves the right to vary this timeframe at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the timeframe will be relayed to the affected Respondents during the process. The time schedule will be strictly followed. Interested parties are expected to adhere to these timelines. However, the Bank reserves the right to change the aforementioned timelines.
- 3.2.2. All responses received after the due date/time as mentioned in "[A] Important Dates – 5. Last Date of Submission of RFP Response (Closing Date)" would be considered late and would be liable to be rejected. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who lodges a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding.
- 3.2.3. The Bank has established RFP coordinators to provide a venue for managing bidder relationship and other requirements through the Bank's decision making body for contract clarification. All the queries and communication must be addressed to the RFP coordinators / contact persons from the Bank mentioned in

“[A] Important Dates – RFP Coordinator”

Recipients are required to direct all communications for any clarification related to this RFP to RFP Coordinator.

Recipients are required to direct all communications for any clarification related to this RFP to RFP Coordinator.

All questions relating to the RFP, technical or otherwise, must be in writing and addressed to the addresses given in point “[A] Important Dates” above. Interpersonal communications will not be entered into and a Respondent will be disqualified if attempting to enter into such communications. The Bank will try to reply, without any obligation in respect thereof, every reasonable question raised by the Respondents in the manner specified.

However, the Bank may in its absolute discretion seek, but under no obligation to seek, additional information or material from any Respondents after the RFP closes and all such information and material provided must be taken to form part of that Respondent’s response.

Respondents should invariably provide details of their email address(es) as responses to queries will only be provided to the Respondent via email. If Bank in its sole and absolute discretion deems that the originator of the query will gain an advantage by a response to a question, then Bank reserves the right to communicate such response to all Respondents.

The Bank may in its absolute discretion engage in discussion or negotiation with any Respondent (or simultaneously with more than one Respondent) after the RFP closes to improve or clarify any response.

- 3.2.4. Bidder should submit their Eligibility Cum Technical and Commercial bids Online i.e. <https://www.tenderwizard.com/BOB>. The bidder must register for submission of their bid as specified in this document

The RFP response without accompanying amount towards EMD/Bid Security or copy of valid Certificate (NSIC, MSME etc) for exemption of the same duly signed and stamped are liable to be rejected.

Bidder shall submit Earnest Money Deposit (EMD) online through NEFT/RTGS on the details below:

**Bank: BANK OF BARODA**  
**Branch: Bandra East**  
**IFSC: BARB0BANEAS (‘0’ is Zero)**  
**Account Type: OD**  
**Account No.: 29040400000417**  
**Account Name: BCC Office admin & Security**

Commercial Bid – (As per details given in Annexure 12).

If the submission to this RFP does not include all the documents and information



required or is incomplete or submission is through Fax/email mode, the RFP is liable to be summarily rejected.

All submissions, including any accompanying documents, will become the property of the Bank. The Recipient shall be deemed to have licensed, and granted all rights to, the Bank to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right of the Recipient that may subsist in the submission or accompanying documents

- 3.2.5. All responses should be in English language. All responses by the bidder to this tender document shall be binding on such bidder for a period of 180 days after opening of the bids. The Bank shall have the right at its sole and absolute discretion to continue the assignment/contract on the selected bidder for future requirement for various items/activities as described in the RFP after expiry of current assignment period.
- 3.2.6. All responses including commercial and technical bids would be deemed to be irrevocable offers/proposals from the bidders and may be accepted by the Bank to form part of final contract between the Bank and the selected bidder. Bidders are requested to attach a letter from an authorized signatory attesting the veracity of information provided in the responses. Unsigned responses would be treated as incomplete and are liable to be rejected.
- 3.2.7. The bids once submitted cannot be withdrawn / modified after the last date for submission of the bids unless specifically permitted by the Bank. In case, due to unavoidable circumstances, the Bank does not award the contract within six months from the last date of the submission of the bids, and there is a possibility to award the same within a short duration, the bidder would have the choice to maintain the EMD or to withdraw the bid and obtain the security provided.
- 3.2.8. The bidder may modify or withdraw its offer after submission but prior to the closing date and time as prescribed by Bank. No offer can be modified or withdrawn by the bidder subsequent to the closing date and time for submission of the offers.
- 3.2.9. The bidders required to quote for all the components/services mentioned in the "Project scope" and all other requirements of this RFP. In case the bidder does not quote for any of the components/services, the response would be deemed to include the quote for such unquoted components/service. It is mandatory to submit the details in the formats provided along with this document duly filled in, along with the offer. The Bank reserves the right not to allow / permit changes in the technical specifications and not to evaluate the offer in case of non-submission of the technical details in the required format or partial submission of technical details.
- 3.2.10. Based on the Bank's requirements as listed in this document, the bidder should

identify the best-suited product / solution that would meet the Bank's requirements and quote for the same. In case the bidder quotes more than one model and they have not specified which particular model quoted by them needs to be considered, then the response would be considered as improper and the whole tender submitted by the bidder is liable to be rejected. The bidder is expected to provide the best option and quote for the same.

- 3.2.11. Bidder must furnish requirements as per the formats provided in the RFP document.
- 3.2.12. In the event the bidder has not quoted for any mandatory items as required by the Bank and forming a part of the tender document circulated to the Bidder's and responded to by the bidder, the same will be deemed to be provided by the bidder at no extra cost to the Bank.
- 3.2.13. In the event the Bank has not asked for any quotes for alternative prices, and the bidder furnishes the alternative price in the bidder's financial bid, the higher of the prices will be taken for calculating and arriving at the Total Cost of Ownership. However, payment by the Bank will be made at the lower price. The Bank in this case may also reject the offer outright.
- 3.2.14. In the event optional prices are not quoted by the bidder, for items where such prices are a must and required to be quoted for, the highest price quoted by any of the participating bidder will be taken as the costs, for such alternatives and also for arriving at the Total Cost of Ownership for the purpose of evaluation of the Bidder. The same item has to be supplied by the Bidder free of cost
- 3.2.15. The Bank is not responsible for any assumptions or judgments made by the bidder for proposing and implementing the solution. The Bank's interpretation will be final.
- 3.2.16. The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the Bidder and responded by the bidders have been quoted for by the bidder, and there will be no extra cost associated with the same in case the bidder has not quoted for the same.
- 3.2.17. All out of pocket expenses, traveling, boarding and lodging expenses for the entire life of the contract should be a part of the financial bid submitted by the bidder to the Bank. No extra costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc. will be payable by the Bank. The bidder cannot take the plea of omitting any charges or costs and later lodge a claim on the Bank for the same.
- 3.2.18. The bidder at no point in time can excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, time frame for solution etc. as mentioned in the tender document circulated by the Bank. Bidder shall be fully responsible for deviations to the terms & conditions as proposed in the tender document.

- 3.2.19. Grievance Redressal: Any bidder who claims to have a grievance against a decision or action with regards to the provisions of this RFP may file a request to the General Manager & Head, FM Dept. at gm.em.bcc@bankofbaroda.com. It may please be noted that the grievance can be filed by only that bidder who has participated in Procurement proceedings in accordance with the provisions of this RFP. All letters must be addressed to the following:

The General manager & Head,  
Facilities Management Department  
Baroda Corporate Centre  
C-26, G-Block, BKC, Mumbai - 400 051

### 3.3 Commercial Bids

- 3.3.1 The bidder is requested to quote in Indian Rupee (INR). Bids in currencies other than INR would not be considered. The date for opening of price bids would be communicated separately to the successful bidders post the completion of the technical evaluation
- 3.3.2 The prices and other terms offered by bidders must be firm for an acceptance period of 180 days from the opening of the **commercial bid**.
- 3.3.3 In case of any variation (upward or down ward) in Government levies/ taxes/ cess/ duties other than GST which has been included as part of the price will be borne by the bidder. Variation would also include the introduction of any new tax/ cess/ duty, etc provided that the benefit or burden of other taxes quoted separately as part of the commercial bid like GST and any taxes introduced instead of GST and levies associated to GST shall be passed on or adjusted to the Bank. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly. Necessary documentary evidence should be produced for having paid any tax/ cess/ duty, if applicable, and or other applicable levies.
- 3.3.4 If any Tax authorities of any state, including, Local authorities like Corporation, Municipality etc. or any Government authority or Statutory or autonomous or such other authority imposes any tax, charge or levy or any cess/ charge other than GST and if the Bank has to pay the same for any of the items or supplies made here under by the bidder, for any reason including the delay or failure or inability of the bidder to make payment for the same, the Bank has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder does not reimburse the amount within a fortnight, the Bank shall adjust the amount out of the payments due to the Bidder from the Bank along with the interest calculated at commercial rate.
- 3.3.5 Terms of payment as indicated in the Purchase Contract that will be issued by the Bank on the selected Bidder will be final and binding on the bidder and no interest will be payable by the Bank on outstanding amounts under any circumstances. If there are any clauses in the Invoice contrary to the terms of the Purchase Contract, the bidder should give a declaration on the face of the Invoice or by a separate

- letter explicitly stating as follows “Clauses, if any contained in the Invoice which are contrary to the terms contained in the Purchase Contract will not hold good against the Bank and that the Invoice would be governed by the terms contained in the Contract concluded between the Bank and the bidder”.
- 3.3.6 The Bank ascertains and concludes that everything as mentioned in the tender documents circulated to the bidder and responded by the bidders have been quoted for by the bidder, and there will be no extra cost associated with the same in case the bidder has not quoted for the same.
- 3.3.7 The Bank is not responsible for any assumptions or judgments made by the bidder for arriving at any type of costing. The Bank at all times will benchmark the performance of the bidder to the RFP and other documents circulated to the bidder and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the bidder must make good the same at no extra costs to the Bank, in order to achieve the desired service levels as well as meeting the requirements of these documents. The Bank shall not be responsible for any assumptions made by the bidder and the Bank’s interpretation will be final.
- 3.3.8 The Commercial Offer should give all relevant price information and should not contradict the Technical Offer in any manner. There should be no hidden costs for items quoted.
- 3.3.9 The Bank is not responsible for the arithmetical accuracy of the bid. The bidders will have to ensure all calculations are accurate. The Bank at any point in time for reasons whatsoever is not responsible for any assumptions made by the Bidder. The Bank at a later date will not accept any plea of the bidder or changes in the commercial offer for any such assumptions.
- 3.3.10 Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the Bidder is expected to provide the same at no additional cost to the Bank. The Bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the Bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP

### **3.4 Price Comparisons**

- 3.4.1 The successful bidder will be determined on the basis evaluation mentioned in Evaluation Criteria in this RFP document.
- 3.4.2 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 shortlisted 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 RFP, 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 RFP, agree to the process and conditions of the normalization process.

- 3.4.3 The Price offer shall be on a fixed price basis. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. The rate quoted by the bidder should necessarily include the following:
- 3.4.4 Transportation, forwarding and freight charges of all equipment to the site;
- 3.4.5 Prices quoted by the Bidder should be inclusive of all taxes, duties, levies etc. except GST. GST will be paid at actuals. The Bidder is expected to provide the GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.
- 3.4.6 The Bidders expected to provide details of services which are required to be extended by the Bidder in accordance with the terms and conditions of the contract.
- 3.4.7 The Bidder must provide and quote for the required product and services as desired by the Bank as mentioned in this RFP. Any product or services not proposed to be provided by the Bidder will result in the proposal being incomplete, which may lead to disqualification of the Bidder.

### 3.5 Application Money, Bid Security and Performance Guarantee

#### Bid Security / Earnest Money Deposit

Bidders are required to give an earnest money deposit of an amount as mentioned in **[A] Important Dates – 9. Bid Security (Earnest Money Deposit)**. The same shall be paid through NEFT (National Electronic Fund Transfer)/ Bank Transfer favoring BANK OF BARODA, BANK ACCOUNT NO. 29040400000417, BANK IFSC CODE - BARB0BANEAS or by way of Demand Draft/Pay Order/Banker Cheque drawn on BKC, Mumbai payable to “Bank of Baroda”. The Demand Draft should be from a scheduled commercial Bank and will be accepted subject to the discretion of the Bank.

- Offers made without the Earnest money deposit will be rejected.
- The amount of Earnest money deposit would be forfeited in the following scenarios:
  - In case the bidder withdraws the bid prior to validity period of the bid for any reason whatsoever;
  - In case the bidder refuses to accept and sign the contract as specified in this document within 1 month of issue of contract order/letter of intent for any reason whatsoever; or

- In case the Bidder fails to provide the performance guarantee within 30 days from the purchase order date, for any reason whatsoever.
- **Unsuccessful Bidder's** - Bid security money deposit or bank guarantee will be returned by the Bank within two weeks from closure of the RFP. No interest shall be paid on Bid security money deposit to unsuccessful Bidders.
- **Successful Bidder** – Bid security money deposit or bank guarantee will NOT be discharged upon the bidder furnishing the performance guarantee. The Bid security Money of the successful bidder may be forfeited or the bank guarantee in lieu of Bid security money may be invoked by the Bank if the bidder fails to furnish performance guarantee within 30 days from the date of Bank placing the order for any reason whatsoever and / or the bidder refuses to accept and sign the contract within 1 month of issue of contract order / letter of intent for any reason whatsoever.
- Please note that firms/agencies claiming exemption from submission of EMD under any statutory authority/law (eg. NSIC, MSME etc.) shall be required to submit necessary documents viz. valid registration certificate etc. to the satisfaction of the Bank. Such firms shall ensure to submit copy of valid Registration Certificate duly signed and stamped in place of receipt of NEFT/RTGS/DD/BC. For MSEs Government of India provisions shall be considered while evaluating the tender

### 3.5.1 Performance Guarantee

The successful bidder shall provide a Performance Guarantee within 30 days from the date of receipt of the order or signing of the contract whichever is earlier in the format as provided in Annexure 09A to the extent of 3% of the total order value for the entire period of the contract plus 3 months and such other extended period as the Bank may decide for due performance of the project obligations. The guarantee should be of that of a Scheduled Commercial Bank only.

In the event of non-performance of obligation or failure to meet terms of this Tender the Bank shall be entitled to invoke the performance guarantee without notice or right of demur to the bidder. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the bidder should be included in the remaining amount of the contract value.

The Bank reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Performance Guarantee, if any, under this contract.

If the Performance guarantee is not submitted within the stipulated time, the Bank reserves the right to cancel the order / contract and the earnest money deposit taken from the bidder, will be forfeited.

### 3.6 Others

- 3.6.1 The product / solution will be deemed accepted only after successful ATP and sign off from Bank's identified Project Manager.
- 3.6.2 Responses to this RFP should not be construed as an obligation on the part of the Bank to award a purchase contract for any services or combination of services. Failure of the Bank to select a bidder shall not result in any claim whatsoever against the Bank. The Bank reserves the right to reject any or all bids in part or in full, without assigning any reason whatsoever.
- 3.6.3 By submitting a proposal, the bidder agrees to promptly contract with the Bank for any work awarded to the bidder. Failure on the part of the awarded bidder to execute a valid contract with the Bank will relieve the Bank of any obligation to the bidder, and a different bidder may be selected based on the selection process.
- 3.6.4 The terms and conditions as specified in the RFP and addendums (if any) thereafter are final and binding on the bidders. In the event the bidders not willing to accept the terms and conditions of the Bank, the bidder may be disqualified. Any additional or different terms and conditions proposed by the bidder would be rejected unless expressly assented to in writing by the Bank and accepted by the Bank in writing
- 3.6.5 The bidder must strictly adhere to the delivery dates or lead times identified in their proposal and as agreed by the Bank. Failure to meet these delivery dates, unless it is due to reasons entirely attributable to the Bank, may constitute a material breach of the Bidder's performance. In the event that the Bank is forced to cancel an awarded contract (relative to this tender document) due to the Bidder's inability to meet the established delivery dates or any other reasons attributing to the bidder then that bidder will be responsible for any re-procurement costs suffered by the Bank. The liability in such an event could be limited to the differential excess amount spent by the Bank for procuring similar deliverables and services.
- 3.6.6 The bidder shall represent and acknowledge to the Bank that it possesses necessary experience, expertise and ability to undertake and fulfill its obligations, involved in the performance of the provisions of this RFP. The bidder represents that the proposal to be submitted in response to this RFP shall meet the proposed RFP requirement. If any services, functions or responsibilities not specifically described in this RFP are an inherent, necessary or customary part of the deliverables or services and are required for proper performance or provision of the deliverables or services in accordance with this RFP, they shall be deemed to be included within the scope of the deliverables or services, as if such services, functions or responsibilities were specifically required and described in this RFP and shall be provided by the bidder at no additional cost to the Bank. The bidder also acknowledges that the Bank relies on this statement of fact, therefore neither accepting responsibility for, nor relieving the bidder of responsibility for the performance of all provisions and terms and conditions of this RFP, the Bank expects the bidder to fulfill all the terms and conditions of this RFP. The

modifications, which are accepted by the Bank, shall form a part of the final contract.

- 3.6.7 The Bidder shall represent that the services provided and/or use of the same by the Bank shall not violate or infringe the rights of any third party or the laws or regulations under any governmental or judicial authority. The Bidder further represents that the documentation to be provided to the Bank shall contain a complete and accurate description of the deliverables and services (as applicable), and shall be prepared and maintained in accordance with the highest industry standards. The Bidder represents and agrees to obtain and maintain validity throughout the specified term, of all appropriate registrations, permissions and approvals, which are statutorily required to be obtained by the bidder for performance of the obligations of the bidder. The bidder further agrees to inform and assist the Bank for procuring any registrations, permissions or approvals, which may at any time during the Contract Period be statutorily required to be obtained by the Bank for availing services from the bidder.
- 3.6.8 All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the bidder. The Bank shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service. The bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels etc. as mentioned in this tender document.
- 3.6.9 “Bank of Baroda will abide by Govt. of India Public procurement (preference to "Make in India) order P-45021/2/2017-B.E.-II Dated 15th June 2017 as applicable to encourage 'Make in India' and to promote manufacturing and production of goods and services in India. In case the bidder wishes to avail preference to Make in India order 2017 in public procurement as applicable, bidder may provide self-certification of 'Local content' where 'Local content' means the amount of value added in India as a percentage of total value in percentage”
- 3.6.10 The Bank and the bidder covenants and represents to the other Party the following:
- It is duly incorporated, validly existing and in good standing under as per the laws of the state in which such Party is incorporated.
  - It has the corporate power and authority to enter into Agreements and perform its obligations there under. The execution, delivery and performance of terms and conditions under Agreements by such Party and the performance of its obligations there under are duly authorized and approved by all necessary action and no other action on the part of such Party is necessary to authorize the execution, delivery and performance under an Agreement.
- 3.6.11 The execution, delivery and performance under an Agreement by such Party:
- Will not violate or contravene any provision of its documents of incorporation;
  - Will not violate or contravene any law, statute, rule, regulation, licensing



requirement, order, writ, injunction or decree of any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority by which it is bound or by which any of its properties or assets are bound;

- Except to the extent that the same have been duly and properly completed or obtained, will not require any filing with, or permit, consent or approval of or license from, or the giving of any notice to, any court, governmental instrumentality or other regulatory, governmental or public body, agency or authority, joint venture party, or any other entity or person whatsoever;
- To the best of its knowledge, after reasonable investigation, no representation or warranty by such Party in this Agreement, and no document furnished or to be furnished to the other Party to this Agreement, or in connection herewith or with the transactions contemplated hereby, contains or will contain any untrue or misleading statement or omits or will omit any fact necessary to make the statements contained herein or therein, in light of the circumstances under which made, not misleading. There have been no events or transactions, or facts or information which has come to, or upon reasonable diligence, should have come to the attention of such Party and which have not been disclosed herein or in a schedule hereto, having a direct impact on the transactions contemplated hereunder.
- The bidder shall undertake to provide appropriate human as well as other resources required, to execute the various tasks assigned as part of the project, from time to time.
- It would be the responsibility of the bidder to arrange / obtain necessary road permits or any other document for delivery of the material till Bank's premises. The bidder shall arrange road permit for locations applicable at no extra cost to the Bank.
- The Bank would not assume any expenses incurred by the bidder in preparation of the response to this RFP and also would not return the bid documents to the Bidders
- The Bank will not bear any costs incurred by the bidder for any discussion, presentation, demonstrations etc. on proposals or proposed contract or for any work performed in connection therewith.

### 3.7 Other RFP Requirements

This tender document may undergo change by either additions or deletions or modifications before the actual award of the contract by the Bank. The Bank also reserves the right to change any terms and conditions of the tender document and its subsequent addendums as it deems necessary at its sole discretion. The Bank will inform all bidders about changes, if any.

The Bank may revise any part of the tender document, by providing a written addendum at stage till the award of the contract. The Bank reserves the right to issue revisions to this tender document at any time before the award date. The addendums, if any, shall be published on Bank's website only.

The Bank reserves the right to extend the dates for submission of responses to this document.

**Preliminary Scrutiny** – The Bank will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The Bank may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on all bidders and the Bank reserves the right for such waivers and the Bank’s decision in the matter will be final.

**Clarification of Offers** – To assist in the scrutiny, evaluation and comparison of offers, the Bank may, at its discretion, ask some or all bidders for clarification of their offer. The Bank has the right to disqualify the bidder whose clarification is found not suitable to the proposed project.

**No Commitment to Accept Lowest bid or Any Tender** – The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

**Erasures or Alterations** – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct information of the services being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure / manual” is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.

**Right to Alter Quantities** – The Bank reserves the right to alter the requirements specified in the Tender. The Bank also reserves the right to delete one or more items from the list of items specified in the Tender. The Bank will inform all Bidders about changes, if any. The Bidder agrees that the Bank has no limit on the additions or deletions on the items for the period of the contract. Further the Bidder agrees that the prices quoted by the Bidder would be proportionately adjusted with such additions or deletions in quantities

**Incidental Services** - The Bidder shall provide all the services as specified in the tender document, particularly the Project Overview and Technical Summary. The price for performing the required incidental services shall be deemed to be included in the Contract Price.

If the Bank is not satisfied with the specifications as specified in the tender document and observes major deviations, the bids of such bidders will not be short-listed for

further evaluation. No further discussions shall be entertained with such bidders in respect of the subject bid.

There will be an acceptance test by the Bank after implementation of the solution. In case of discrepancy in solution implemented, the Bank reserves the right to cancel the entire purchase contract and the bidder should take back their equipment at their costs and risks. The test will be arranged by the bidder at the sites in the presence of the officials of the Bank and / or its consultants

Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc or such other statutory infringements under any laws including the Copyright Act, 1987 in respect of services provided by them in the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim. However, (i) the Bidder has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

Letter of Undertaking from OEM (Annexure 07) – The Bidder should furnish a letter from original equipment manufacturer (OEM) authorizing the Bidder to quote for OEM's product in response to the RFP from the Bank. The said letter should also offer to extend the required support from the OEM in respect of the items stipulated in the RFP

Undertaking on Information Security (Annexure 06) - The Bidder should furnish a letter both from the original equipment manufacturer (wherever applicable) and also from the Bidder's end providing an undertaking on Information Security of Authenticity for HW/solution supplied. This undertaking from both OEM and the bidder is on Information security as per regulatory requirement.

The Bidder shall perform its obligations under this Tender as an independent contractor, and may engage subcontractors to perform any of the Deliverables or Services with prior permission from Bank. Neither this Tender nor the Bidder's performance of obligations under this Tender shall create an association, partnership, joint venture, or relationship of principal and agent, master and servant, or employer and employee, between the Bank and the Bidder or its employees, subcontractor; and neither Party shall have the right, power or authority (whether expressed or implied) to enter into or assume any duty or obligation on behalf of the other Party.

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and / or sub-contractors and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of the Bank, nor seek to be treated as employees of the Bank for any purpose, including claims of entitlement to fringe benefits provided by the Bank, or

for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all of its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services; and the Bidder will make all required payments and deposits of taxes in a timely manner

### 3.8 Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- ▶ “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- ▶ “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

### 3.9 Authorized Signatory

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected bidder 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 bidder shall furnish proof of signature identification for above purposes as required by the Bank.

### 3.10 Service Level Agreement and Non-Disclosure Agreement

The successful bidder shall execute a) Service Level Agreement (SLA), which must include all the services and terms and conditions of the services to be extended as detailed herein, and as may be prescribed or recommended by the Bank and b) Non Disclosure Agreement (NDA). The successful bidder shall execute the SLA and NDA within 30 days from the date of acceptance of Purchase Order

All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the bidder.

### 3.11 Right to Reject Bids

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- ▶ It is not in conformity with the instructions mentioned in the RFP document.
- ▶ It is not accompanied by the requisite and Earnest Money Deposit (EMD).
- ▶ It is not properly or duly signed.
- ▶ It is received through email.
- ▶ It is received after expiry of the due date and time.
- ▶ It is incomplete including non- furnishing the required documents.
- ▶ It is evasive or contains incorrect information.
- ▶ There is canvassing of any kind.
- ▶ It is submitted anywhere other than the place mentioned in the RFP
- ▶ Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.

## 4. General Terms and Conditions

### 4.1 Dispute Resolution

The Bank and the Bidder shall make every effort to resolve amicably, by direct informal negotiation between the respective project managers/ directors of the Bank and the Bidder, any disagreement or dispute arising between them under or in connection with the contract.

If the Bank project manager/director and Bidder project manager/ director are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the Bidder and Bank respectively.

If after thirty days from the commencement of such negotiations between the senior authorized personnel designated by the Bidder and Bank, the Bank and the Bidder have been unable to resolve contractual dispute amicably, either party may require that the dispute be referred for resolution through formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings. Arbitration will be carried out at Bank's office that placed the order. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings

The arbitral award shall be in writing, state the reasons for the award, and be final and binding on the parties. The award may include an award of costs, including reasonable attorneys' fees and disbursements. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party or its assets.

### 4.2 Governing Laws

This RFP and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Mumbai shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

### 4.3 Notices and other Communication

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be sent personally or by certified or registered post with acknowledgement due or overnight courier or email duly transmitted, facsimile/fax transmission (with hard copy to follow for email/fax), addressed to the other party at the addresses, email and fax number given in the contract. Notices shall be deemed given upon receipt, except that notices send by registered post in

a correctly addressed envelope shall be deemed to be delivered within 5 working days (excluding Sundays and public holidays) after the date of mailing dispatch and in case the communication is made by facsimile transmission or email, on business date immediately after the date of successful facsimile/email transmission (that is, the sender has a hard copy of a confirmation page evidencing that the facsimile was completed in full to the correct fax number or email sent to correct email address).

Any Party may change the address, email address and fax number to which notices are to be sent to it, by providing written notice to the other Party in one of the manners provided in this section.

#### **4.4 Force Majeure**

The Bidder shall not be liable for forfeiture of its performance security, liquidated damages, penalties or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events are Acts of God or of public enemy, acts of Government of India in their sovereign capacity, strikes, political disruptions, bandhs, riots, civil commotions and acts of war.

If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such conditions and the cause thereof within fifteen calendar days. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform Bidder's obligations under this Agreement as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, the Bank and Bidder shall hold consultations in an endeavor to find a solution to the problem.

#### **4.5 Assignment**

The Bidder agrees that the Bidder shall not be entitled to assign any or all of its rights and or obligations under this Tender and subsequent Agreement to any entity including Bidder's affiliate without the prior written consent of the Bank.

If the Bank undergoes a merger, amalgamation, takeover, consolidation, reconstruction, change of ownership, etc., this RFP along with the subsequent Addendums published shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bidder under this RFP.

#### **4.6 Sub-Contracting**

Any type of formation of consortium, sub-contracting and joint assignments will not be allowed/ considered. Such proposals will be disqualified.

#### 4.7 Waiver

No failure or delay on the part of either party relating to the exercise of any right power privilege or remedy provided under this tender document or subsequent agreement with the other party shall operate as a waiver of such right power privilege or remedy or as a waiver of any preceding or succeeding breach by the other party nor shall any single or partial exercise of any right power privilege or remedy preclude any other or further exercise of such or any other right power privilege or remedy provided in this tender document all of which are several and cumulative and are not exclusive of each other or of any other rights or remedies otherwise available to either party at law or in equity.

#### 4.8 Confidentiality

The bidder acknowledges that in the course of performing the obligations under this Tender and subsequent Agreement, it shall be exposed to or acquire information of the bank, which the bidder shall treat as confidential.

- a) All BOB's product and process details, documents, data, applications, software, systems, papers, statements and business / customer information which may be communicated to or come to the knowledge of Bidder or bidder's employees during the course of discharging their obligations shall be treated as absolutely confidential and Bidder irrevocably agrees and undertakes and ensures that bidder and its employees shall keep the same secret and confidential and not disclose the same, in whole or in part to any third party without prior written permission of BOB. The bidder shall not use or allow to be used any information other than as may be necessary for the due performance by Bidder of its obligations hereunder.
- b) Bidder shall not make or retain any copies or record of any Confidential Information submitted by BOB other than as may be required for the performance of Bidder
- c) Bidder shall notify BOB promptly of any unauthorized or improper use or disclosure of the Confidential Information.
- d) Bidder shall return all the Confidential Information that is in its custody, upon termination / expiry of this Agreement. Also so far as it is practicable Bidder shall immediately expunge any Confidential Information relating to the projects from any computer, word processor or other device in possession or in the custody and control by Bidder or its affiliates.
- e) Bidder shall extent practicable, immediately furnish a certificate signed by its director or other responsible representative confirming that to the best of his/her knowledge, information and belief, having made all proper enquiries the requirements of this paragraph have been fully complied with.
- f) Bidder hereby unconditionally agrees and undertakes that it and its employees shall not disclose the terms and conditions of the Agreement/ Work Order or any other oral or written information which may contain, hold or bear confidential information or disclose the information submitted by BOB under any other Agreement to any third party unless such disclosure is mandatorily required by



law or if it is required necessarily to be disclosed to any other agency/subcontractor or the like for the purpose of performing any of its obligations under the contract.

However the Confidential Information will not be limited to the information mentioned above but not include the following as Confidential Information:

- I. Without breach of these presents, has already become or becomes and/or hereinafter will become part of the public domain;
- II. Prior to the disclosure by BOB was known to or in the possession of the Bidder at the time of disclosure ;
- III. Was disclosed or parted with the prior consent of BOB;
- IV. Was acquired by Bidder from any third party under the conditions such that it does not know or have reason to know that such third party acquired directly or indirectly from BOB.

The Bidder agrees to take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion and/or alteration. It shall neither misuse or permit misuse directly or indirectly, nor commercially exploit the Confidential Information for economic or other benefit.

In any dispute over whether information or matter is Proprietary Information or not mentioned herein, it shall be the burden of Bidder to show that such contested information or matter is not Proprietary Information within the meaning of this Agreement, and that it does not constitute violation under any laws for the time being enforced in India.

The confidentiality obligations shall survive the expiry or termination of the RFP / agreement between the bidder and the Bank.

#### **4.9 Termination**

Bank shall have option to terminate / cancel this RFP at any stage without any prior notice. In following events Bank shall terminate this assignment or cancel any particular order if service provider:

- Breaches any of its obligations set forth in this assignment or any subsequent agreement and Such breach is not cured within thirty (30) Working Days after Bank gives written notice; or
- Failure by Service Provider to provide Bank, within thirty (30) Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. Or
- The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed time line, and found to be unsatisfactory.
- Supply of substandard materials/ services
- Delay in delivery / installation / commissioning of services.
- If deductions of penalty exceeds more than 10% of the total contract price.

Bank may terminate this RFP or subsequent agreement on happening of following events:

- The bidder unable to pay its debt as they fall due or otherwise enters into any composition or arrangement with or for the benefit of its creditors or any class thereof;
- A liquidator or a receiver is appointed over all or a substantial part of the undertaking, assets or revenues of the bidder and such appointment continues for a period of twenty one (21) days;
- The bidder is subject of an effective resolution for its winding up other than a voluntary winding up for the purpose of reconstruction or amalgamation.
- Failure of the Bidder make good the situation within the remedy period.
- The selected Bidder commits a breach of any of the terms and conditions of the RFP / contract.
- The selected Bidder becomes insolvent or goes into liquidation voluntarily or otherwise
- An attachment is levied or continues to be levied for a period of 7 days upon effects of the tender.
- Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process.
- The bidder becomes the subject of a court order for its winding up.

Notwithstanding above, in case of change of policy or any unavoidable circumstances Bank reserve the right to terminate this assignment or any subsequent agreement and / or any particular order, in whole or in part by giving Service Provider at least 90 days prior notice in writing.

#### **4.10 Effect of termination**

If bank terminate or cancel the assignment on the default mentioned in the termination clause, in such case bob reserves the right to get the balance contract executed by another party of its choice. In this event, the Service Provider shall be bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the selection of a new service provider and for execution of the balance of the contract.

Immediately upon the date of expiration or termination of the Tender and subsequent Agreement, Bank shall have no further obligation to pay any fees for any periods commencing on or after such date.

Without prejudice to the rights of the Parties, upon termination or expiry of this Tender and subsequent Agreement, Bank shall pay to Bidder, within thirty (30) days of such termination or expiry, of the following:

- All the undisputed fees outstanding till the date of termination;
- Upon the termination or expiry of this Tender and subsequent Agreement:
- The rights granted to Bidder shall immediately terminate.
- Upon Bank's request, with respect to (i) any agreements for maintenance, disaster recovery services or other third-party services, and any Deliverables not owned by the Bidder, being used by Bidder to provide the Services and (ii) the

assignable agreements, Bidder shall, use its reasonable commercial endeavors to transfer or assign such agreements and Bidder Equipment to Bank and its designee(s) on commercially reasonable terms mutually acceptable to both Parties.

- Upon Bank's request in writing, Bidder shall be under an obligation to transfer to Bank or its designee(s) the Deliverables being used by Bidder to perform the Services free and clear of all liens, security interests, or other encumbrances at a value calculated as stated.

#### **4.11 Publicity**

Any publicity by the Bidder in which the name of the Bank is to be used should be done only with the explicit written permission of the Bank.

#### **4.12 Solicitation of Employees**

The selected Bidder, during the term of the contract shall not without the express written consent of the Bank, directly or indirectly: a) recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services in relation to the contract; or b) induce any person who shall have been an employee or associate of the Bank at any time to terminate his/ her relationship with the Bank.

#### **4.13 Inspection of Records**

All bidder records with respect to any matters covered by this RFP shall be made available to auditors and or inspecting officials of the Bank and/or Reserve Bank of India and/or any regulatory authority, at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination. Bank's auditors would execute confidentiality agreement with the bidder provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of the audit will be borne by the Bank. The scope of such audit would be limited to Service Levels being covered under the contract, and financial information would be excluded from such inspection, which will be subject to the requirements of statutory and regulatory authorities.

#### **4.14 Visitorial Rights**

The Bank and its authorized representatives, including Reserve Bank of India (RBI) or any other regulator shall have the right to visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative/s of the Bank and shall provide all information/ documents required by the Bank.

#### **4.15 Compliance with Laws**

Compliance in obtaining approvals/permissions/licenses: The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines

and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to the Bidder.

The Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above. Indemnity shall exclude indirect, consequential and incidental damages.

#### 4.16 Indemnity

The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- Bank's authorized / bona fide use of the Deliverables and /or the Services provided by Bidder under this RFP; and/or
- an act or omission of the Bidder and/or its employees, agents, sub-contractors in performance of the obligations under this RFP; and/or
- claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank; and/or
- claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Bidder to its employees, its agents, contractors and sub-contractors
- breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP; and/or
- any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights; and/or
- breach of confidentiality obligations of the Bidder contained in this RFP; and/or
- Negligence or gross misconduct attributable to the Bidder or its employees or sub-contractors.

The Bidder shall at its own cost and expenses defend or settle at all point of time any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:

- notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim; and

- cooperates with the Bidder in the defense and settlement of the claims.

However, (i) the Bidder has sole control of the defense and all related settlement negotiations (ii) the Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and (iii) the Bank does not make any statements or comments or representations about the claim without the prior written consent of the Bidder, except where the Bank is required by any authority/regulator to make a comment/statement/representation.

If use of deliverables is prevented by injunction or court order because of any such claim or deliverables is likely to become subject of any such claim then the Bidder, after due inspection and testing and at no additional cost to the Bank, shall forthwith either 1) replace or modify the software / equipment with software / equipment which is functionally equivalent and without affecting the functionality in any manner so as to avoid the infringement; or 2) obtain a license for the Bank to continue the use of the software / equipment, as required by the Bank as per the terms and conditions of this Tender and subsequent Agreement and to meet the service levels; or 3) refund to the Bank the amount paid for the infringing software / equipment and bear the incremental costs of procuring a functionally equivalent software / equipment from a third party, provided the option under the sub clause (3) shall be exercised by the Bank in the event of the failure of the Bidder to provide effective remedy under options (1) to (2) within a reasonable period which would not affect the normal functioning of the Bank.

The Bidder shall not be liable for defects or non-conformance resulting from:

- Software, hardware, interfacing, or supplies for the solution not approved by Bidder; or
- any change, not made by or on behalf of the Bidder, to some or all of the deliverables supplied by the Bidder or modification thereof, provided the infringement is solely on account of that change ;

Indemnity shall exclude indirect, consequential and incidental damages. However indemnity would cover damages, loss or liabilities suffered by the Bank arising out of claims made by customer and / or regulatory authorities for reasons attributable to breach of obligations under this RFP and subsequent agreement by the Bidder.

In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by the Bank, the Bank has the right to recover the amounts due to it under this provision from any amount payable to the bidder under this project.

The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFP.

#### **4.17 Corrupt and Fraudulent Practices**

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

- “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND
- “Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of the Bank and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

#### **4.18 Violation of Terms**

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this tender document. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

#### **4.19 Authorized Signatory**

The selected Bidder shall indicate the authorized signatories who can discuss and correspond with the Bank, with regard to the obligations under the contract. The selected Bidder 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 Bidder shall furnish proof of signature identification for above purposes as required by the Bank.

#### **4.20 Right to Reject Bids**

Bank reserves the absolute and unconditional right to reject the response to this RFP if it is not in accordance with its requirements and no correspondence will be entertained by the Bank in the matter. The bid is liable to be rejected if:

- It is not in conformity with the instructions mentioned in the RFP document.
- It is not accompanied by the requisite and Earnest Money Deposit (EMD).
- It is not properly or duly signed.
- It is received through Telex / telegram / fax
- It is received after expiry of the due date and time.

- It is incomplete including non- furnishing the required documents.
- It is evasive or contains incorrect information.
- There is canvassing of any kind.
- It is submitted anywhere other than the place mentioned in the RFP.

#### **4.21 Limitation of Liability**

Bidder's aggregate liability in connection with obligations undertaken as a part of the RFP regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the Total Contract Value.

Bidder's liability in case of claims against the Bank resulting from Willful Misconduct or Gross Negligence of Bidder, its employees and Subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by Bidder as part of procurement under the RFP.

Under no circumstances BOB shall be liable to the selected Bidder for direct, indirect, incidental, consequential, special or exemplary damages arising from termination of this Agreement, even if BOB has been advised of the possibility of such damages, such as, but not limited to, loss of revenue or anticipated profits or lost business.

Subject to any law to the contrary, and to the maximum extent permitted by law neither parties shall be liable to other for any consequential/ incidental, or indirect damages arising out of this agreement.

All employees engaged by the party shall be in sole employment of the party and both the parties shall be solely responsible for their salaries, wages, statutory payments etc. That under no circumstances shall other party be liable for any payment or claim or compensation (including but not limited to compensation on account of injury/death/termination) of any nature to the employees and personnel of the other party.

#### **4.22 Provident Fund**

Bidder need to ensure that their all employees are covered under PF. Bidder need to submit PF coverage letter for their employees issued by the Employees Provident Fund Organization as part of their bid response.

#### **4.23 Property Rights**

- Each Party owns and retains all rights, title and interests in and to its respective Pre-Existing Intellectual Property and Independent Intellectual Property. Independent Intellectual Property means any Intellectual Property developed by a Party independently of the applicable statement of work. "Pre-Existing Intellectual Property" means any Intellectual Property owned by a Party, or

licensed to such Party (other. than by the other Party), as at the commencement date of the applicable statement of work.

- Whereas title to all inventions and discoveries made jointly by the parties resulting from the Work performed as per this agreement shall reside jointly between the parties. Both the parties shall mutually decide the future course of action to protect/ commercial use of such joint IPR. The Intellectual Property Rights shall be determined in accordance with Indian Laws.
- Without prejudice to above paras all the interim/ final deliverables shall be property of bank. Subject to requisite payments the service provider deemed to grand exclusive, perpetual rights to use of the deliverables in favor of bank.

#### **4.24 Information Confidentiality**

This document is meant for the specific use by the Company / person/s interested to participate in the current tendering process. This document in its entirety is subject to copyright laws. Bank of Baroda expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The Bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the Bank, in the event of such circumstances being brought to the notice of the Bank. By downloading the document, the interested party is subject to confidentiality clauses.



## 5. Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, the Bank and its directors, officers, employees, contractors, representatives, agents, and advisers disclaim all liability from any loss, claim, expense (including, without limitation, any legal fees, costs, charges, demands, actions, liabilities, expenses or disbursements incurred therein or incidental thereto) or damage, (whether foreseeable or not) (“Losses”) suffered by any person acting on or refraining from acting because of any presumptions or information (whether oral or written and whether express or implied), including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the Losses arises in connection with any ignorance, negligence, inattention, casualness, disregard, omission, default, lack of care, immature information, falsification or misrepresentation on the part of the Bank or any of its directors, officers, employees, contractors, representatives, agents, or advisers.

## 6. Instructions to Bidders – eTendering

### 6.1 General Instructions:

To view the Tender Document along with this Notice and subsequently purchase the Tender Document and its supporting documents, kindly visit following e-Tendering website of Bank of Baroda: <https://www.tenderwizard.com/BOB>

The Bidders participating first time for e-Tendering on Bank of Baroda e-tendering portal will have to complete the Online Registration Process on the e-Tendering portal. A link for enrolment of new bidders has been provided on the above link. All prequalified bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having -2- certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using the bidder's authorized individual's (Individual certificate is allowed for proprietorship firms) Digital e- Token.

If any assistance is required regarding e-Tendering (registration / upload / download/ Bid Preparation / Bid Submission) please contact Bank of Baroda e-Tendering Help Desk on: +91-11-49424365 or mail: [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com)

Note: please note Support team will be contacting through email and whenever required through phone call as well. Depending on nature of assistance support team will contact on the priority basis. It will be very convenient for bidder to schedule their online demo in advance with support team to avoid last minute rush.

### 6.2 Purchase and Downloading of Tender Document

The tender document is uploaded / released on Bank of Baroda, (BOB) website. Tender document and supporting documents may be downloaded from above link also. Subsequently, bid has to be prepared and submitted ONLINE ONLY as per the schedule given in Notice Details. The Tender document will be available online only. Tender document will not be sold / issued manually.

Only those Tender offers shall be accepted for evaluation for which Earnest Money Deposit (EMD) is deposited as per the terms mentioned in this RFP.

### 6.3 Preparation & Submission of Bids

The Bids (Eligibility Cum Technical as well as Commercial) shall have to be prepared and subsequently submitted online only. Bids not submitted "ON LINE" shall be summarily rejected. No other form of submission shall be permitted.

### 6.4 Do's and Don'ts for Bidder

- ▶ Registration process for new Bidder's should be completed within first week of release of RFP.
- ▶ The e-Procurement portal is open for upload of documents from the start of the Bid submission date. Hence Bidders are advised to start the process of upload of bid documents well in advance.

- ▶ Bidder has to prepare for submission of their bid documents online well in advance as
  - The upload process of soft copy of the bid documents requires encryption (large files take longer time to encrypt) and upload of these files to e-procurement portal depends upon bidder's infrastructure and connectivity.
  - To avoid last minute rush for upload bidder is required to start the upload for all the documents required for online submission of bid one week in advance.
- ▶ Bidder to initiate few document uploads during the start of the RFP submission and help required for uploading the documents / understanding the system should be taken up with e-procurement bidder well in advance.
- ▶ Bidder should not raise request for extension of time on the last day of submission due to non-submission of their Bids on time as Bank will not be in a position to provide any support at the last minute as the portal is managed by e-procurement service provider.
- ▶ Bidder should not raise request for offline submission or late submission since only online e-Procurement submission is accepted.
- ▶ Part submission of bids by the Bidder's will not be processed and will be rejected.

## 7. Guidelines to Bidders for Electronic Tendering System

### 7.1 Pre-requisites to participate in the Tenders

Registration of bidders on e-procurement portal of Bank of Baroda:

The bidders unregistered on e-procurement portal of Bank of Baroda and interested in participating in the e-tendering process shall be required to enroll/register on the e-procurement portal. To enroll, bidders have to generate User ID and password on [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB). The bidders may obtain the necessary information on the process of registration/enrollment either from Helpdesk Support Team: +91-11- 49424365 or may download Vendor Help Manuals available under “Help Manuals/ Latest Circulars/ Formats” on home page of e-procurement portal i.e. [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB).

### 7.2 Preparation of Bid & Guidelines of Digital Certificate

The Bid Data that is prepared online is required to be encrypted and the hash value of the Bid Data is required to be signed electronically using a Digital Certificate (Class – II or Class – III). This is required to maintain the security of the Bid Data and also to establish the identity of the Bidder transacting on the System. This Digital Certificate should be having Two Pair (1. Sign Verification 2. Encryption/ Decryption). Encryption Certificate is used to encrypt the data / information and Signing Certificate to sign the hash value during the Online Submission of Tender stage.

The Digital Certificates are issued by an approved Certifying Authority authorized by the Controller of Certifying Authorities of Government of India through their Authorized Representatives upon receipt of documents required to obtain a Digital Certificate.

Bid data / information for a particular Tender may be submitted only using the Digital Certificate. In case, during the process of preparing and submitting a Bid for a particular Tender, the Bidder loses his / her Digital Signature Certificate (i.e. due to virus attack, hardware problem, operating system problem); he / she may not be able to submit the Bid online. Hence, the Users are advised to store his / her Digital Certificate securely and if possible, keep a backup at safe place under adequate security to be used in case of need.

In case of online tendering, if the Digital Certificate issued to an Authorized User of a Partnership Firm is used for signing and submitting a bid, it will be considered equivalent to a no objection certificate / power of attorney to that User to submit the bid on behalf of the Partnership Firm. The Partnership Firm has to authorize a specific individual via an authorization certificate signed by a partner of the firm (and in case the applicant is a partner, another partner in the same form is required to authorize) to use the digital certificate as per **Indian Information Technology Act, 2000 and subsequent amendment**.

Unless the Digital Certificate is revoked, it will be assumed to represent adequate authority of the Authority User to bid on behalf of the Firm for the Tenders processed on the Electronic Tender Management System of Bank of Baroda as per **Indian Information Technology Act, 2000 and subsequent amendment**. The Digital Signature of this Authorized User will be binding on the Firm. It shall be the responsibility of Partners of the Firm to inform the Certifying Authority or Sub Certifying Authority, if the Authorized User changes, and apply for a fresh Digital Signature Certificate. The procedure for application of a Digital Signature Certificate will remain the same for the new Authorized User.

The same procedure holds true for the Authorized Users in a Private / Public Limited Company. In this case, the Authorization Certificate will have to be signed by the Director of the Company or the Reporting Authority of the Applicant.

The bidder should Ensure while procuring new digital certificate that they procure a pair of

certificates (two certificates) one for the purpose of Digital Signature, Non-Repudiation and another for Key Encipherment.

### 7.3 Recommended Hardware and Internet Connectivity

To operate on the Electronic Tendering System, the bidders are recommended to use Computer System with at least 2 GB of RAM and broadband connectivity with minimum 1 Mbps bandwidth. However, Computer Systems with latest i3 / i5 Intel Processors and Broadband/4G connection is recommended for better performance.

- **Operating System Requirement**

Windows 7 & above

- **Browser Requirement (anyone from following)**

Microsoft Internet Explorer (IE) version 11 and above

Mozilla Firefox - Latest version

Google Chrome - Latest version

- **Browser settings**

1. Disable the 'Popup Blocker' in the browser under Tools. Make sure this is in 'Turn Off' mode.
2. Add the e-procurement domain name in the 'Compatibility View' list of your browser Turn off the 'SmartScreen Filter' in the browser.

- **Supported File Types**

1. General Documents such as DOC, XLS, JPG, BMP, GIF, PNG, PDF, ZIP formats are allowed
2. Files with .EXE, .PSD extensions are not allowed
3. File size not to exceed 5 MB per attachment
4. All uploaded files should be virus free and error free

- **Minimum System Configuration**

1. CPU speed of 2.0 GHz
2. USB Ports
3. 2 GB of System Memory (RAM)
4. Anti-virus software should be enabled and updated regularly

- **Requirement of utility software**

1. Java Run Time Engine (JRE – 1.8.0) or higher.
2. Microsoft Office 2003 with MS Word and MS Excel
3. Adobe Acrobat Reader, PKI Installation Driver for Digital Signature

### 7.4 Steps to be followed by Bidders to participate in the e-Tenders

#### 7.4.1 Online viewing of Detailed Notice Inviting Tenders

The Bidders can view the Detailed Tender Notice along with the Time Schedule (Key Dates) for all the Live Tenders released by Bank of Baroda on the home page of bank's e-Tendering Portal on [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB)

#### 7.4.2 Download of Tender Documents:

The Pre-qualification / Main Bidding Documents are available for free downloading.

#### 7.4.3 Online Submission of Tender

Submission of bids will be preceded by Online Submission of Tender with digitally signed Bid Hashes (Seals) within the Tender Time Schedule (Key dates) published in the Detailed Notice Inviting Tender. The Bid Data is to be prepared in the templates provided by the Tendering Authority of BOB. The templates may be either form based, extensible tables and / or upload-able documents. In the form-based type of templates and extensible table type of templates, the bidders are required to enter the data and encrypt the data/documents using the Digital Certificate / Encryption Tool wherever applicable.

#### 7.4.4 Contact details of

If any assistance is required regarding e-tendering (registration / upload / download / Bid Preparation / Bid Submission) please contact Tenderwizard Help Desk as per following:

**Helpdesk Contact No.: +91-11-49424365**

**Email: [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com)**

##### Primary Contact Number

- Mr. Krunal Mahajan : +91-8800907637

##### Alternate Contact Numbers

- Mr. Sandeep Gautam : +91-8800496478
- Mr. Kamal Mishra : +91-8800115821

(Kindly put "REGISTRATION/PROFILE UPDATE" in the subject line of the email to [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com))

(Kindly put "E-PROCUREMENT QUERIES" in the subject line of the email to [eprocurebob@etenderwizard.com](mailto:eprocurebob@etenderwizard.com))

*Note: Please note support team will be contacting through email and whenever required through phone call as well. Depending on nature of assistance support team will contact on the priority basis. It will be very convenient for bidder to schedule their online demo in advance with support team to avoid last minute rush.*

#### 7.4.5 Close for Bidding:

After the expiry of the cut- off time of Online Submission of Tender stage to be completed by the Bidders has lapsed, the Tender will be closed by the Tender Authority.

#### 7.4.6 Online Final Confirmation:

After submitting all the documents bidders need to click on "Final Submission" tab. System will give pop up "You have successfully completed your submission" that assures submission completion

#### 7.4.7 Short listing of Bidders for Financial Bidding Process:

The Tendering Authority will first open the Technical Bid documents of all Bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Financial Bidding Process. The short listed Bidders will be intimated by email.

#### 7.4.8 Opening of the Financial Bids:

The Bidders may remain present in the office of the Tender Opening Authority at the time of opening of Financial Bids. However, the results of the Financial Bids of all Bidders shall be available on the BOB e-Tendering Portal after the completion of opening process.

#### 7.4.9 Tender Schedule (Key Dates):

The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

#### Notes:

The Bid hash values are digitally signed using valid Class – III Digital Certificate issued by any Certifying Authority. The bidders are required to obtain Digital Certificate well in advance.

- a. The bidder may modify bids before the deadline for Online Submission of Tender as per Time Schedule mentioned in the Tender documents.
- b. This stage will be applicable during both Pre-bid / Pre-qualification and Financial Bidding Processes.

Steps by step detailed Vendor Manual are available on homepage under Support section related to activities like Java Settings, Registration, Login Process, Tender Participation, Bid Download, upload & Submission, Corrigendum/Addendum, Clarifications, Re-submissions etc. on e-procurement portal i.e. [www.tenderwizard.com/BOB](http://www.tenderwizard.com/BOB).

***Note: Bank and ITI Limited shall not be liable & responsible in any manner whatsoever for any failure to access & bid on the e-tender platform due to loss of internet connectivity, electricity failure, virus attack, problems with the PC, any other unforeseen circumstances etc. before or during the event. Bidders are advised to ensure system availability and prepare their bid well before time to avoid last minute rush. Bidders can fix a call with support team members in case guidance is required by calling on helpdesk number.***

## Annexure 01 – Table of Contents

Technical Bid envelope to contain the following

Section #	Section Heading	Proforma Given
1	Covering letter certifying compliance of Scope of Work for Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall Solution at Bank's Security Operation Centre (SOC), Hyderabad	<b>Bidder to provide</b>
2	Credential letters / Supporting documents	<b>Bidder to provide</b>
3	Bidder's Profile cum Eligibility criteria compliance with bidder comments	<b>Annexure 02</b>
4	Bid Security Letter	<b>Annexure 03</b>
5	Bid Security (Earnest Money Deposit)	<b>Bidder to provide Transaction Details or DD</b>
6	Undertaking from the bidder	<b>Annexure 04</b>
7	Pre-Bid Queries format	<b>Annexure 05</b>
8	Conformity Letter	<b>Annexure 06</b>
9	Letter of Undertaking from OEM	<b>Annexure 07</b>
10	Declaration / Undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India.	<b>Annexure 08</b>
11	Executive Technical Summary	<b>Bidder to provide</b>
12	Technical Proposal: The proposal based on Technical Specification compliance should be submitted with pages properly numbered, each page signed and stamped.	<b>Bidder need to provide the Compliance of all technical Specification in Annexure 11 along with the scope mentioned in Annexure 10</b>
13	Copy of the tender document along with annexures and addendum duly sealed and signed on all the pages of the document	<b>Bidder to provide</b>
14	Letter of authorization from the company authorizing the person to sign the tender response and related documents.	<b>Bidder to provide</b>
15	A certified copy of the resolution of Board, authenticated by Company Secretary/Director, authorizing an official/s of the company or a Power of Attorney copy to discuss, sign agreements/contracts with the Bank.	<b>Bidder to provide</b>
16	Bidder should provide an undertaking on his letter head that any onsite support as and when required by Bank for Supply, Installation and Maintenance of Video Wall Solution will be provided by OEM Certified Engineer (Details of Engineer along	<b>Bidder to provide</b>

Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's Office, Hyderabad.



Section #	Section Heading	Proforma Given
	with the copy of OEM Certificate to be provided).	
17	Bill of Materials and Make & Model of Video Wall Solution	<b>Bidder to provide detailed Bill of Materials along with Make &amp; Model</b>
18	Escalation Matrix with First Level Support, Second Level Support, Regional & Zonal head, Country Head Details along with their Name, Contact Number (LL & Mobile), E-Mail ID. (OEM & Bidder)	<b>Bidder to provide</b>
<b>Commercial Bid (Annexure 13) must be sealed and signed by authorized signatory</b>		

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Date:

## Annexure 02 – Bidders Profile and Eligibility Criteria

### Section A – BIDDER’S PROFILE

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information. **All the documents submitted should be attested by the bidder.**

Sr. No.	Description	Bidders Response
1.	Name of the Bidder/Firm	
2.	Whether OEM or Authorized Dealers	
3.	Permanent Account Number	
4.	GST No.	
5.	Registered Office address	
6.	Office address at different part of India. (Kindly attach additional sheet, if required)	
7.	Email Address (at least three)	
8.	Phone/Mobile nos. (at least three)	
9.	Year of Establishment	
10.	Status of the firm (Sole Proprietorship/ Partnership/ Ltd. Co./ Others)	
11.	Name of Director/Partner/Proprietor	
12.	Name of the person who have power of attorney or Authorized Signatory	
13.	Account no., Bank name, NEFT Details, Address of the Bank, Branch Name, IFSC Code – Provide Bank Mandate/Cancelled cheque	

Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank’s Office, Hyderabad.

14.	Escalation matrix for Service or sales issue. (Kindly attach additional sheet, if required)	
15.	Details of EMD submitted to Bank of Baroda	

**Section B - Eligibility Criteria**

S. No	Eligibility Criteria	Complied (Yes/No)	Supporting Required
<b>A</b>	<b>General</b>		
1	Bidder must be a Government Organization / PSU / PSE / partnership firm / LLP or private / public limited company in India at least for the last 7 years.		Documentary Proof to be attached (Certificate of Incorporation)
2	Bidder must not be blacklisted / debarred by any Statutory, Regulatory or Government Authorities or Public Sector Undertakings (PSUs / PSBs) since 1 <sup>st</sup> April 2019 till date.		Letter of confirmation (self-certified letter)
3	The Bidder to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms / LLPs having common partners has not participated in the bid process.		Letter of confirmation from bidder.
4	The Bidder to provide an undertaking on his letter head that all the technical features highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.		Letter of confirmation from bidder
5	Bidder must be in business of providing Video Wall/Audio Video solutions at least for a period of last seven years.		Letter of confirmation (self-certified letter)

<b>B Financial</b>			
1	Average Annual financial turnover of the firm for each job during the last-3-years, ending 31 <sup>st</sup> March 2020, should be Rs.10 Crores (from Indian Operations only)		Audited Financial statements for the financial years 2017-18, 2018-19 and 2019-20. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification.
2	Must be gross profit making entity (from Indian operations only) in each year during the last three completed financial years.		Audited Financial statements for the financial years 2017-18, 2018-19 and 2019-20. Certified letter from the Chartered Accountant. The CA certificate in this regard should be without any riders or qualification
3	Bidder should have received ISO 9001:2015 certification.		Copies of relevant Certificates
<b>C Experience &amp; Support Infrastructure</b>			
1	The Bidder must have experience of successfully completed similar jobs i.e. SITC of "Digital wall/ Video wall in commercial/ office building/ Banks/ Financial institutions (with each order for supplying minimum 3x3 Video wall with display size of 48" or above)" during last -7- years satisfying any of the following conditions : a) Three similar completed works for each job (single job or combined offer from one party) costing not less than Rs.30 lacs (or) b) Two similar completed works for each job (single job or combined offer from one party) costing not less than Rs.37.50 lacs (or) c) One similar completed works for each job (single job or combined offer from one party) costing not less than Rs.60 lacs		Documentary Proof for implementation of order / contract execution / completion certificate/ Performance certificate copy.
2	Must have direct support team in Hyderabad		Letter of confirmation (self-certified letter) along with detail of support team.
3	Bidder must have technically qualified engineers who have expertise and		Letter of confirmation (self-certified letter)

	certification to support the installations of Video Wall Solution		
<b>D</b>	<b>Others</b>		
1	Letter from at least two OEMs (consisting major components in the proposed solution) regarding the unconditional acceptance of terms and condition related to support for their products during warranty and subsequent AMC period if vendor fails to do so.		Unconditional acceptance Letter from OEM(s) is mandatory
2	Bidder must be an authorized partner with all OEMs (consisting major components in the proposed solution) at least for the last 5 years.		Certificate from OEM to be submitted
3	OEM (consisting major components in the proposed solution) must ensure that the Hardware to be supplied will not be End of Sale in next 3 years and End of Support in next 5 years from End of Sale.		Letter of undertaking from the OEM.

All dates if not specified to be applicable from the date of the RFP.

**Authorized Signatory**

**Name:**

**Designation:**

**Vendor's Corporate Name**

**Address (Email and Phone #)**

### Annexure 03 – Bid Security Letter

1. WHEREAS,.....(hereinafter referred to as “Bidder”) has submitted its proposal and response dated.....(hereinafter referred to as “Bid”) for the supply of all the requirements described in the Request for Proposal No. .... along with its amendments/annexures and other ancillary documents (hereinafter referred to as “RFP”) as issued by Bank of Baroda.
2. We ..... having our registered office at .....(hereinafter called the 'BIDDER') are offering security deposit of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) vide [demand draft / pay order / issued by a scheduled/Commercial bank] bearing No.\_\_\_\_\_ dated \_\_\_\_\_ [drawn on/ issued by] \_\_\_\_\_ (hereinafter referred to as “Bid Security”) favouring ‘Bank of Baroda for consideration of the Bid of the above mentioned Bidder.
3. The Bidder specifically acknowledges and agrees that the Bidder has furnished his Bid on the understanding and condition that, if the Bidder:
  - a) Withdraws its Bid during the period of Bid validity specified by the Bidder on the Tender Documents or
  - b) Having been notified of the acceptance of its Bid by Bank of Baroda during the period of validity: -
    - i. Fails or refuses to execute the contract form if required; or
    - ii. Fails or refuses to furnish the Performance Security, in accordance with the instruction to Bidders.

Bank of Baroda has the right to forfeit the entire Bid Security amount merely on the occurrence of one or more of the foregoing events without demur or a written demand or notice to the Bidder.
4. The Bid Security shall be returned to unsuccessful Bidders within thirty (30) days from the date of the award of contract to a successful Bidder. The Bid Security shall be returned to the successful Bidder upon furnishing of Performance Security in accordance with the instructions of the Bidder.
5. The Bidder undertakes that it will not cancel the Bid Security referred to above till the Bidder is returned the Bid Security from Bank of Baroda in accordance with the foregoing conditions.
6. The Bidder represents and warrants that the Bidder has obtained all necessary approvals, permissions and consents and has full power and authority to issue this Bid Security and perform its obligations hereunder, and the Bidder has taken all corporate, legal and other actions necessary or advisable to authorize the execution, delivery and performance of this Bid Security. The absence or deficiency of authority or power on the part of the Bidder to issue this Bid Security or any irregularity in exercise of such powers shall not affect the liability of the Bidder under this Bid Security.

Dated this.....day of.....

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

Seal and signature of the Bidder

## Annexure 04 – Undertaking from the Bidder

The General Manager & Head  
(FM, COA, DMS & PD)  
Bank of Baroda  
Baroda Corporate Center  
BKC, Bandra (E), Mumbai 400 051

Sir,

### **Sub: Request for Proposal for Selection of Vendor for Supply, Installation, Testing, Commissioning and Maintenance of Video Wall Solution at Bank's Security Operation Centre (SOC), Hyderabad**

Having examined the Tender Documents including all Annexures and Appendices, the receipt of which is hereby duly acknowledged, we, the undersigned offer to supply, deliver, implement and commission all the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Tender Documents in accordance with the schedule of Prices indicated in the Commercial Bid and made part of this Tender.

1. If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Tender Document.
2. We agree to abide by this Tender Offer for 180 days from date of bid opening and our Offer shall remain binding on us and may be accepted by the Bank any time before expiry of the offer.
3. This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
  - a) We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".
  - b) Commission or gratuities, if any paid or to be paid by us to agents relating to this Bid and to Contract execution, if we are awarded the Contract are listed below.
    - i. Name and Address of the Agent - .....(please specify NA if not applicable)
    - ii. Amount and Currency in which Commission paid / payable - .....(please specify NA if not applicable)
    - iii. Purpose of payment of Commission (If commission is not paid / not payable indicate the same here) - .....(please specify NA if not applicable)
4. We agree that the Bank is not bound to accept the lowest or any Bid the Bank may receive.
5. We certify that we have provided all the information requested by the bank in the format requested for. We also understand that the bank has the exclusive right to reject this offer in case the bank is of the opinion that the required information is not provided or is provided in a different format.

Dated this.....by .....20

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address, Email and Phone #

## Annexure 05 – Pre-Bid Queries Form

(Please note that all pre-bid queried need to be send by email in excel format only)

[Please provide your comments on the Terms & conditions in this section. You are requested to categorize your comments under appropriate headings such as those pertaining to the Scope of work, Approach, Work plan, Personnel schedule, Curriculum Vitae, Experience in related projects etc. You are also requested to provide a reference of the page number, state the clarification point and the comment/ suggestion/ deviation that you propose as shown below.]

Name of the Respondent:

Contact Person from Respondent in case of need.

Name :

Tel No:

e-Mail ID:

Sr. No.	Page #	Point / Section #	Category (Scope/Commercial/Legal/General )	Clarification point as stated in the tender document	Comment/ Suggestion/ Deviation
1					
2					
3					
4					
5					
6					

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

Date:





## Annexure 06 – Conformity Letter

*(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)*

To

The General Manager & Head  
(FM, COA, DMS & PD)  
Bank of Baroda  
Baroda Corporate Center  
BKC, Bandra (E), Mumbai 400 051

Sir,

**Sub: Request for Proposal for Selection of Vendor for Supply, Installation, Testing, Commissioning and Maintenance of Video Wall Solution at Bank's Security Operation Centre (SOC), Hyderabad**

Further to our proposal dated ....., in response to the Request for Proposal.....(Bank's tender No. hereinafter referred to as "RFP") issued by Bank of Baroda ("Bank") we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums and other documents including the changes made to the original tender documents issued by the Bank shall form a valid and binding part of the aforesaid RFP document. The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank's decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder's Corporate Name

Address

Email and Phone #

## Annexure 07 – Letter of Undertaking from OEM

*(This letter should be on the letterhead of the OEM/ Manufacturer duly signed by an authorized signatory)*

To

The General Manager & Head  
(FM, COA, DMS & PD)  
Bank of Baroda  
Baroda Corporate Center  
BKC, Bandra (E), Mumbai 400 051  
Sir,

### **Sub: Request for Proposal for Selection of Vendor for Supply, Installation, Testing, Commissioning and Maintenance of Video Wall Solution at Bank's Security Operation Centre (SOC), Hyderabad**

We ..... (Name of the OEM) who are established and reputable manufacturers of ..... having factories at ....., ..... and ..... do hereby authorize M/s ..... (who is the bidder submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of ..... which are manufactured by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorised the Bidder for this purpose. We..... (Name of the OEM) hereby convey our unconditional acceptance of terms & conditions related to support for our products during Warranty and subsequent AMC period if..... fails to do so.

The model(s) / product(s)..... proposed in this RFP is covered under 5 Years (3 Years Warranty/DLP + 2 Years AMC) Onsite comprehensive support from the date of installation of product.

We hereby extend our Warranty and AMC during this 5 year period as per terms and conditions of the RFP and the contract for the equipment and services offered for supply against this RFP by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP in respect of such equipments and services.

We assure you that in the event of M/s ..... not being able to fulfill its obligation in respect of the Warranty and AMC terms defined in the RFP then ..... (OEM Name) would continue to meet these either directly or through alternate arrangements without any additional cost to the Bank.

Yours Faithfully

Authorised Signatory

Name:  
Designation:  
Bidder's Corporate Name  
Address  
Email and Phone #

## Annexure 08 – Declaration / Undertaking from bidder regarding applicability of restrictions on procurement from a bidder of a country which shares a land border with India.

(This letter should be on the letterhead of the Bidder duly signed by an authorized)

The General Manager & Head  
(FM, COA, DMS & PD)  
Bank of Baroda  
Baroda Corporate Center  
BKC, Bandra (E), Mumbai 400 051

Sir,

We, M/s ----- are a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at -----  
----- (referred to as the “Bidder”) are desirous of participating in the Tender Process in response to your captioned RFP and in this connection we hereby declare, confirm and agree as under:

1. We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no. F.No.6/18/2019/PPD of 23rd July 2020 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:

Please strike off whichever is not applicable

- I. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that \_\_\_\_\_ is not from such a country.”
- II. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that \_\_\_\_\_ is from such a country. I hereby certify that \_\_\_\_\_ fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached.]”

Further In case the work awarded to us, I/ we undertake that I/ we shall not subcontract any of assigned work under this engagement without the prior permission of bank.

Further we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a

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Hyderabad.

country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our subcontractor fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached herewith.]”

2. We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process.

We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

3. This declaration cum undertaking is executed by us through our Authorized signatory/ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Dated this.....by .....20

Yours faithfully,

Authorized Signatory

Name:

Designation:

Vendor's Corporate Name

Address

Email and Phone #

List of documents enclosed:

1. Copy of certificate of valid registration with the Competent Authority (strike off if not applicable)

2. ....

3. ....



## Annexure 09A – Performance Bank Guarantee

(FORMAT OF PERFORMANCE BANK GUARANTEE)

To

The General Manager & Head  
(FM, COA, DMS & PD)  
Bank of Baroda  
Baroda Corporate Center  
BKC, Bandra (E), Mumbai 400 051

WHEREAS M/S ..... (Name of Bidder) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at ..... (Please provide complete address) (hereinafter referred to as "Bidder") was awarded a contract by Bank of Baroda (the Bank) vide their Purchase Order no. .... dated ..... (hereinafter referred to as "PO") for .....

AND WHEREAS, in terms of the conditions as stipulated in the PO and the Request for Proposal document No. .... Dated ..... for ..... (hereinafter referred to as "RFP"), the bidder is required to furnish a Performance Bank Guarantee issued by a Public Sector Bank in India in your favour for Rs...../- towards due performance of the contract in accordance with the specifications, terms and conditions of the purchase order and RFP document (which guarantee is hereinafter called as "BANK GUARANTEE").

AND WHEREAS the Bidder has approached us for providing the BANK GUARANTEE.

AND WHEREAS at the request of the Bidder, WE, ....., a body corporate in terms of the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 having its ..... Office at ..... and a branch inter alia at..... India have agreed to issue the BANK GUARANTEE.

THEREFORE, WE, (name of Bank and its address) .....through our local office at ..... India furnish you the BANK GUARANTEE in manner hereinafter contained and agree with you as follows:

1. We ..... do hereby expressly, irrevocably and unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from you and undertake to indemnify you and keep you indemnified from time to time and at all times to the extent of Rs. ....-(Rupees ..... only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you on account of any breach or breaches on the part of the Bidder of any of the terms and conditions contained in the PO and RFP and in the event of the Bidder committing default or defaults in carrying out any of the work or discharging any obligation under the PO or RFP document 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 the sum of Rs.....-(Rupees .....

Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's Office, Hyderabad.

- ..... only) as may be claimed by you on account of breach on the part of the Bidder of their obligations or default in terms of the PO and RFP.
2. Notwithstanding anything to the contrary contained herein or elsewhere, we agree that your decision as to whether the bidder has committed any such breach/ 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 Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. Any such demand made by Bank of Baroda shall be conclusive as regards the amount due and payable by us to you.
  3. This Bank Guarantee shall continue and hold good until it is released by you on the application by the Bidder after expiry of the relative guarantee period provided always that the guarantee shall in no event remain in force after ..... (date) without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.
  4. You will have the fullest liberty without our consent and without affecting our liabilities under this Bank Guarantee from time to time to vary any of the terms and conditions of the PO and RFP or extend the time of performance of the contract or to postpone for any time or from time to time any of your rights or powers against the bidder and either to enforce or forbear to enforce any of the terms and conditions of the said PO and RFP and we shall not be released from our liability under Bank Guarantee by exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the bidder or any other forbearance, act or omission on your part or any indulgence by you to the bidder or any other act, matter or things whatsoever which under 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 Rs. ....../-( Rupees..... only) as aforesaid or extend the period of the guarantee beyond the said ..... (date) unless expressly agreed to by us in writing.
  5. The Bank Guarantee shall not in any way be affected by your taking or giving up any securities from the bidder or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be of the bidder.
  6. 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 bidder 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 Bank Guarantee.
  7. Subject to the maximum limit of our liability as aforesaid, Bank Guarantee will cover all your claim or claims against the bidder from time to time arising out of or in relation to the PO and RFP and in respect of which your claim in writing is lodged on us before expiry of Bank Guarantee.
  8. 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 accordingly it shall be deemed to have been given when the same has been posted.
  9. The Bank 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 hereto before given to you by us (whether jointly with others or alone) and now existing uncanceled and this Bank Guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.
  10. The Bank Guarantee shall not be affected by any change in the constitution of the bidder 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 be enforceable by the absorbing or amalgamated company or concern.

11. The Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without your previous consent in writing.
12. We further agree and undertake to pay you the amount demanded by you in writing irrespective of any dispute or controversy between you and the bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment here under and the bidder shall have no claim against us for making such payment.
13. Notwithstanding anything contained herein above;
  - a. our liability under this Guarantee shall not exceed Rs. ..../- (Rupees .....only)
  - b. this Bank Guarantee shall be valid and remain in force upto and including the date ..... and
  - c. we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before the expiry of this guarantee.
14. We have the power to issue this Bank Guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated this the ..... day of ....., 20.....

For and on behalf of

Branch Manager

Seal and Address

## Annexure 09B - Bank Guarantee for early release of retention money

### BANK GUARANTEE

(FORMAT OF BANK GUARANTEE)

To

The General Manager & Head  
(FM, COA, DMS & PD)  
Bank of Baroda  
Baroda Corporate Center  
BKC, Bandra (E), Mumbai 400 051

Dear Sir,

WHEREAS ..... (Name of Bidder) a Company registered under the Indian Companies Act, 1956 and having its Registered Office at ....., (Please provide complete address) (hereinafter referred to as "Bidder") was awarded a contract by Bank of Baroda (BOB) vide their Purchase Order no. .... dated ..... (hereinafter referred to as "PO") for .....

<details of equipment that supplied to be filled in table>

and it has been agreed that a payment of Rs. ..../- (Rupees ..... only) will be made to the bidder representing balance 10% of the consideration amount against the security of a Bank Guarantee from a Scheduled Commercial Bank.

2. Now this deed of guarantee witnesseth that in consideration of BOB agreeing to release a sum of Rs. ..../- (Rupees ..... only) representing balance 10% of the consideration amount payable to the bidder in terms of, the said agreement, we ..... (Bank) having our head office at ..... and amongst other places, a branch at ..... (hereinafter referred to as the guarantor) do hereby expressly, irrevocably and unreservedly agree and undertake that :

a) In the event of bidder committing breach of any of the undertakings or committing default in fulfilling any obligation arising out of said agreement, we ..... (bank) shall on demand, pay BOB without any demur Rs. ..../- (Rupees ..... only) and notwithstanding any right the bidder may have against BOB or any disputes raised by the bidder or any suit or proceedings pending in any competent Court of Law in India or otherwise or before any arbitrator, and BOB's written demand shall be conclusive evidence to us that such amount is payable by us under the said contract and shall be binding in all respects on the Guarantor.

3. The Guarantor shall not be discharged or released from the aforesaid undertaking and guarantee by any agreement, variations made between BOB and the bidder, indulgence shown to the bidder by BOB, with or without the consent and knowledge of the Guarantor or by any alterations in the obligations of the bidder by any forbearance whether as to payment, time performance or otherwise.

4. (a) This guarantee shall remain valid until (date which is 3 months after expiry of warranty period), or until discharged by BOB in writing.

(b) This guarantee shall be a continuing guarantee and shall not be revocable except with the previous written consent of BOB and save as aforesaid it will be in force until the bidder complies with its obligations hereunder.

Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's Office,  
Hyderabad.



(c) This Guarantee shall not be affected by any change in the constitution of the bidder by absorption with any other body or corporation or dissolution or otherwise and this guarantee will be available to or enforceable against such body or corporation.

5. In order to give effect to this guarantee, BOB will be entitled to act as if the guarantor were the principal debtor and the guarantor hereby waives all and any of its rights of suretyship.

6. This guarantee shall continue to be in force notwithstanding the discharge of the bidder by operation of law and shall cease only on payment of the full amount by the guarantor to BOB of the amount hereby secured.

7. This Guarantee shall be in addition to and not in substitution for any other guarantee or security for the bidder given or to be given to BOB in respect of the said contract.

8. Any notice by way of request and demand or otherwise hereunder may be sent by post or any other mode of communication to the guarantor's address as aforesaid, and if sent by post, it shall be deemed to have been given at the time when it would be delivered in due course by post and in proving such notice when given by post it shall be sufficient to prove that the envelope containing the notice was posted and a certificate signed by an officer of BOB that the envelope was so posted shall be conclusive.

9. These presents shall be governed by and construed in accordance with Indian Law. Notwithstanding anything contained herein:

a) Our liability under this Bank Guarantee shall not exceed Rs. ....../- (Rupees ..... only)

b) This Bank Guarantee shall be valid up to (date which is 3 months after expiry of warranty period) and

c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before \_\_\_\_\_ (three months after the date of expiry of the warranty).

d) The guarantor has under its constitution powers to give this guarantee and Shri. .... (signatories) Officials / Managers of the Bank who has/have signed this guarantee has/have powers to do so.

Dated this ..... day of..... 201 at .....

For and on behalf of..... (Bank).

Authorised Signatory ..... in favour of the Bank

Designation .....

## Annexure 10 – Functionality Document

### Key Features of the suggested solution:

#### 0.88mm bezel video wall display:

- Seamless video walls with razor-thin bezels. High resolution displays that can create better and detailed pictures that displays light and dark images in a realistic way.
- Viewing angles enable clear image presentation for more viewers in large spaces
- 700 nits brightness and non-glare panel provide high visibility 24x7



#### Control Systems:

- Secured, high-performance control processor with a powerful 4-Series control engine. A rack-mountable control system with a powerful 4-Series control engine and numerous integrated control ports.
- All of the various picture layouts pre-sets can be achieved or triggered using Graphic user interface on wired touch panel by end user.
- The system enables the touch panel user interface to manage the basic signal routing, various AV equipment ON/OFF, volume control.

### SOC Room - (28 x 20 ft)

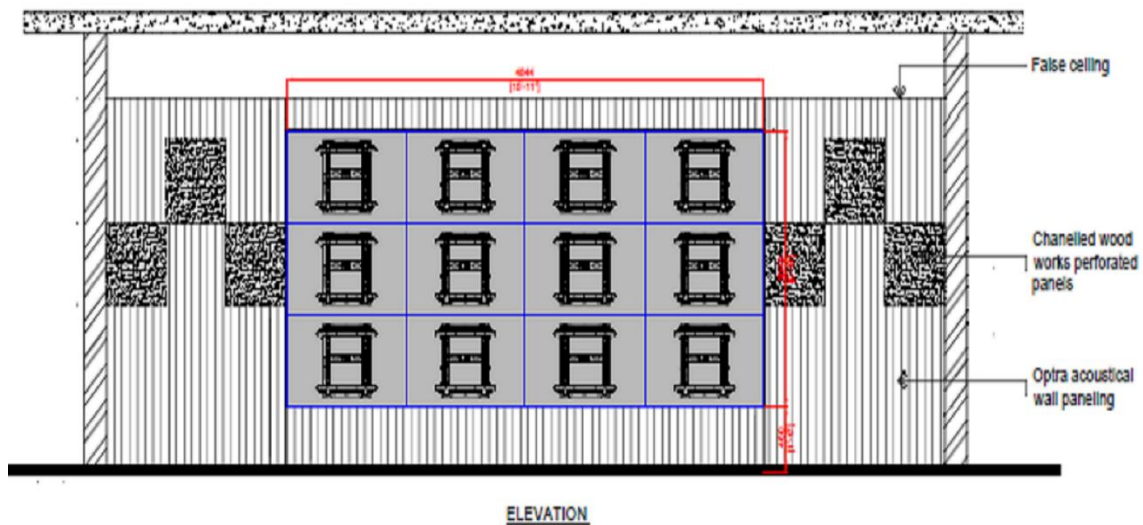
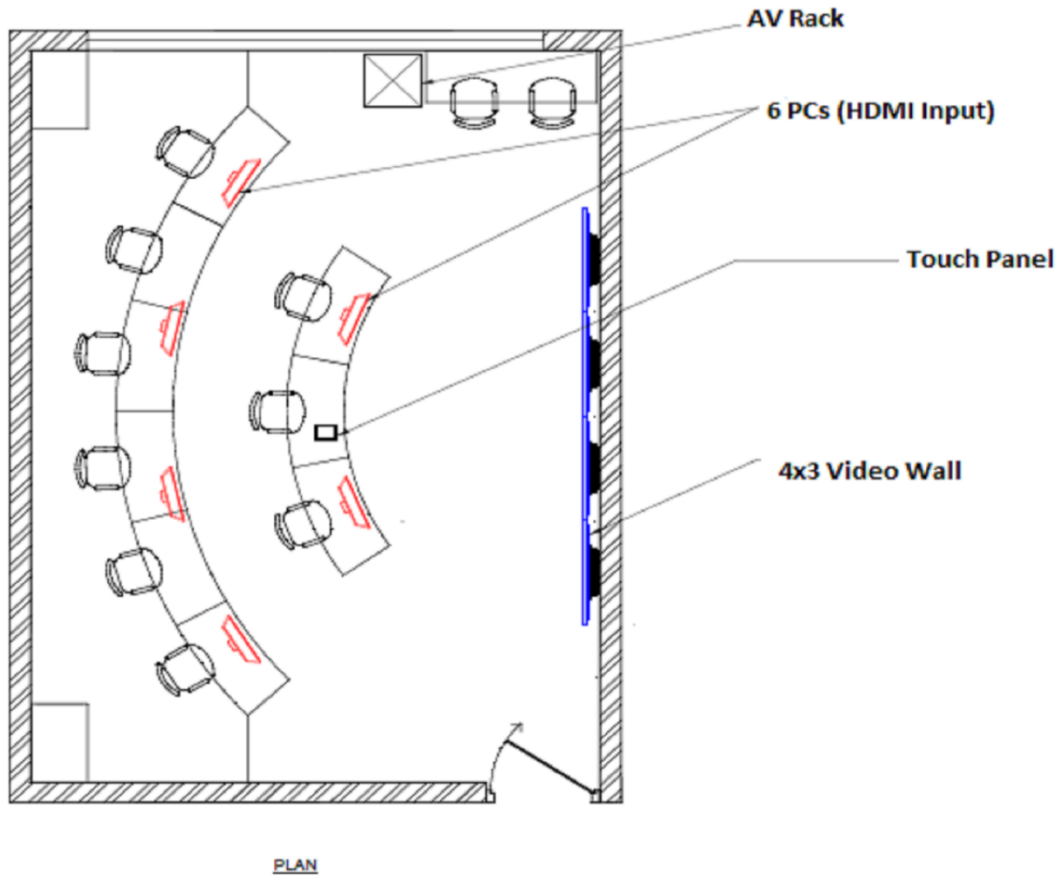
#### Display and Video System

- The system is designed to view content on 12 nos. of 4x3 video wall having 55" LED display, 0.88mm bezel, LED each display supporting resolution up-to 1920 X 1080p.
- Video wall processor features upgradable processor Intel Core i7 - 2x480GB SSD drives
- Processor combined with Image graphics and decoding cards, can help build systems that include a large number of video inputs and IP streams that can quickly and easily be delivered to a large, multi-screen video wall.
- Input Source: 6 Nos. of PC with HDMI Output
- The output can be shown in the following scenarios on the output Video wall.
- Source for showing the content on the video-wall will be in the client scope.
- Video wall controller routes various inputs to various output devices as per user preferences through the touch panel.
- Data Wall/ Video wall Controller appliance has to be registered in BOB domain with having-6-HDMI physical inputs and-12-HDMI physical outputs. All display communication should be through backbone of LAN

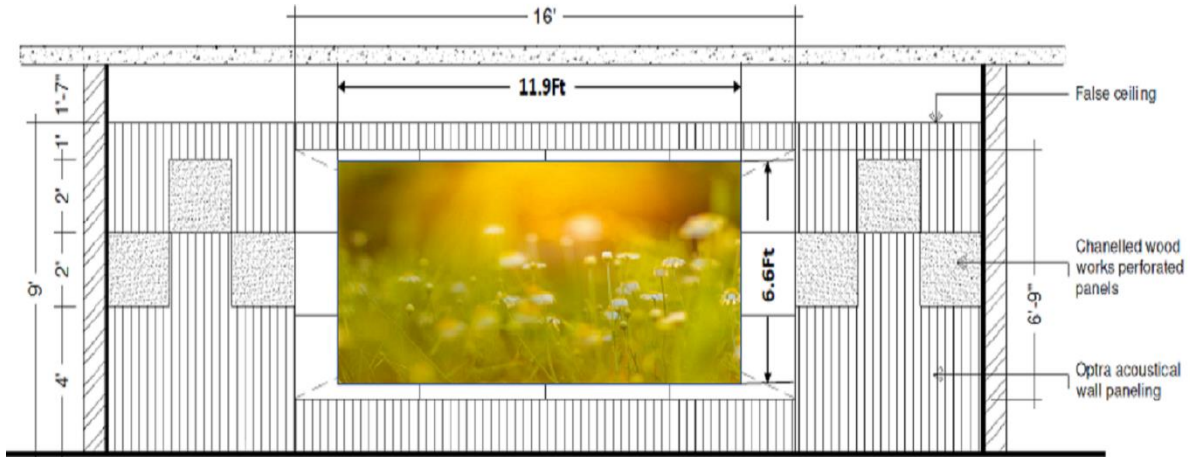
**Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's Office, Hyderabad.**

- URL Centric, as well as IP Centric
- -6-PC as a standby(Primary source is LAN)
- Since it is IP based centric, there should not be any restrictions on Window display

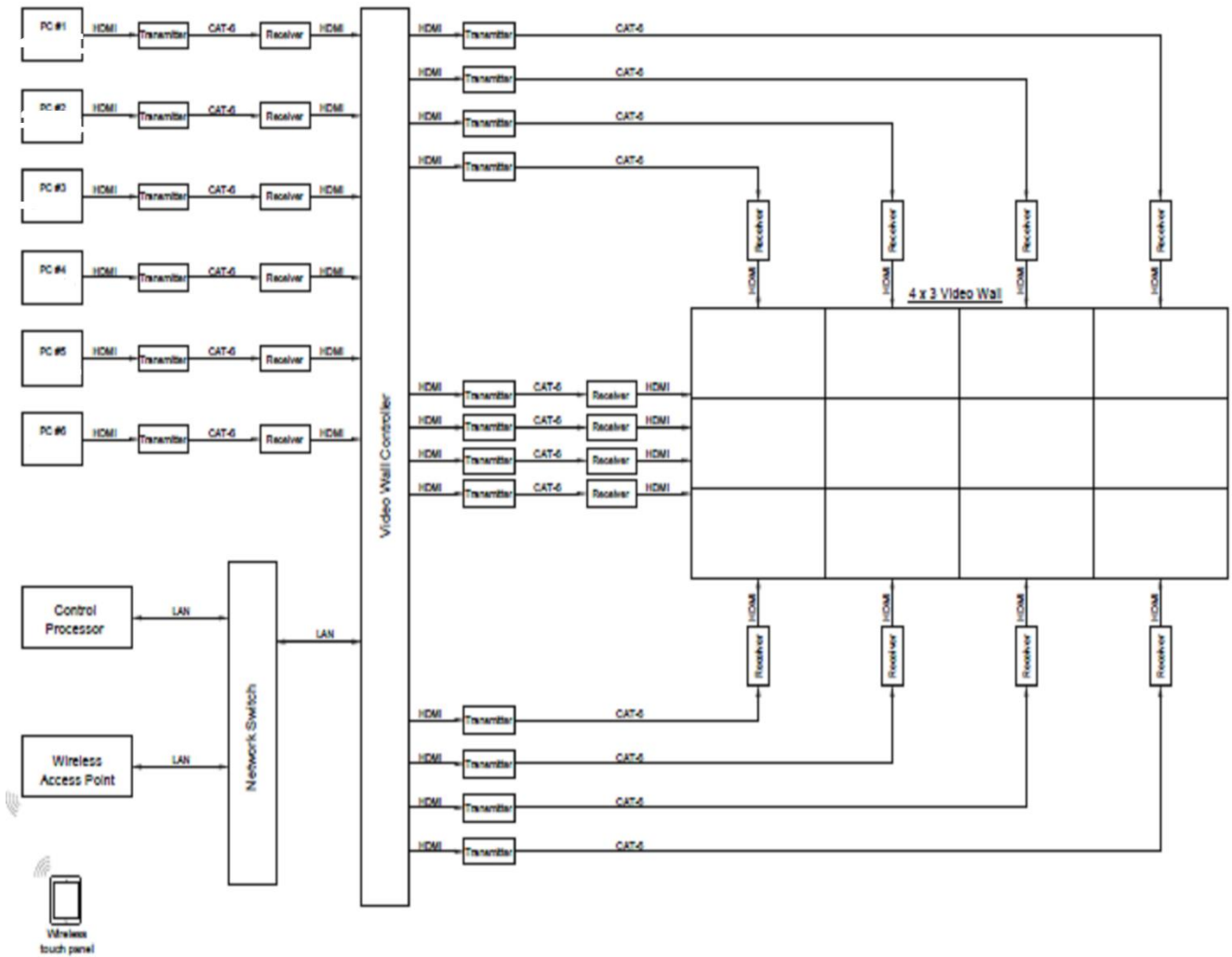
## Tentative Placement



Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's Office, Hyderabad.



### AV SCHEMATIC



Request for Proposal for Selection of Vendor for Supply, Installation and Maintenance of Video Wall at Bank's Office, Hyderabad.

## Annexure 11 – Technical Specification for Video Wall Solution

### Annexure – 11A Video wall Display

Sr No	Required Minimum Specifications  Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>Hardware</b>			
1	Diagonal Size : 55 Inch or better ultra-narrow bezel videowall display		
2	Type : IPS or better		
3	Resolution : 1920 X 1080(FHD) or better		
4	Pixel Pitch : 0.63mm(H) * 0.63mm(V) or better		
5	Brightness : 700 nit or better		
6	Contrast Ratio : 1100:1 or better		
7	Viewing Angle(H/V) : 178/178 or better		
8	Response Time(G-to-G) : 8ms or better		
9	Display Colors : 8 bit - 16.7M or better		
10	Colour Gamut : 72% or better		
11	H-Scanning Frequency : 57.3kHz ~ 70kHz or better		
12	V-Scanning Frequency : 48Hz ~ 75Hz or better		
13	Maximum Pixel Frequency : 78 MHz or better		
14	Input : DVI-D, Display Port 1.2 , HDMI x 2 , Stereo mini Jack or better		
15	Output : DP1.2(Loop-out) or better		
16	External Control : RS232C(in/out), RJ45 or better		
17	Bezel Width (mm) : 0.88mm BEZEL EVEN or better		
18	HDCP 2.2 or better		
19	IP Rating IP5X or better		
20	<b>Approved Makes : Samsung /Panasonic/LGE</b>		

**Annexure – 11B: Pop-Out Video wall Mount**

Sr No	Required Minimum Specifications  Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's re- marks
<b>General Specification</b>			
1	Shall support and Designed for screens up to 42"-70" 70kg (154 lbs) or more		
2	VESA compatibility mounting patterns from up to 600 x 400mm or more		
3	Depth flat: 101mm* (+/-7mm with micro-adjustment) or better		
4	Depth popped out: 293mm* (+/-7mm with micro-adjustment) or better		
5	Screen height adjustment: +15mm or better		
6	Should have Tool-less micro-adjustments at 8 points for seamless display alignment		
7	<b>Approved Makes : Chief , BTECH , Peerless</b>		

**Annexure – 11C: Video wall Controller & Wall management software**

Sr No	Required Minimum Specifications  Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>General Features</b>			
1	Allow content to be shown on the entire video wall from a single source		
2	Allow the display wall to be split into smaller, virtual walls		
3	Should be capable of displaying images, locally stored video and remote/streaming video		
4	<u>Allow resizing and positioning of sources anywhere on the display wall. Split should be movable across the video wall(dragging)</u>		
5	Allow sources to be overlapped on the display wall		
6	Allow source position and size to be saved as a layout for later use		
7	Should have HDMI input/ output cards, network ports and support input resolution of up to at least 3840x 2160 @60Hz		
8	<u>Accept up to 9 capture cards and graphics cards in total</u>		
9	Allow extra input and output cards to be added as needed		
10	Should be based on low latency PCIe switched fabric architecture		
11	Should be supplied with Windows 10 LTSB for easy configuration and long-term stability		
12	Support the Core i7 Intel processor		
13	Support Minimum 32GB of memory		
14	Have at least two gigabit Ethernet ports		
15	Have at least three USB ports		
16	Min. 2x480GB SSD drives for maximum performance		
17	Adopt a client-server architecture so that the video wall can be controlled remotely from multiple operators on the LAN		
18	It Should supports various type of input like Images , Video,, PowerPoint, Word, Excel, PDF, Live IP video stream (RTSP), Remote Desktop over IP (VNC) Web page& Hardware inputs like DVI/HDMI/VGA Input		
<b>Wall management software</b>			



Sr No	Required Minimum Specifications  Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
19	Users can be assigned access rights on a per wall basis. Individual roles can be granted differing permissions to affect the changes that can be made to a given wall		
20	The application should allow multiple users to edit a shared application simultaneously. The owner of the application will always should have priority over everyone else – and can change the setting at any given time		
21	The Wall Management Software should enables users to send a copy of an entire file or an image snapshot of an application window to another user without emailing.		
22	<p>The Software should support:</p> <ul style="list-style-type: none"> <li>a) Multiple display <u>through IP/webpage input</u></li> <li>b) Video wall support (with controller)</li> <li>c) Multiple simultaneous user connections</li> <li>d) Browser-based user interface</li> <li>e) Third-party control API (for other OEM product integration)</li> <li>f) User-interface languages supported</li> <li>g) Networked content storage support</li> <li>h) Encryption</li> <li>i) Event logger</li> </ul>		
23	<b>Approved Makes : Datapath , Extron, Christie, Crestron</b>		

**Annexure – 11D: HDBaseT Receiver & Transmitter**

Sr No	Required Minimum Specifications  Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>General Specification (HDBaseT Receiver)</b>			
1	Supply, installation, testing and commissioning of wall/surface mounted twisted pair receiver, with 1xHDMI output and 1xRJ45 input		
2	should handle 4K video resolutions up to 4K60 4:2:0 and 4K30 4:4:4, 3D video and Deep Color, Dolby® TrueHD, Dolby Atmos®, DTS HD®, DTS:X®, and uncompressed 7.1 linear PCM audio		
3	Should be HDCP 2.2 compliant or higher		
4	Should Pass CEC and EDID signals		
5	Should support 4K and UHD at up to 130 ft or more		
6	Should support HD 1080p, WUXGA, and 2K at up to 230 ft or more.		
7	The transmitter and receiver should be powered together using a single power pack connected at either the transmitter or receiver.		
8	<b>Approved Makes : Crestron , AMX , Extron</b>		
<b>General Specification (HDBaseT Transmitter)</b>			
1	Supply, installation, testing and commissioning of wall/surface mounted twisted pair Transmitter, with 1xHDMI Input and 1xRJ45 output,		
2	Should handle 4K video resolutions up to 4K60 4:2:0 and 4K30 4:4:4, 3D video and Deep Color, Dolby® TrueHD, Dolby Atmos®, DTS HD®, DTS:X®, and uncompressed 7.1 linear PCM audio,		
3	Should be HDCP 2.2 compliant or higher		
4	Should Pass CEC and EDID signals		
5	Should support 4K and UHD at up to 130 ft or more		
6	Should support HD 1080p, WUXGA, and 2K at up to 230 ft or more.		
7	The transmitter and receiver should be powered together using a single power pack connected at either the transmitter or receiver.		
8	<b>Approved Makes : Crestron , AMX , Extron</b>		

**Annexure – 11E: Control Processor**

Sr No	Required Minimum Specifications Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>General Specification</b>			
1	Supply, installation, testing and commissioning of Automation control Processor, should be 1U rack mountable with rack ears provided for mounting		
2	Should have On-board SDRAM 2GB or more & 8GB Flash memory or more and memory card slot support SD/SDHC cards upto 32 GB or more		
3	should support 1TB of external USB mass storage device		
4	should have Built-in 1x Bidirectional RS-232/422/485 or more, 2x Bi-directional RS-232 ports or more, 8x 1way Serial/IR ports or more, 8x Relay ports or more, 8x versiports or more, or a suitable control port expansion module to be provided separately to match the minimum required ports.		
5	Should have astronomical time clock for programming event, and scheduling, Should support: 10/1000Mbps, auto-switching, auto-negotiating, auto-discovery, full/half duplex, industry-standard TCP/IP stack, UDP/IP, CIP, DHCP, SSL, TLS, SSH, SFTP (SSH File Transfer Protocol), FIPS 140-2 compliant encryption, IEEE 802.1X, SNMP, IPv4 or IPv6, Active Directory authentication, IIS v.6.0 Web Server, SMTP e-mail client		
6	should Natively support BACnet or a suitable external interface to be provided		
7	Should have Customizable user interface, capable of real-time feedback and Metadata. Support 10 programs to run simultaneously, so as to segregate different genre program in different slots		
8	Should have 4 wire network control port for communicating and controlling with other devices of the same OEM.		
9	Should Support computer and web based controls, Control apps to integrate iPhone®, iPad®, and Android™ devices.		
10	<b>Approved Makes : Crestron , AMX , Extron</b>		

**Annexure – 11F: Touch Panel & Docking Station**

Sr No	Required Minimum Specifications  Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>General Specification (Touch Panel)</b>			
1	Supply and installation of touch panel having min 32gb <u>ROM/memory, wi-fi enabled</u>		
2	10.2-inch(24.64 cm) (diagonal) , IPS LCD Display		
3	2048x1536 resolution at 264 pixels per inch (ppi) or better		
4	Fingerprint-resistant oleo phobic coating or better		
5	Touch screen: Capacitive Touchscreen, Multi-touch		
6	Bluetooth 4.2 technology or better		
7	Operating temperature: 0° to 35° C (32° to 95° F) or better		
8	Non-operating temperature: -20° to 45° C (-4° to 113° F) or better		
9	Relative humidity: 5% to 95% non-condensing or better		
10	<b>Approved Makes : Apple , Extron , Crestron , AMX</b>		
<b>General Specification (Docking Station)</b>			
1	Ergonomically designed		
2	Built in wave-guide for redirecting the audio		
3	Secure mounting to any wall or metallic surface		
4	Table top Mounting with 360 degrees rotation of touchpanel		
5	Shall provide Detents for alignment to portrait and landscape orientations		
6	<b>Approved Makes: Launchport, Extron , Crestron</b>		

**Annexure – 11G: Network switch & Wi-Fi Access Point**

Sr No	Required Minimum Specifications Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>General Specification (Network switch)</b>			
1	10-Port Gigabit Max-PoE Managed Switch		
2	8 x 10/100/1000 + 2 x combo Gigabit SFP or more		
3	Standards-IEEE 802.3 10BASE-T Ethernet, IEEE 802.3u 100BASE-TX Fast Ethernet, IEEE 802.3ab 1000BASE-T Gigabit Ethernet, IEEE 802.3ad LACP, IEEE 802.3z Gigabit Ethernet, IEEE 802.3x Flow Control, IEEE 802.1D (STP, GARP, and GVRP), IEEE 802.1Q/p VLAN, IEEE 802.1w RSTP, IEEE 802.1s Multiple STP, IEEE 802.1X Port Access Authentication, IEEE 802.3af, IEEE 802.3at, RFC 768, RFC 783, RFC 791, RFC 792, and more		
4	Support for advanced network security applications such as IEEE 802.1X port security to tightly limit access to specific segments of network.		
5	Routing Protocol: Static IPv4 routing		
6	Switching capacity: 20 Gbps; Forwarding performance (64-byte packet size): 14.88 Mpps		
7	Humidity Operating Range 10-90% (non-condensing) or better		
8	Operating Temp : 0 to 40°C (32 to 104°F) or better		
9	<b>Approved Makes : Cisco , Netgear , D-link</b>		
<b>General Specification (Wi-Fi Router/Access Point)</b>			
1	<u>Advanced Dual-Band wireless Router</u>		
2	Switch Port Speed : 300 Mbps (Fast Ethernet) or better		
3	Radio Frequency : 2.4 Ghz dual band or better		
4	Security features : WPA2 or better		
5	802.11n, 802.11b, 802.11a, 802.11g, 802.11ac or better		
6	<b>Approved Makes : Linksys, Cisco ,D-link</b>		

**Annexure – 11H: AV Rack**

Sr No	Required Minimum Specifications Make & Model: _____	Bidder's compliance (Yes / No)	Bidder's remarks
<b>General Specification</b>			
1	17U height- 600mm width x 600mm outer depth		
2	Multi Hollow Extruded Aluminum Frames Structure across the X, Y & Z axis to give an Uninstruct bolting mechanism ( UL ) and Further reinforced with 8 Nos. of corner bracket which ensure better stability and strength		
3	Configured to hold 19-inch equipment with the help of two pairs of mounting angle provided with square slots to accommodate M6 Cage nuts at universal pitch Pattern as per DIN 41494		
4	Top cover ventilated on all sides along the width and depth thereby enhancing exhaust of hot air		
5	Cable entry provision is both at the top and bottom covers with 35mm round cable entry point, the cable entry provision comprising of a gland plate with cable entry points in round cut outs edge protected with rubber grommets		
6	Monitor Tray – Ventilation – Tray Specially designed with multiple bend and additional stiffeners for better load carrying capacity		
7	Metal Steel Ventilation Panel – Blank Ventilation Panels to help to fill the open space in the rack along with ventilation to facilitate air circulations		
8	Castor – 4 Nos. of heavy duty castors to take care of heavy load bearing capacities are provided, 2 Nos. in the front with Break & 2 Nos. on the rear without break.		
9	Rack mount channels with Hardware sets		
10	Earthing Strip – Copper strip to take care of the grounding		
11	Colour Finishing – RAL - 7035 & RAL - 7037 Fine Texture with 60 – 80 microns, for better finish and aesthetic look		
13	<b>Approved Makes : Valrack/ Middle Atlantic/ President</b>		

**Annexure – 11I: Other Hardware/cables details**

Description	Quoted Make & Model	Approved make / model
<p><b>HDMI Cables:</b></p> <ul style="list-style-type: none"> <li>✓ Supply, installation, testing and commissioning of 06ft Male to Male High-speed Category 2 HDMI cable,</li> <li>✓ Should be 24k gold-plated 19-pin Type A connector,</li> <li>✓ Should have High-flex CL3-rated jacket,</li> <li>✓ Should Support 4K60 4:4:4 video, 18 Gbps bandwidth,</li> <li>✓ Should be RoHS compliant.</li> </ul>		<p><b>Crestron / AMX / Extron</b></p>
<p><b>LAN/Network Cable:</b></p> <ul style="list-style-type: none"> <li>✓ 4 Pairs Shielded Twisted Pair screened with tinned copper braiding (S/FTP) Cable</li> <li>✓ Conductor Metal: 23 AWG Solid Bare Copper or better</li> <li>✓ Shield Individual Pair: Aluminum/Polyester Foil or better</li> <li>✓ Screened: Tinned Copper Braiding or better</li> <li>✓ Color Code: Grey or better</li> <li>✓ Jacket Material: PVC or better</li> <li>✓ Cable Diameter : 8.0mm Nominal or better</li> <li>✓ Verified compliant with TIA/EIA-568C.2 standards by ETL or better</li> <li>✓ CUL listed or better</li> <li>✓ RoHS compliant or better</li> <li>✓ Supports Gigabit Ethernet (1000 baseT) standard or better</li> </ul>		<p><b>Beldon/ Extron/Crestron/ D-link/Panduit</b></p>
<p><b>Control Cable:</b></p> <ul style="list-style-type: none"> <li>✓ Multi-Conductor - High-Conductivity Copper Speaker Cable</li> <li>✓ "22 AWG stranded (7x30) tinned copper conductors, polypropylene insulation, twisted pairs, individually Beldfoil® shielded (100% coverage)"</li> <li>✓ 24 AWG stranded tinned copper drain wire PVC jacket</li> </ul>		<p><b>Beldon / Extron / Crestron</b></p>

## **Annexure 12 – Commercial Bid Format**

<b>Sl. No</b>	<b>Description</b>	<b>Qty</b>	<b>Unit Rate (INR)</b>	<b>Amount (INR)</b>
		<b>a</b>	<b>b</b>	<b>c = a x b</b>
1	Video Wall Panel/Display (As per Technical Specs Annexure – 12 A)	12		
2	Push pull wall mount (As per Technical Specs Annexure – 12 B)	12		
3	Video Wall Processor & Wall Management s/w (As per Technical Specs Annexure – 12 C)	1		
4	HDMI over CATx Receiver, Surface Mount (As per Technical Specs Annexure – 12 D)	18		
5	HDMI over CATx Transmitter, Surface Mount (As per Technical Specs Annexure – 12 D)	18		
6	Control processor (As per Technical Specs Annexure – 12 E)	1		
7	Touch Panel (As per Technical Specs Annexure – 12 F)	1		
8	Docking Station (As per Technical Specs Annexure – 12 F)	1		
9	Application Software for Touch Panel	1		
10	Network switch (As per Technical Specs Annexure – 12 G)	1		
11	Wi-Fi Access Point (As per Technical Specs Annexure – 12 G)	1		
12	AV Rack (As per Technical Specs Annexure – 12 H)	1		
13	HDMI Interface Cable, 6 ft (As per Technical Specs Annexure – 12 I)	40		
14	HDMI Interface Cable, 30 ft (As per Technical Specs Annexure – 12 I)	2		

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15	LAN/Network Cable (As per Technical Specs Annexure – 12 I) (in meters)	300		
16	Stereo Audio / Control Cable (As per Technical Specs Annexure – 12 I) (in meters)	200		
17	Any Other Charges (if any Please specify)	XX		
18	Installation, Testing, Commissioning and Training Charges	XX		
<b>Total Amount (INR) [A]*</b> <b>(Inclusive of 3 years OEM comprehensive Onsite Warranty/DLP)</b>				
<b>Onsite Comprehensive AMC Charges for 4<sup>th</sup> year for the entire solution (INR) [B]*</b>				
<b>Onsite Comprehensive AMC Charges for 5<sup>th</sup> year for the entire solution (INR) [C]*</b>				

<b>Total Cost of Ownership for 5 Years (i.e. 3 years OEM comprehensive Onsite Warranty/DLP and 2 years OEM comprehensive Onsite AMC for the entire solution) [A+B+C]*</b>	<b>In figures:</b>
	<b>In words:</b>

\* Prices quoted should be inclusive of any other taxes, duties, levies etc. except GST.

**Note:**

- In the case of additional requirements desired by the Bank and above the quantity for which purchase order is placed with a particular bidder then the maximum order which the Bank can place would be an addition of 25% of the quantity for which contract is placed.
- The cost quoted by the bidder for all the hardware should include 3 years OEM comprehensive Onsite Warranty (Enterprise Level Support or equivalent) and 2 years OEM comprehensive Onsite AMC (Enterprise Level Support or equivalent) for both hardware and software (24x7 support).
- For each of the above items provided the bidder is required to provide the cost for every line item where the bidder has considered the cost in BOM.
- 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.
- All Deliverables to be supplied as per RFP requirements provided in the tender.
- The Service Charges need to include all services and other requirement as mentioned in the RFP

- g. The bidder has to make sure all the arithmetical calculations are accurate. Bank will not be held responsible for any incorrect calculation show ever for the purpose of calculation Bank will take the corrected figures / cost.
- h. Detailed BOM (Bill of Material) needs to be submitted along with technical proposal.
- i. All prices to be in Indian Rupee (INR) only.
- j. **Prices quoted by the Bidder should be inclusive of any other taxes, duties, levies etc. except GST which will be paid extra at actuals.** The Bidder is expected to provide the GST percentage in both the commercial and masked bids (without amounts being submitted in the technical response). There will be no price escalation for during the contract period and any extension thereof. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected
- k. Details to be provided for any commercial provided against “Any Other Charges”. Bank have discretion to mark these line items under any other charges if Bank feels these items are not mandatory for the project. Cost of any other charges will be consider for TCO calculation purpose however Bank will place order for these items at Bank’s discretion as per requirement.
- l. All Quoted Commercial Values should comprise of values only upto 2 decimal places. Bank for evaluation purpose will consider values only upto 2 decimal places for all calculations & ignore all figures beyond 2 decimal places.

## Annexure 13 – Service Levels and Uptime Guarantee

This Service Level Document is developed to provide Bank with optimal services rendered by the bidder.

- The Bidder warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features mentioned in the technical specifications. The Bidder further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Bidder that may develop under normal use of the supplied products in the conditions prevailing in India.
- On-site comprehensive warranty: The warranty/AMC would be on-site and comprehensive in nature and back to back support from the OEM. The Bidder will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of at least five years from the date of acceptance of Purchase Order. The Bidder will provide support for hardware and software components during the warranty and AMC. Defective hardware shall be replaced by the Bidder at his own cost, including the cost of transport etc.
- The Bidder shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Bidder, these guarantees are not attained in whole or in part the Bidder shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
- Bank shall promptly notify the Bidder in writing of any claims arising under this warranty. Upon receipt of such notice the Bidder shall with all reasonable speed, repair or replace the defective products or part thereof without cost to the Bank.
- **During Warranty (DLP) and AMC Period, Bidder guarantees an Uptime of minimum 99 % on monthly basis for the entire/core solution proposed.**
- Warranty for Hardware/System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software. If standby system is needed, for maintaining the uptime, the Bidder has to arrange it at its own cost.
- Bidder shall repair or replace worn out or defective parts including all plastic parts / lenses of the equipment and all consumables at no extra cost to the Bank.
- It is expected that critical and hot swappable spares (whether software or hardware) are stored and available at the Bidder's office.
- In case equipment is taken away for repairs, the Bidder shall provide a standby equipment (of equivalent configuration), so that the Bank's Work is not affected.

Bidder should be capable of providing an uptime of 99% (during Warranty & AMC period), calculated on a monthly basis.

- Uptime percentage** - 100% less Downtime Percentage
- Downtime percentage** - Unavailable Time divided by Total Available Time, calculated on a monthly basis.
- Total Available Time** - 24 hrs per day for seven days a week
- Unavailable Time** - Time involved while any part of the system hardware / software component is inoperative or operates inconsistently or erratically.

For SLA purpose a month will be treated as 30 days. If the bidder fails to maintain guaranteed uptime on monthly basis, Bank shall impose penalty. If the uptime is below 95%, the Bank shall have full right to terminate the contract under this RFP.

**Penalty for Solution:**

The below mentioned penalty will be imposed if the Video Wall (as composite solution) is not working due to Hardware / Software failure:

Uptime required	Penalty rate (on Total Cost of Hardware/AMC)
>=99%	No Penalty
=> 99% and <98%	0.25%
=> 98% and <97%	0.50%
=> 97% and <=96%	0.75%
=>96% and <=95%	1.00%
=>95% and <=94%	1.25%
> 95%	1.50%

**Penalty on Hardware:**

The below mentioned penalty will imposed if the individual Hardware is not working due to Hardware / Software failure. The resolution time should be within 6 hour during business hours and non-business hours:

Impact	Penalty During with Warranty & AMC		Remarks
	%	Cost included	
Within 0 – 6 Hours		NIL	
Within 6 – 8 Hours	1	Cost of respective Hardware mentioned in commercial sheet.	Only one / four such incident occur in quarterly / annually respectively. More than that event of default escalation for termination process
Within 8 – 10 Hours	2		
Within 10 – 12 Hours	3		
More than 12 Hours	5		

The overall penalty on account of service level default is capped to a max 10% of the total value of Hardware. The uptime percentage would be calculated on monthly basis and the calculated amount would be recovered from bidder on yearly basis. If bidder fails to pay the penalty amount within provided time the same will be adjusted from PBG / subsequent AMC Payment

### General terms:

The selected Bidder shall perform its obligations under the agreement entered into with the Bank, in a professional manner. In the event of failure of maintaining the uptime SLA and Warranty terms, a standby arrangement should be provided till the machine is repaired (of equivalent or higher configuration). Down time will be calculated from the time the incident of break-down message is conveyed over telephone / SMS or by e-mail / fax till the system becomes functional or standby is provided. The selected bidder will provide onsite service of the equipment (except spares) once every 3 months during the warranty period and AMC period for preventive maintenance.

These penalty charges will be deducted from the Bank guarantee offered as Performance Bank Guarantee or from any Bill payable to the Bidder. Bank may recover such amount of penalty from any payment being released to the bidder, irrespective of the fact whether such payment is relating to this contract or otherwise. If any act or failure by the bidder under the agreement results in failure or inoperability of systems and if the Bank has to take corrective actions to ensure functionality of its property, the Bank reserves the right to impose penalty, which may be equal to the cost it incurs or the loss it suffers for such failures.

### Note

1. Uptime of solution should be maintained with minimum 99% availability in case of downtime the penalty will be calculated as per above mentioned table.
2. The resolution/replacement time for any issue shall be 6 hours. There should be 24 x 7 x 365 support for any technical issue for all the supplied products through this RFP directly from the OEM.
3. Bidder has to provide Enterprise Level Support or equivalent from OEM with 6 hours CTR (Call to Repair) having 24 x 7 x 365 support.
4. There should be 24 x 7 x 365 TAC (Technical Assistance Centre) support available directly from the OEM for any technical issue for the supplied products.
5. Break fix support should be provided by the bidder within 6 hours from call logging (24 x 7 x 365)
6. If equivalent standby is provided that will not be considered as downtime to the maximum period of 7 working Days and after that the penalty will be applicable.