

Tender ID	CSO/2025/SECURITY/02
Date	06/09/2025

PREMISES & ESTATE DEPARTMENT  
STATE BANK OF INDIA  
LOCAL HEAD OFFICE,  
65 ST MARKS ROAD,  
BENGALURU

INVITES APPLICATIONS FOR EMPANELMENT OF MANUFACTURERS / FIRMS / COMPANIES / DEALERS / VENDOR FOR MAINTENANCE OF EXISTING INSTALLED TIME LOCKS (ARA) AND SUPPLY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS), FOR BRANCHES OF STATE BANK OF INDIA IN THE STATE OF KARNATAKA.

THE AGENCIES WITH NECESSARY EXPERIENCE IN THE RESPECTIVE AREAS WILL BE CONSIDERED FOR EMPANELMENT PROVIDED THEY MEET THE CRITERIA FOR PREQUALIFICATION AS MENTIONED IN THE TENDER DOCUMENT. APPLICATION IN SEALED COVER SUPERSCRIBING NATURE & CATEGORY OF WORK TO BE SUBMITTED.

AGM (PREMISES & ESTATE)  
STATE BANK OF INDIA,  
LOCAL HEAD OFFICE,  
65 ST MARKS ROAD,  
BENGALURU-560001

TELE NO:

Email: - i). [agmpre.lhoban@sbi.co.in](mailto:agmpre.lhoban@sbi.co.in)

ii) [agm.csdboban@sbi.co.in](mailto:agm.csdboban@sbi.co.in)

### **NOTICE INVITING APPLICATION**

#### **STATE BANK OF INDIA, LOCAL HEAD OFFICE, BENGALURU INVITES APPLICATIONS FROM THE ELIGIBLE VENDORS FOR MAINTAINANCE OF EXISTING TIME LOCK (ARA) IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS)**

1	Name of the work	MAINTAINANCE OF EXISTING TIME LOCK (ARA) IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS)
2	Date and Time where application forms are available	Available from <b>06/09/2025 to 10/10/2025 03.00 P.M.</b> at <a href="https://bank.sbi">https://bank.sbi</a> under “procurement news” link
3	Date, Time, and venue of Pre-bid meeting	<b>19/09/2025 at 3:00 P.M.</b> at Premises & Estate Department / Circle Security Department, SBI, LOCAL HEAD OFFICE, 65 ST MARKS ROAD, BENGALRU - 560001. Any changes in the pre-bid meeting date will be intimated separately in the Corrigendum., please monitor the Bank site for such notices/ corrigendum.
4	Time and last date of submission of application in physical form	<b><u>Up to 3.00 P.M. on 10/10/2025</u></b>
5	Place & Address for submission of application form/ contact person /telephone no	Application should be submitted physically in the tender Box at the Address: AGM (PREMISES & ESTATE) STATE BANK OF INDIA, LOCAL HEAD OFFICE, 2 <sup>ND</sup> FLOOR, NEW ANNEXE BUILDING, 65 ST MARKS ROAD, BENGALURU-560001
6	Date, Time and Place of opening of applications	On <b>14/10/2025 at 11.00 AM.</b> at Premises Department / Circle Security Department STATE BANK OF INDIA, LOCAL HEAD OFFICE, 65 ST MARKS ROAD, BENGALURU-560001 email id: <a href="mailto:agmpre.lhoban@sbi.co.in">agmpre.lhoban@sbi.co.in</a> and <a href="mailto:agm.csdboban@sbi.co.in">agm.csdboban@sbi.co.in</a>

**SBI has the right to accept/reject any/ all empanelment applications without assigning any reasons.**

AGM (PREMISES & ESTATE)

STATE BANK OF INDIA,

LOCAL HEAD OFFICE,

65 ST MARKS ROAD, BENGALURU-560001

## **REQUEST FOR PROPOSAL(RFP)**

### **EMPANELMENT OF MANUFACTURERS / FIRMS / COMPANIES / DEALERS / VENDORS FOR MAINTAINANCE OF EXISTING TIME LOCK (ARA) AND SUPPLY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS) FOR THE BRANCHES OF STATE BANK OF INDIA LOCATED IN THE STATE OF KARNATAKA.**

STATE BANK OF INDIA, (a corporate body constituted under the SBI Act 1955 and having one of its Local Head Office, at BENGALURU, hereinafter referred to as 'The Bank' which expression shall include its successor and assignees) intends to prepare a panel of reputed, reliable and experienced Manufacturers/ Firms/ Companies/ Dealers/ Vendors hereinafter referred as "Vendor" for their empanelment for Comprehensive Annual Maintenance Contract of existing Time Lock (ARA) and for Supply, Installation, Testing, Commissioning, Maintenance of new Time Lock (on requirement basis) as per Technical Specifications given at **Annexure-5** for its Branches in the State of Karnataka.

Interested parties/ individuals may apply on Annexure 1 & Annexure-2. The Application Forms can be downloaded from the Bank's website <https://bank.sbi>, **"SBI in the News" under "Procurement News"**.

The completed applications, along with their enclosures & documentary proof, received at the office of the undersigned as per schedule of events shall only be processed.

The Bank would reject incomplete/ late received applications and reserves its right to cancel empanelment without assigning any reason thereof.

The applicants should visit the above website at frequent intervals for any corrigendum up to closing hours of submission of applications.

The 'Price Bid' of only those vendors will be opened who qualify in the technical bid for finalisation of bank's rates for supply, installation, testing and commissioning (SITC) & Comprehensive AMC of Time Lock. They shall be intimated accordingly by sending e-mails.

## **AGM (PREMISES & ESTATE)**

## 1. **SCHEDULE OF EVENTS:**

S.No	Schedule of Events	Timelines
01	Application for Empanelment Document Availability	Application for Empanelment can be downloaded from website <a href="https://bank.sbi">https://bank.sbi</a> in “SBI in the News” under “Procurement News” menu from <b>to</b>
02	Pre-Bid Meeting	<b><u>19/09/2025 at 03:00 P.M.</u></b> at the Contact Address given below.
03	Last date and time for submission of Applications for Empanelment.	Up to <b><u>03.00 P.M.</u></b> on <b><u>10/10/2025</u></b> at the Contact Address given below
03	Opening of Applications for Empanelment and preliminary scrutiny of documents	COMMENCES FROM <b><u>11.00 AM on 14/10/2025</u></b>
04	Technical Presentation and Product Demonstration	Will be intimated later to the shortlisted applicants by letter/ mail.
05	Contact Address	AGM (PREMISES & ESTATE) STATE BANK OF INDIA, LOCAL HEAD OFFICE, 65, ST. MARKS ROAD, BENGALURU -560001
06	Contact Email	<a href="mailto:agm.csdboban@sbi.co.in">agm.csdboban@sbi.co.in</a> <a href="mailto:agmpre.lhoban@sbi.co.in">agmpre.lhoban@sbi.co.in</a>

## 2. **IMPORTANT INSTRUCTIONS**

- 2.1 All Applications for Empanelment must comply to Eligibility Criteria in the Notification.
- 2.2 Bank reserves the right to change the dates mentioned in this RFP document, which will be uploaded on the website as corrigendum.
- 2.3 The information provided by the vendors in response to this RFP document will become the sole property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised through our website, and such amendments will be binding.
- 2.4 Incomplete/ hiding information would lead to disqualification/ non-consideration of the proposal.

- 2.5 Conditional Applications will not be considered and will be rejected summarily.
- 2.6 Each page of the RFP documents along with its enclosures needs to be signed by the Authorized signatory with company seal affixed.
- 2.7 Application received after due date and time will not be entertained. Postal delay, if any, will not be considered.

### **3. DISCLAIMER**

- 3.1 This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the selected bidder.
- 3.2 The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals. This RFP does not claim to contain all the information each Vendor may require. Each Vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary, obtain independent advice/clarifications. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- 3.3 The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in the bidding process.
- 3.4 The Bank also accepts no liability of any nature, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- 3.5 The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the selected bidder for the project and Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.
- 3.6 The Bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

#### 4. **SCOPE OF WORK**

- 4.1 To prepare a panel of reputed and reliable vendors for Comprehensive AMC of existing Time Locks (**ARA**) installed in the branches of State Bank of India in the State of Karnataka as per the actual requirements in around 700 branches.
- 4.2 In addition to the Comprehensive AMC of existing Time Locks, the vendors are also required to provide the rates for supply, installation, commissioning, software optimization/ customizations, providing warranty/ post warranty Comprehensive AMC of New Time Lock, if required by the Bank purely on need basis at branches/ offices of State Bank of India in the State of Karnataka.
- 4.3 The empaneled vendors are required to arrange quarterly visit of technically competent service engineers/ technicians to maintain the existing Time Locks in serviceable condition round the clock during the period of contract as per the Bank specifications, approved rates and terms & conditions mentioned in the RFP. (No. of Branches for work would depend on the actual requirement of the Bank). They must accept to work anywhere in the State of Karnataka, failing which bank shall summarily reject such service provider.
- 4.4 This would also include Supply, delivery at site, loading/ unloading, any other services associated with maintenance, upgradation, shifting of premises, renovation of premises and installation i.e., cabling, commissioning, software optimization/ customizations, providing warranty/ Post warranty services, training to Bank employees and any other related accessories/ services as required by the Bank.

#### 5. **ELIGIBILITY CRITERIA**

- 5.1 Eligibility criteria for each of the following should be fulfilled for further evaluation of Application for Empanelment. Not fulfilling any one of the criteria will result in rejection of Application for Empanelment. Bank reserves right to select participants based on its actual requirement. Decision of the selection committee will be final and binding on every participant.

##### 5.2 **MINIMUM ELIGIBILITY CRITERIA**

(1)	(2)	(3)	(5)	(7)	(8)
Sl. No	Security Equipment Category	In Business	Minimum Average Business Turn Over (Average of last 03 years)	EMD to be Enclosed	Commercial Bid Process
i	Time Lock	05 Years	Rs. 100 Lakhs	Rs 50000	Price Bids

- 5.3 Please attach self-certified photocopies of the IT Returns and Audited Balance Sheets for the last three years as of 31.03.2024.
- 5.4 The intending Applicant should be a Manufacturer/ Firm/ Company/ authorized Dealer/ Vendors dealing in the field of supply, installation, testing, commissioning and maintenance of Time Locks for a minimum period of **05 years as on 31 March 2025**.
- 5.5 Further, during the last five years they should have carried out similar nature of work in Public Sector Banks/ Private Banks. The following documentary proof should be provided in support of the work done:
- 5.5.1. Work Completion Certificate issued by the Competent Authority.
  - 5.5.2. Performance Certificates from the clients in their original.
  - 5.5.3. Work order copies/ agreement shall be submitted by bidders.
- 5.6 In the absence of above documents / certificates, the Application for Empanelment will be summarily rejected.
- 5.7 The Vendor desirous of empanelment with the Bank should have an average Annual Turnover for the past three years i.e., 2021-22, 2022-23 and 2023-24 ending 31<sup>st</sup> March 2024 as per Para 5.2 above.
- 5.8 The Vendors must have valid PAN/TAN/CIN and GSTIN Number and should have complied with all applicable statutory provisions/ obligations.
- 5.9 If the vendor is Original Equipment Manufacturer (OEM) / Original Device Manufacture (ODM) of the **proposed make** (as per the RFP document) of the system or a subsidiary company of a manufacturer company for such system, proof for the same must be provided.
- 5.10 If the Vendor is authorized supplier of the proposed make (as per the RFP document) of equipment, it shall have back-to-back agreement with each of the equipment Manufacturer, to give direct support for maintenance, spares and upgrades for a minimum period of 5 years (including warranty period) (**Annexure-4**). The Vendor should have a valid agreement with the OEM / ODM to include all the items including accessories. (Copy to be attached).
- 5.11 The Manufacturer/ Firm/ Company/ Dealer/ Vendor should have Manufacturer's Authorization Form (MAF) in their original with clear validity date. The copy of the same is to be attached with the documents. (**Annexure-4**). Bank may ask the Manufacturer /authorized dealer to conduct Audit of the products being installed by the System Integrator/vendor, as and when required by the Bank and the cost of such audit to be borne by the vendor.
- 5.12 The products proposed by the vendor should be either **UL** (Underwriters Laboratories Inc) or **CE** (*Conformité Européenne* ("European Conformity")) or **BIS** (Bureau of Indian Standard) or **ERTL/ETDC** (Electronics Regional Testing Centre/ Electronic Test and Development Centre) certified. **Proof of the same is required to be submitted by the vendor.**
- 5.13 The applicant should have an established office in the State of Karnataka having registration Certificate under the Karnataka Shops and Commercial

Establishment Act. The self-attested copy of the registration certificate should be provided by the vendor, or the vendor must submit an undertaking for obtaining the same within one month of empanelment if selected. Further, the vendor must be prepared to open additional service support offices at new centers within the area of jurisdiction of Administrative Offices of Bengaluru, Kalaburagi, Ballari, Mysuru, Mangalore and Hubli with technical personnel for providing maintenance services at various locations of the entire state of Karnataka.

5.14 The Vendor should have sufficient qualified and trained police verified engineers/ technicians for supervision and execution of work at each of the locations mentioned in Para 5.13.

6. **SOLVENCY CERTIFICATE:** The Vendors should have the latest solvency certificate of minimum **Rs 10 (Ten) Lakhs only** certified by a scheduled Bank. **It should not be older than six months from the date of submission**. In case, the applicant is not able to supply the solvency certificate in original, then the copy of the certificate shall be attested by the issuing Bank.
7. **PRODUCT LITERATURE:** Technical Specifications/ Brochure / data sheet of the product offered is to be attached.
8. Bidders who are under arbitration/ litigation with our Bank or have been de-listed/ black-listed/ debarred during last five years for any service/ supply of any type of equipment by the Bank, Govt. of India Organisations / PSU / PSE / Govt. Depts./ reputed Private Sector etc. or the vendors whose services have been found to be poor/ unsatisfactory in the past or the vendor has abandoned the services on their own by disregarding the contract will not be considered for Empanelment. **An Affidavit to this effect needs to be submitted by the vendor as per Annexure -8.**
9. The Vendor applying for empanelment should be empanelled/ have installed similar equipment /looking after the Annual Maintenance of similar security equipment in at least five (05) Government Offices/ PSUs/ Public Sector Banks for at least three (03) years in last five (05) years (Vendor should provide the feedback from the institutions where they have worked with, will qualify only if the Bank gets positive feedback from those institutions).
10. **INHERENT COST FOR EMPANELMENT:** The participating Applicants shall bear all the costs associated with or relating to the preparation and submission of their Applications for Empanelment including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank, or any other costs incurred in connection with or relating to their Application for Empanelment. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant regardless of the conduct or outcome of the Empanelment process.
11. **THE APPLICATIONS FOR EMPANELMENT**
  - 11.1 The Vendor is expected to examine all instructions, forms, terms & conditions and specifications in the Application for Empanelment. Failure to furnish all information required for the Empanelment process or to apply not substantially



responsive to the Empanelment process in every respect will be at the Vendor's risk and may result in the rejection of the Application.

- 11.2 The Vendor shall indicate the measure of compliance to each paragraph of this RFP. While preparing the compliance report, if the Vendor feels that additional information would be required for enabling full understanding of the Vendor's offer, such points should be supplemented by additional description information.
- 11.3 All papers / documents/ attachments of the application must be serially numbered, indexed, flagged and self-attested.
- 11.4 The information provided by the Applicants in response to this RFP will become the property of SBI and will not be returned. Incomplete information in empanelment application may lead to non-consideration of the proposal.

**12. CLARIFICATION / AMENDMENT OF BIDDING DOCUMENT**

- 12.1 All the doubts raised by the Vendors will be clarified during the Pre-bid meeting only. No individual clarification will be sent to the Vendor. It is the responsibility of the vendor to check the website before final submission of bids.
- 12.2 The empanelment document prepared by the Manufacturer/ Firm/ Company/ Dealer/ Vendor, as well as all correspondence and documents relating to the empanelment process exchanged by the Manufacturer/ Firm/ Company/ Dealer/ Vendor and the Bank and supporting documents and printed literature shall be submitted in English.
- 12.3 SBI reserves the right to amend, rescind or reissue the RFP at any time prior to the submission of applications. The Bank, for any reason may modify the empanelment document, by amendment which shall be made available to the applicants by way of corrigendum/addendum. The interested applicants are advised to check the Bank's website regularly till the last date of submission of empanelment document specified in the schedule of events and ensure that clarifications/amendments issued by the Bank, if any, have been taken into consideration before submitting the application. Such amendments/ clarifications, if any, issued by the Bank will be binding on the participating applicants. Bank will not take any responsibility for any such omissions by the applicants.
- 12.4 Queries received after the pre-bid meeting will not be responded/ acted upon.

**13. EXTENSION OF DEADLINE FOR SUBMISSION OF APPLICATIONS:** The Bank at its discretion may extend the deadline for submissions of applications.

**14. DOCUMENTARY EVIDENCE ESTABLISHING VENDOR'S ELIGIBILITY AND QUALIFICATIONS:** The documentary evidence of the Vendor's qualifications to perform the Contract, if its application is accepted shall be establish to the Bank's satisfaction that adequate, specialized expertise are available to ensure that the support services are responsive and the Vendor will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and after it. The Vendor should be in position to provide necessary maintenance services up to next four years under

Comprehensive AMC, post warranty. Thereafter the Bank may extend the AMC through separate AMC document, in case Bank decides to continue with such AMC.

**15. DOCUMENTARY EVIDENCE ESTABLISHING ELIGIBILITY OF PRODUCTS AND CONFORMITY TO BIDDING DOCUMENTS**

- 15.1 The Manufacturer/ Firm/ Company/ Dealer/ Vendor shall submit point by point compliance to the technical specifications (as per **Annexure-5**) and it should be included in the application.
- 15.2 Any deviations from specifications should be clearly brought out in the application.

**16. EARNEST MONEY DEPOSIT (EMD)**

- 16.1 The Vendor must pay **EMD** as per para 5.2 in the form of Demand Draft (DD) favouring State Bank of India, payable at BENGALURU along with signed RFP documents for participating in the tender process. **Vendors registered under MSME & NSIC are not exempted for payment of EMD. (Annexure-9)**
- 16.2 The EMD is required to protect the Bank against the risk of applicants conduct/performance, which would warrant for the EMD's forfeiture. No interest would be payable on EMD by the Bank.
- 16.3 The EMD of the unsuccessful applicant shall be returned within 30 days from the date of the award of the contract to a successful bidder and no interest shall be payable on EMD of unsuccessful bidders.
- 16.4 The successful bidder's EMD will be returned after submission of Bank Guarantee.
- 16.5 The EMD will be forfeited:
  - 16.5.1. If a Vendor makes any statement or encloses any form which turns out to be false / incorrect at any time prior and / or after signing of Contract.
  - 16.5.2. In case the successful applicant fails:
    - 16.5.2.1. To sign the Contract.
    - 16.5.2.2. To perform the contract as per tender specification and instructions.
    - 16.5.2.3. If it is found that the applicant is involved in arbitration/ litigation with our Bank or has been blacklisted/ de-listed/ de-paneled by any Government/ Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutes (FIs)/ Corporate Offices.
    - 16.5.2.4. If it is found that the contract has been signed by misrepresentation or in contravention of any of the terms of the empanelment process.
    - 16.5.2.5. Withdrawal of a Bid during this interval may result in the Vendor's forfeiture of its EMD.

**17. PERIOD OF VALIDITY OF BIDS**

- 17.1 Application shall remain valid for a period of 180 days from the date of opening of the application. An application valid for a shorter period may be rejected by the Bank as non-responsive.
- 17.2 In exceptional circumstances, the Bank may solicit the Vendor's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended. A Vendor may refuse the request without forfeiting its EMD.
- 17.3 The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

**18. BIDDING PROCESS (TWO STAGE)**

- 18.1. For the purpose of the present tender, a two-stage bidding process as mentioned below will be followed.
  - 18.1.1. **Technical Bid** : Hard copies of Bid documents duly filled in with a covering letter as per "**Annexure 1-**" along with the RFP-Technical Bid (Hard copy) with all supporting documents should be submitted in a sealed NON-WINDOW envelope containing the name and complete address/contract number of the vendor on the envelope and bear the title "***Technical Bids for Comprehensive AMC of existing Time Lock and Supply Installation, Testing & Commissioning and Comprehensive AMC (post warranty) of new Time Lock (on requirement basis)***" on Technical Bid Envelop.
  - 18.1.2. **Price Bid** should be submitted on the format provided at **Annexure-6**, in an exclusive sealed envelope, superscripted "***Financial Bids for Comprehensive AMC of existing Time Lock and Supply Installation, Testing & Commissioning and Comprehensive AMC (post warranty) of new Time Lock (on requirement basis)***". Prices should not be revealed in any part of the Bid other than the Price Bid. The prices quoted should be valid for minimum 90 days from the date of submission of the Bid.
  - 18.1.3. Both envelopes shall be placed in a large envelope superscribing "***Bids for Comprehensive AMC of existing Time Lock and Supply Installation, Testing & Commissioning and Comprehensive AMC (post warranty) of new Time Lock (on requirement basis)***" and submitted.
- 18.2. In the first stage, TECHNICAL BID will be evaluated as per matrix. Bidders satisfying the technical requirements as determined by the Bank and who accept the terms and conditions of this document, on positive feedback from referral institutes and demonstration of product shall be short-listed for second stage.
- 18.3. If adverse feedback is conveyed by the referral Institute/ Office about a bidder that bidder will be disqualified.

- 18.4. In the second stage, **The Price Bid** of only those vendors will be opened who qualifies in Technical Bid.

**19. DOCUMENTS COMPRISING THE EMPANELMENT APPLICATION**

- 19.1. Documents comprising the envelope of Empanelment Applications should contain RFP documents along with all the **Annexures from 1 to 10**.
- 19.2. Compliance in accordance with all the clauses in the RFP and duly signed by the authorized representative of the Vendor and stamped with the official stamp of the Vendor on each page of the RFP document with complete Index and paging. (Board resolution authorizing representative to bid and make commitments on behalf of the Vendor to be attached).
- 19.3. While submitting the Technical Bid, literature on the software / hardware if any, forms and bids documents should be segregated and kept together in one section / lot. **The EMD is to be given in separate envelop with proper encryption on top.**
- 19.4. Any Technical Proposal **not containing** the above will be rejected.
- 19.5. The Technical Bid Proposal should NOT contain any price information. Such proposal, if received, will be rejected.
- 19.6. The Technical Bid should be addressed to The AGM (Premises & Estate), SBI, LHO, BENGALURU at the address given in the RFP. The inner envelopes shall also be addressed to The AGM (Premises & Estate), SBI, LHO, BENGALURU at the address given in the RFP. All envelopes should prominently indicate the name and address of the Vendor on the cover.
- 19.7. The Empanelment application shall be typed or written in indelible ink and shall be signed and stamped by the Vendor or a person or persons duly authorized to bind the Vendor to the Contract. The name and designation of the person or persons signing the Bids with their signature on the last page and signature/ initials and stamp should be put on all pages of the Bids, except for un-amended printed literature.
- 19.8. Any inter-lineation, erasures or overwriting shall be considered as an invalid application. The Bank reserves the right to reject applications not conforming to the above.
- 19.9. If the envelope is not properly sealed and marked, the application will be rejected.

**20. SUBMISSION OF APPLICATIONS**

- 20.1. Applications must be submitted at the address specified, not later than the date & time specified in the RFP.
- 20.2. In the event of the specified date for submission of applications being declared a holiday for the Bank, the empanelment documents will be received up to the appointed time on the next working day.
- 20.3. The Bank may, at its discretion, extend the deadline for submission of applications by amending the empanelment documents, in which case, all

rights and obligations of the Bank and Manufacturer/ Firm/ Company/ Dealer/ Vendor previously subject to the deadline will thereafter be subject to the extended deadline.

21. **LATE APPLICATIONS:** Any application received after the deadline for submission of applications prescribed, will be rejected and returned unopened to the Manufacturer/ Firm/ Company/ Dealer/ Vendor. SBI is not responsible for courier/ postal/air delays.

22. **PRELIMINARY EXAMINATION**

- 22.1. The Bank will examine the applications to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the empanelment documents are in order.
- 22.2. Prior to the detailed evaluation, the Bank will determine the responsiveness of each application to the Empanelment Process. For purposes of these Clauses, a responsive application is one which conforms to all the terms and conditions of the RFP without any deviations.
- 22.3. The Bank's determination of an applicant's responsiveness will be based on the contents of the application itself, without recourse to extrinsic evidence.
- 22.4. If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Vendor by correction of the non-conformity.

23. **TECHNICAL EVALUATION**

- 23.1. Only those Applicants who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms & conditions during preliminary examination will not be taken up for further evaluation.
- 23.2. The Bank reserves the right to evaluate the applications on technical & functional parameters including site /factory visit and witness demonstration of the system and verify functionalities, response times, etc.
- 23.3. The bank reserves the right to verify the photocopies of documents submitted by the applicants with the originals.
- 23.4. The bank will evaluate the technical and functional specification of the equipment quoted by the Vendor for various criteria stipulated in the RFP.

**TECHNICAL BIDS: EVALUATION MATRIX**

SI No	Parameter	Criteria		Max Marks	Marks Obtained
1	Constitution of the Firm	i	Sole Proprietary – 04 marks	10	
		ii	Partnership – 06 marks		
		iii	Private Limited – 08 marks		
		iv	Public Limited – 10 marks		

2	Average Annual Turnover (ATO) of the Company/ Firm in the last three Financial Year (FY) FY 2021 - 22, FY 2022-23 and FY 2023-24	i	Rs 20 Lakhs – 03 marks	05	
		ii	More than 20 Lakhs up to 50 Lakhs – 04 marks		
		iii.	More than 50 Lakhs - 05 marks		
3	ISO Certification of excellence for the bidding Company / Vendor	i.	Yes – 03 marks	03	
		ii.	No – 00 Mark		
4	Vendor is a profit-making company for last 03 years	i	Profit making in last 03 year – 05 marks	05	
		ii	Profit making in last 02 years – 03 marks		
		iii	Profit making in last 01 year – 01 mark		
5	Vendor Status	i	Manufacturer of the given Brand – 05 marks	05	
		ii	Subsidiary company of given Brand- 04 marks		
		iii	Authorized dealer of the given Brand- 03 marks		
		iv	None of the above – 00 mark		
6	Number of Branches and Offices of Company/ Firm in Karnataka State. Copy of lease agreement for the office building / Own building with proof	i	SBI AO North & SBI AO South Area, Bengaluru -- 02 marks	07	
		ii	SBI AO Area, Kalaburagi – 01 mark		
		iii	SBI AO Area Ballari -- 01 mark		
		iv	SBI AO Area Mysuru -- 01 mark		
		v	SBI AO Area Mangaluru -- 01 mark		
		vi	SBI AO Area Hubballi -- 01 mark		
7	Referral report from client about Vendor's performance for the last three Financial Years	i.	Excellent/ Good Report – 02 marks each	10	
		ii	Satisfactory report – 01 mark each		
		iii.	No report/Unsatisfactory report / poor report – minus 02 marks each		
8	Years of experience in the relevant field (SITC and AMC)	i	05 Years – 06 marks	10	
		ii	05 to 07 years – 08 marks		
		iii	More than 07 Years – 10 marks		
9	Vendor is empaneled with (In last five years)	i	SBI LHO Bengaluru – 04 marks	10	
		ii	Other SBI LHO – 02 marks each Maximum 06 Marks		
		iii.	Empanelled with Government/ Semi Govt / PSU - 01 mark each		

10	Presence of Company in the Market, whose product is being offered		05 Years – 03 (additional ½ marks for each year above 05 years) MM- 05	05	
11	Site visit, Technical Presentation and Equipment demonstration at SBI LHO Bengaluru	i	Technical Presentation – 15	30	
		ii	Equipment demonstration -15		
	<b>Total maximum marks</b>			<b>100</b>	

23.5. Marks under each parameter will be awarded by the committee and the decision of the Committee will be final. Minimum qualifying marks shall be marks obtained within 30% of the highest obtained marks. The bids of vendors securing less than the qualifying marks will not be considered for further evaluation. For example, if the highest vendor scores 90 marks, then vendor scoring 60 marks and above will be considered for further process.

23.6. During evaluation and comparison of bids, the Bank may, at its discretion ask the vendors for clarification of its bid. The request for clarification shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. No post bid clarification at the initiative of the vendor shall be entertained.

23.7. The decision of the Committee will be final and binding on the participants.

#### **24. COMMERCIAL BIDS:**

24.1. **The Price Bid** of only those vendors will be opened who qualifies in pre-qualification and technical evaluation.

24.2. **The lowest rate (L1) arrived after opening the financial bids for Comprehensive AMC and different components of Time Lock as per BOQ Annexure-6 would be considered as Bank approved rates for all purposes.**

#### **25. QUOTATION OF PRICES FOR ALL ITEMS**

25.1. The Vendor should quote for complete solution proposed/ listed in this Bid. In case, prices are not quoted by any Vendor for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Vendors participating in the bidding process will be reckoned as the notional price for that service, for that Vendor. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Vendors (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Vendors. **However, the Bank reserves the right to reject all such incomplete bids.**

25.2. The Price bid shall include the complete cost of the project, implementation cost i.e. all cost involved till the time of testing and satisfactory handing over the complete system to the purchaser i.e. the State Bank of India.

- 25.3. **Bank reserves the right to reject abnormally high rate/ abnormally low-rate bids as compared to prevailing market rates.**

**26. INSTRUCTIONS FOR VENDORS**

- 26.1. No Vendor shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.
- 26.2. Any effort by a Vendor to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of the Vendor's Bid.

**27. AWARD CRITERIA**

- 27.1. The allocation of work will be done in the following manner provided the Manufacturer/ Firm/ Company/ Dealer/ Vendors are willing to match the L-1 price and are willing to work anywhere in the state of Karnataka.:
- 27.1.1. **L-1** will be recommended for work in **50%** of Branches/ Offices of Bengaluru Circle.
- 27.1.2. **L-2** will be recommended for work in **30%** of Branches/ Offices of Bengaluru Circle.
- 27.1.3. **L-3** will be recommended for work in **20%** of Branches/ Offices of Bengaluru Circle.
- 27.1.4. In case any/each of L-2 and L-3 are not willing to work for L1 rates then the offer will pass to the next vendor i.e., L- 4, L- 5.
- 27.1.5. In case the no vendor agrees to work in L-1 price, then the entire contract shall be performed by L-1 vendor. In case L-1 shows unwillingness to work, then again price bidding will be done. The EMD of the L1 vendor who after bidding showed unwillingness to accept the work, will be forfeited and the L-1 Bidder shall not be allowed to participate in tender process for next three years.
- 27.2. The Bank will award the Contract to the successful Vendor, who is willing to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and are willing to work at lowest evaluated Bid i.e., L-1.
- 27.3. The Bank reserves the right at the time of award of contract to increase or decrease the numbers of Branches or numbers of equipment required or change in location where equipment is to be supplied from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.

**28. NOTIFICATION OF AWARD AND SIGNING OF CONTRACT**

- 28.1. Prior to expiration of the period of Bid validity, the Bank will notify the successful Vendor in writing or by e-mail, that his Bid has been accepted.
- 28.2. The notification of award will constitute the formation of the Contract. The selected Vendor should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7



days of receipt of the communication along with duly filled and signed consent letter (**Annexure-11**).

- 28.3. Upon notification of award to the L-1, L-2 and L-3 Vendors, the Bank will promptly notify each unsuccessful Vendors and will discharge its EMD.
- 28.4. Although, the work will be allotted up to L-3 vendor, L-4 and L-5 Vendors will be empaneled in the bank for 03 years extendable for another two years, one year at a time. For this they have to submit their consent letter (**Annexure-11**). They will not be allotted any work immediately. But in case of unsatisfactory performance by any of the empaneled vendors, the Bank may award work to empaneled vendors if they agree to work on an approved L-1 price for the contract period and submission of security deposit. Or they will be called to participate in future commercial bids.
- 28.5. In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the Bidder's acceptance thereof, would constitute a binding contract between the Bank and the successful Vendor.
- 28.6. Failure of the successful bidder to sign the agreement with the Bank shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.
- 28.7. The Bank reserves the right either to forfeit the security deposit or to cancel the purchase order or both if the bidder fails to meet the terms of this RFP or contracts entered with them.
- 28.8. With this empanelment of vendors, Banks will not be debarred from its right to call tender for purchase of the equipment from the open market or from the empaneled Vendors if the situation so warranted.
29. **SIGNATURES:** In the event of the bid being submitted by a Vendor, it must be signed separately by each member thereof, or in the event of the absence of any one or more of the partners, it must be signed on his / their behalf by a person holding a power of attorney authorizing him to do so. In the case of authorized person, the copy of letter issued by competent authority to sign on behalf of the company should be enclosed (**with resolution copy**).
30. **EMPANELMENT OF THE VENDORS:**
  - 30.1. Those Vendors who qualify in pre-qualification, technical evaluation and commercial bid will be eligible for empanelment in the Bank for period of 03 years. The validity of empanelment may be renewed at the discretion of the Bank on the existing terms and conditions for not exceeding five years, provided that the vendor performance is found to be satisfactory during the contract period. That until a formal contract is prepared and executed, this offer, together with the Bank 's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between Bank and successful bidder.
  - 30.2. The performance of the Vendors will be reviewed on yearly basis. It is to note that after the completion of a year if the vendor does not get de-empanelment notice from the Bank it will constitute that the vendor empanelment continues in the Bank for another one year.

- 30.3. **The selected bidders empaneled with the Bank must have to open an account with State Bank of India in which all transaction with Bank will be routed.** If the vendor does not have an account with State Bank of India, the same is required to be opened within 07 days after getting empaneled with the Bank.
- 30.4. If empaneled Vendors does not participate in commercial bidding subsequently or in future within contract period, then the empanelment of the vendor will be cancelled, and the security money deposited will be forfeited.

**31. GENERAL**

- 31.1. The Vendor shall present a comprehensive description of the architecture and configuration of the proposed system, identifying salient features and functions that include design proposal with layouts, diagram, etc. Third party equipment offered, as system integrator must be indicated. The selected final vendor must provide a project execution plan with a technical proposal wherever required or asked by the Bank.
- 31.2. Any functions or features not specifically mentioned in technical specification of the product, but which may be necessary for the completeness and efficient performance of the system as an operating entity shall be indicated by the Manufacturer/ Firm/ Company/ Dealer and explained in detail indicating any price variation. Price of any item or feature not offered by the Vendor as part of basic configuration shall be indicated separately.
- 31.3. The Vendor shall clearly indicate the country of origin, manufacturer of the equipment, testing and certification. The Vendor shall arrange to provide testing and certification of the complete system installed. All systems and components must be in compliance with certifications as mentioned in the respective specifications.
- 31.4. Earthing arrangements and electrical safety for all the equipment shall be the responsibility of the Supplier and to be carried out as per standard procedures.
- 31.5. **The system software should be free of cost along with the system price and in future if any upgradation is required for running of the system than it should be upgraded free of cost.**
- 31.6. The Company shall not subcontract. Any contravention of such clause by the company will automatically treat this contract as terminated and the company will be liable to compensate the Bank for any loss/damages caused due to such unauthorized subcontract/assignment by the company.
- 31.7. The Bank reserves the right to get the system checked/ serviced/ repaired by any other Company in case the Company awarded with the Comprehensive AMC does not attend the complaint within the stipulated time given above along with initiation of penal action for the delay/negligence by the company. The cost of such services taken from other company will be recovered from the defaulting company.
- 31.8. **Being selected as an empaneled vendor does not guarantee work. Allotment of work & payment terms would be decided by the designated**

**committee. Applicants to note that no negotiation on this issue would be entertained at any level.**

- 31.9. The Bank would have right to change the specifications and technology if any change in the central policy of the Bank is affected, and the vendor would be liable to adopt those changes.

**32. BANK'S RIGHT TO ACCEPT ANY APPLICATION AND TO REJECT ANY OR ALL APPLICATIONS:** The Bank reserves the right to accept or reject any Application in part or in full or to cancel the Empanelment Process and reject all Applications at any time prior to contract without assigning any reason.

**33. TECHNICAL SPECIFICATIONS OF SECURITY EQUIPMENT:** All necessary hardware and software requirements of Time Lock will be strictly as per technical specifications given for each of the equipment (Refer **Annexure-5** for specification/qualification). The specifications given are as per minimum requirement. Vendors can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations.

**34. TERMS AND CONDITIONS OF CONTRACT (TCC):**

- 34.1. **DEFINITIONS:** Certain terms used in this Agreement are defined hereunder. Other terms used in this unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:
- 34.2. 'The Bank' shall mean the State Bank of India (including its branches and its offices in the State of Karnataka).
- 34.3. "Vendor" is the vendor who will participate in the tender process and also covers those who will be successfully empanelled in the Bank.
- 34.4. "Confidential Information" shall have the meaning set forth in **para 57**.
- 34.5. "Deficiencies" shall mean unsatisfactory outcome of the Services which has resulted in deviation from the desired outcome and has thereby caused loss to a party of this Agreement.
- 34.6. "Documentation" 'Documentation' includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ system configuration documents, system database, administrative documents, debugging/ diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.
- 34.7. "Intellectual Property Rights" shall mean, any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind

and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

- 34.8. "Request for Proposal (RFP)" shall mean RFP NO. **CSO/2025/SECURITY/02** dated **06/09/2025** along with its clarifications/ corrigendum issued by the Bank from time to time.
- 34.9. "Root Cause Analysis Report" shall mean a report addressing a problem or non-conformance, in order to get to the 'root cause' of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.
- 34.10. 'Comprehensive AMC Services' shall mean and include the Services offered by Vendor including but not limited to Comprehensive Annual Maintenance Contract under this Agreement. Services shall also include the Implementation Services, Training Services and Maintenance Services etc. and other incidental services and other obligation of the service provider shall be provided under this Agreement.
- 34.11. "The Contract" means the agreement entered between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- 34.12. "The Contract Price" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- 34.13. "AO/RBO" means Administrative Office/ Regional Business Office of State Bank of India under Bengaluru Circle.
- 34.14. "OEM" OEM means Original Equipment Manufacturer of the equipment.
- 34.15. "Comprehensive AMC Charges" means the price payable to the Service Provider under the Agreement. The obligations expressed under the Comprehensive AMC shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer's works and back for repair/ adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.
- 34.16. "The Equipment" means all the security hardware / software and / or services which the Vendor is required to supply to the Bank under the Contract.
- 34.17. "Services" means those services ancillaries to the supply of the Products, such as transportation and insurance, installation, commissioning, customization, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract.
- 34.18. "TCC" means the Terms and Conditions of Contract contained in this section.
- 34.19. "The Project" means supply, installation, testing and commissioning of Security hardware / software & services. It also includes maintenance of the equipment.

- 34.20. In case of a difference of opinion on the part of the Vendor in comprehending and/or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Bank shall be final and binding on the Vendor.

**35. THE SCOPE OF WORK** shall include Comprehensive AMC of existing Time Lock and for supply, installation & Comprehensive AMC (post warranty) of new Time Lock (to be installed on requirement basis by the Bank) at branches/offices of in the State Bank of India in the State of Karnataka and also to supply, delivery at site, unloading, any other services associated with the delivery of equipment and installation, cabling, commissioning, software optimization/ customizations, providing warranty/ post warranty services i.e. Comprehensive Annual Maintenance Contract (Comprehensive AMC).

- 35.1. Comprehensive Annual Maintenance Contract (Comprehensive AMC) of the Time Lock requires back-to-back support certificate from manufacturer of the existing Time Lock will be arranged by the vendor.
- 35.2. VENDOR shall during the period of agreement / contract supply, install maintain Time Locks installed in the Branches / Offices under at branches / offices of State Bank of India in the State of Karnataka in good working order and for this purpose shall provide the maintenance service.
- 35.3. Thorough check up, testing, servicing cleaning, inspection, & maintenance etc. of complete Time Lock system and its accessories.
- 35.4. In case any of the security system requires major repairs, the vendor shall provide a standby system before taking the defective equipment for repairs.
- 35.5. Vendor will have to provide 04 mandatory Branch visits and free on-call visits in case of any Complaint/Emergency Calls, by the respective branches.

**36. COUNTRY OF ORIGIN / ELIGIBILITY OF GOODS & SERVICES:**

- 36.1. All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India. **However, goods and related services under the Contract having their origin in India, as per the 'Make in India' initiative will be preferred.**
- 36.2. VENDOR WARRANTS THAT THE EQUIPMENT supplied shall be brand new, free from all defects in fault and material, and manufacture and shall be of the highest grade and quality and consistent with the established and generally accepted standards for material of the type shall be in full conformity with the specifications, drawings and samples, if any, and shall operate properly. VENDOR shall be fully responsible for its efficient operation.
- 36.3. Vendor further confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used. The vendor also undertakes to

produce certificate from the Original Equipment Manufacturers in support of the above statement at the time of delivery / installation.

- 36.4. In case of default and the Bank finds that the above conditions are not complied with, then the vendor will take back the equipment supplied and return the money paid by Bank, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.
- 36.5. In case of default and vendor is unable to comply with above at the time of delivery or during installation, for the Security Hardware / Software already billed, he will take back the security equipment without demur, if already supplied and return the money if any paid to him by the Bank in this regard.
- 36.6. In event of any information/ data/ particulars proven to be incorrect the Bank will have the firm disqualified from the bid and in event of any details submitted turned out to be false during the tenure of Comprehensive AMC the Bank is at discretion to forfeit the EMD/ Security money deposit towards performance security and terminate the Comprehensive AMC.
- 36.7. VENDOR further certifies that the sale of the software system to the Bank and use thereof do not infringe any provisions of the various laws related to patents, trademarks, copy rights or other intellectual property rights. The software will be free uploaded along with the security equipment cost and will be upgraded free of cost in further if required for the smooth functioning of security equipment.

**37. USE OF CONTRACT DOCUMENTS AND INFORMATION:**

- 37.1. The Vendor shall not, without the Bank's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the Bank in connection therewith, to any person other than a person employed by the Vendor in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.
- 37.2. The Vendor shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.
- 37.3. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so required by the Bank.
- 37.4. The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

**38. PATENT RIGHTS/ INTELLECTUAL PROPERTY RIGHTS:**

- 38.1. THE VENDOR shall warrant that the repair and maintenance service/products offered for sale do not violate or infringe upon any patent,

copyright, trade secret or other property right of any other person or other entity. THE VENDOR shall indemnify SBI from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach or infringement of patent/ copy right /license/trade secret or other property right of any other person or other entity for the hardware/peripherals/equipment sourced either from third parties or from themselves.

- 38.2. In the event of any claim asserted by a third party of infringement of trademark, trade names, copyright, patent, intellectual property rights or industrial design rights arising from the use of the Products or any part thereof in India, the Vendor shall act expeditiously to extinguish such claim. If the Vendor fails to comply and the Bank is required to pay compensation to a third party resulting from such infringement, the Vendor shall be responsible for the compensation including all expenses, court costs and lawyer fees. The Bank will give notice to the Vendor of such claim, if it is made, without delay. The Vendor shall indemnify the Bank against all third-party claims.

**39. INSPECTION AND QUALITY CONTROL TESTS**

- 39.1. The Bank reserves the right to carry out pre-shipment factory/ go-down inspection at the location of vendor by a team of Bank officials or demand a demonstration of the solution proposed on a representative model in Vendor's office as and when required. The vendor at their cost shall make all necessary arrangements for this purpose. Bank will also conduct the random acceptance testing of equipment's to ascertain the configuration and quality. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank.
- 39.2. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

**40. DELIVERY/ INSTALLATION SCHEDULE & PENALTY FOR DELAYED DELIVERIES/ INSTALLATIONS:**

- 40.1. Delivery and installation of security equipment should be within **15 days** from date of placing of work order.
- 40.2. In the event of the equipment not being delivered, installed, tested and commissioned within a period of fifteen (15) days from date of Work Order, a penalty of 01 percent of the total consideration for each week or part thereof the delay, subject to maximum amount of five (05) percent of the total consideration will be charged to vendor.
- 40.3. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of security equipment.
- 40.4. In event of further delay (beyond 5 weeks) in installation or maintenance visit, the Bank reserves the right to cancel the Work Order/ Comprehensive AMC and forfeit the **Security Deposit**. In the event of such cancellation, the vendor is not entitled to any compensation. **Please note the installation/**

**maintenance schedule shall be followed strictly as stipulated. Any delay shall be viewed seriously, and penalties levied.**

**41. DELIVERY/ INSTALLATION & DOCUMENTATION**

41.1. Delivery/Installation of the equipment shall be made by the Vendor in accordance with the system approved / ordered. The details of the documents to be furnished by the Vendor are specified hereunder:

41.1.1. Two copies of Vendor's Invoice showing work order number and date, products description along with serial number and Part number, quantity, unit price and Total amount, bar code should be pasted in the installation certificate. **(Annexure-7B)**

41.1.2. Manufacturer's / Vendor's warranty certificate, User manuals, CDs etc.

41.1.3. The above documents shall be handed over by the vendor to the branch on handing over the security equipment to the branch. Payment will be released after handing of the above-mentioned documents.

41.1.4. Delivery, Installation and commissioning of the equipment shall be made by the vendor in accordance with the system approved / ordered.

**42. FOR THE SYSTEM & OTHER SOFTWARE, THE FOLLOWING WILL APPLY**

42.1. The Vendor shall provide free licensed software for all software products whether developed by it or acquired from others. There shall not be any default in this regard.

42.2. Vendor must submit evidence in the form of agreement he has entered into with the software vendor which includes support from the software vendor for the proposed software for the full period required by the Bank.

42.3. System / application software delivered along with the equipment, (i.e. the vendor shall absolve the Bank in all cases of possible litigation / claims arising out of any copyright / license violation) for software(s) published either by third parties, or by themselves.

**43. ACCEPTANCE PROCEDURE:** On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the Installation Certificate **(Annexure-7B)** signed by the Vendor and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the system.

**44. INSURANCE:** The security equipment during defect liability period will be covered under insurance. Should any loss or damage occur, the Vendor shall promptly plan for repair and / or replacement of any damaged item irrespective of settlement of claim by the under writers.

**45. WARRANTY/ UPTIME:**

45.1. The Vendor 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. The Vendor 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 Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.

- 45.2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary, will be one (01) year from date of installation, commissioning and handing over of the equipment to the Bank.
- 45.3. Warranty for the system Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.
- 45.4. All the terms, warranties and benefits granted by VENDOR herein are comparable to or better than the equivalent terms being offered by VENDOR to any of its present customers. If VENDOR shall, during the terms of this Agreement, enter arrangements with any of its customers providing greater benefits or more favourable terms, this Agreement shall thereupon be deemed to provide the same to the Bank.
- 45.5. The Vendor shall in addition comply with the performance guarantees specified under the contract if, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor 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.
46. **ON-SITE COMPREHENSIVE WARRANTY:** The warranty would be on-site and comprehensive in nature and back-to-back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of one (01) year from the date of commissioning and handing over of the equipment to the Bank. The Vendor shall repair or replace worn out or defective parts of the equipment at his own cost including the cost of transport. No charges, fees, accommodation, boarding, etc, shall be paid or provided by Bank to the service engineer or assistants.
47. **UPTIME**
- 47.1. VENDOR shall guarantee and ensure SYSTEM UPTIME efficiency of 99% for the full configuration of the EQUIPMENT, in every quarter. SYSTEM UPTIME for the purposes of this document is defined as productive and error-free time of the EQUIPMENT reckoned on a quarterly basis and the SYSTEM UPTIME efficiency shall be computed as under:

$$\frac{(\text{Total Time} - \text{Down Time}) \times 100}{\text{Total Time}}$$

Where: TOTAL TIME is the time (no. of hours) for which the EQUIPMENT is required to be satisfactorily operational at the SITE during the quarter (90/91/92X24).

DOWN TIME is the aggregate time lost due to EQUIPMENT malfunction, unsatisfactory operation and improper maintenance during the quarter.

#### **48. PENALTY**

- 48.1. Without prejudice to any of BANK's other rights and remedies, for every 1 % drop in system uptime from the guaranteed 100% during a quarter, VENDOR shall reimburse to the Bank towards penalty, 1 % of value of the Comprehensive AMC contract amount, limited to 25%, this will be recovered from the Comprehensive AMC charges payable / Retention Money Deposit held by the Bank. Availability will be calculated on a quarterly basis.
- 48.2. In the event of deficiency being such that the 25% penalty ceiling is breached, the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of Security Deposit /Performance Guarantee Money/ Retention Money Deposit as deemed fit and reasonable by the Bank.
- 48.3. However, this penalty shall not apply in case of delays in restoration of system caused by so called acts of God, War, Earthquake, Tsunamis, Riots, Bandhs, Civil Disturbances, any of which affect either the vendor's nearest service centre or the site of installation.
- 48.4. Appropriate Penalties will be recovered from the quarterly payment if successful vendor is not able to achieve required service levels as mentioned below:

<b>Sl. No</b>	<b>SLA</b>	<b>Target Penalties</b>
1	Availability/ Uptime of Security System including its accessories 100%	<ul style="list-style-type: none"><li>• 100.00%: Nil</li><li>• 98.00% to 99.99%: 1 % of AMC Amount</li><li>• 97.00% to 97.99%: 2 % of AMC Amount</li><li>• 96.00 to 96.99%: 4 % of AMC Amount</li><li>• 95.00 to 95.99%: 6 % of AMC Amount</li><li>• Less than 95%: 10 % of AMC Amount</li></ul>
2	Complaint resolution	Within time limit as per RFP: Nil Delay of each day in complaint resolution: Rs. 100/- per day
3	Not carrying out Comprehensive AMC as per schedule	Rs. 500/- for every week of delay
4	Penalty, once the maximum penalty reached.	Bank may terminate the contract and forfeit the Security Deposit.

- 48.5. Any penalty due during the Warranty period will be adjusted against the 10% retention money held by the respective branch for defect liability period or in the security deposit retained by the Bank.

**49. PREVENTIVE MAINTENANCE**

- 49.1. VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) quarterly of newly installed as well as existing security equipment's.
- 49.2. Vendor will arrange for all necessary authorization certificates for back-to-back support for maintenance of the existing security system from the manufacturer of the equipment. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:
- 49.2.1. **Free Maintenance Services during the period of warranty:**  
Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor, will provide four (04) free maintenance services to the Bank during warranty period.
- 49.2.2. The Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 09:30 AM to 05:30 PM on all Bank working days. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares for 05 years from date of installation of equipment.
- 49.2.3. The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 99% of the time on a 24x7x365 basis.
- 49.2.4. In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of 0.5 percent of the total consideration for each week or part thereof the delay, subject to maximum amount of five (05) percent of the total consideration will be charged to vendor. The vendor may provide STANDBY equivalent replacement which should be in working condition as a workable solution to avoid the above penalty.
- 49.2.5. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.

- 49.2.6. The Bank shall maintain a Security Information Register at its site in which, the Bank's authorized official shall record each event of failure and / or malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. Maintenance visit will be only counted when in the report system and all its accessory will be marks as working properly. The original of the field call report shall be handed over to the Bank's official.
- 49.2.7. The VENDOR shall provide STANDBY equipment of similar brand or with higher make if any equipment is taken out of the premises for repairs.
- 49.2.8. The obligations expressed under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer's works and back for repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.
- 49.2.9. VENDOR shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.
- 49.2.10. VENDOR shall provide repair and maintenance service, in response to oral, including telephone call/SMS/Mail/Letter, notice by the Bank, within 48 hours and provide a complaint number for tracking the complaint status. VENDOR shall ensure that faults and failures intimated by the Bank at above are set right within 48 hours of being reported.
- 49.2.11. The vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.
- 49.2.12. The selected Vendor should carry out all installation/ Comprehensive AMC tasks in close coordination with the Branch Manager at Branch and Chief Manager (Operations) at RBO/ Chief Manager (Operations) / Security Officer at AO, depending on the Bank's requirement.
- 49.2.13. During the period of contract due to any reason if there is shortage of spares or the selected model is not available in the market than the company will provide another model, same brand with equivalent configuration or higher on same rates and terms and conditions which should be accepted by the Bank.

**50. TRANSFER OF OWNERSHIP:** Transfer of ownership of the property shall be effective as soon as the equipment is installed, tested and commissioned at the SITE and accepted by SBI. While repairing, any worn or defective parts replaced by the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.

- 50.1. The VENDOR's maintenance personnel shall be given access to the equipment, when necessary, for purpose of performing the repair and maintenance services indicated in this agreement on showing of identity card issued by the vendor to its technician.
- 50.2. However, if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.
- 50.3. NO term or provision hereof shall be deemed waived, and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
- 50.4. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the security Equipment or to the other electronic equipment of the branch or its property, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK to its full present cost.

**51. MAINTENANCE AND SUPPORT:**

- 51.1. The Vendor shall clearly state the magnitude of the Vendor's presence in Karnataka and Administrative Office locations to provide 24x7 post implementation support.
- 51.2. During the warranty period the vendor must arrange quarterly visits for inspection of the equipment and provide services.
- 51.3. Comprehensive AMC for existing equipment for three (03) years to be provided by vendors and will essentially have to enter into an Annual Maintenance Contract (**Annexure-7**) for a minimum period of one (01) year and Comprehensive AMC for new equipment for a period of two (02) years (post warranty period) may further be extended up to next two (02) years, subject to satisfactory performance of the firm.

**52. COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT**

- 52.1. After expiry of the warranty period, THE VENDOR shall provide maintenance services for the EQUIPMENT at the quoted rate submitted by him after the bidding process, at **quarterly intervals**. The first Comprehensive AMC visit will be done **within** 15 days after the completion of warranty period. Then after the visit to be done quarterly basis. There should be gap of minimum 70 days between two Comprehensive AMC visits.

- 52.2. The Comprehensive AMC charges will be payable subject to satisfactory maintenance services. THE VENDOR shall not increase the Comprehensive AMC rate during contract period excluding the warranty period. The detailed conditions and covenants governing the Comprehensive AMC would be as per specimen agreement given in **(Annexure-7)** to this RFP. THE VENDOR shall be in position to maintain the complete equipment installed by him during the contract period. SBI may change the terms of the future Comprehensive AMCs, if necessary, to meet changing needs, on mutual agreement with THE VENDOR. The Comprehensive AMC agreement will be executed on Banks standard format.
- 52.3. Comprehensive AMC visit will be construed to be done only when the system is found to be functioning completely/ properly. Vendor will submit maintenance certificate as given in **Annexure-7A**.
- 52.4. VENDOR shall keep **sufficient standby equipment and** spares of essential kits or parts of the EQUIPMENT all the time, as may be required to keep the downtime minimal. The VENDOR, if he chooses, may install his own standby system of identical specification/ make, if such systems are acceptable to SBI.
- 52.5. In case of services rendered by the VENDOR is not satisfactory, the Bank will forfeit the Security money deposit. He will be de-empaneled in the Bank for next 03 years. His work will be allotted to the other empaneled vendor.
- 52.6. In the event VENDOR decides to discontinue the supply of sub-assemblies, kits of parts, components and spare parts for the EQUIPMENT purchased after the expiry of the said five years, VENDOR shall give 03 months' notice prior to such discontinuance and assist SBI to make alternative arrangements.
- 52.7. All engineering changes generally adopted hereafter by VENDOR for equipment similar to that supplied, as per the schedule of work, shall be made to the EQUIPMENT at no cost to SBI.
- 52.8. The contact details of service center, technicians and Manager i.e. telephone numbers, Mobile No., Fax No., E-Mail id, or service focal point(s) to be provided to the Security Officer, Chief Manager of AO/ RBO/ concerned branch manager. In case, there is any change, updated list should be submitted to the Bank immediately.

**Note:** In case the security equipment requires major repairs, the vendor shall provide a replacement before taking the defective equipment for repairs so that the branch remains with functional and operational equipment all the time, under advice to Security Officer of the concerned Module/ CM of RBO/AO.

### **53. COMPREHENSIVE AMC VISIT REPORTS:**

53.1. The vendor will have to provide 04 mandatory Branch visits and 02 on-call free visits and thereafter, in case of any Emergency Calls / Additional Calls, the Bank will pay the visit charges quoted by the vendor for such emergency / additional visits which is to be certified by the Branch Head. The charges towards emergency / additional visits will be paid along with the quarterly payments on submission of proper invoices and documentary evidence.

53.2. Comprehensive AMC Vendor shall prepare three copies of the visit report (as per **Annexure-7A**), and each report will be counter signed by the Branch Manager. One copy will be handed over to the Branch Manager.

53.3. Second copy to be retained by the vendor.

53.4. Third copy to be sent to the Security Officer at respective Administrative Office.

53.5. Necessary entries along with dates should be made in the Security information register and duly signed by the representative of the vendor and the Branch Manager.

**54. SECURITY:**

54.1. All the employees of the Vendor/OEM must always carry/display their identity cards for authentication without which they will not be allowed entry in the Bank.

54.2. VENDOR agrees that he and his personnel will at all times comply with all security regulations in effect from time to time at the Bank's premises and externally for materials belonging to the Bank.

54.3. A complain number shall be generated for all complaints received from the Bank by the Vendor for future references.

54.4. The vendor will submit the list of his technicians who will visit the Branch for service support to the concerned security officer, Chief Manager AO/ RBO. Whenever there are changes in the names of the technician, the vendor will submit the fresh list to them.

**55. FUTURE ADDITIONS OF HARDWARE / SOFTWARE:** The Bank would have the right to:

55.1. Shift supplied systems to an alternative site of its choice.

55.2. Disconnect / connect / substitute peripherals. or devices or any equipment / software acquired from another vendor.

55.3. Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from the vendor, or another vendor, or developed in-house. Provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the VENDOR cost of performing repair and maintenance service.

55.4. The warranty terms would not be considered as violated if any of the above (57.1 to 57.3) above takes place. Should there be a fault in the operations of the system, the vendor, would not unreasonably assume that the causes lie with that components / software not acquired from them.

**56. SUBCONTRACTING**

56.1. The Vendor shall not assign or subcontract, in whole or in part, its obligations to perform under the Contract, except with the Bank's prior written consent.

56.2. The VENDOR will not subcontract or permit anyone other than The VENDOR's qualified personnel to perform any of the work, services or other performance required or The VENDOR under this agreement without the prior written consent of the bank. However, such restriction is not applicable for service/repairs/maintenance is being provided by the authorized representative of Original Equipment Manufacturer, subject to proper authorization by the VENDOR, in his presence.

## **57. CONFIDENTIALITY**

57.1. The VENDOR acknowledges that all material and information which has and will come into its possession or knowledge in connection with this agreement or the performance thereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to Bank will all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of this agreement and to release it only to employees requiring such information, and not to release or disclose it to any other party. The VENDOR agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this agreement are fully satisfied. In the event of any loss to the Bank in divulging the information by the employees of the VENDOR, the bank shall be indemnified. The VENDOR agrees to maintain the confidentiality of the Bank's information after the termination of the agreement also.

57.2. The VENDOR / Bank will treat as confidential all data and information about the VENDOR / Bank / Contract, obtained in the execution of this tender including any business, technical or financial information, in strict confidence and will not reveal such information to any other party.

**58. TRAINING:** It is important that the user is aware of the importance of the Security System and its operations. The Comprehensive AMC Vendor shall offer in-depth training to the branch staff on the offered solution according to the following:

58.1. Provide hands on training to the branch staff.

58.2. Train bank staff on operations of the system including special features, data retrieval, troubleshooting & routine maintenance of security system.

58.3. The training shall be conducted by the vendor within the branch / office premises.

58.4. Educate the staff about the reporting channels of faults, as soon as possible after they are discovered, and that details are entered in a fault reporting book.

## **59. PAYMENT TERMS FOR NEW INSTALLATIONS:**

59.1. Payment shall be made in Indian Rupees.

59.2. 90% of the total amount on installation, commissioning and hand over of the new equipment to the Bank.

59.3. Balance 10% after the expiry of defect liability period of one year.

59.4. Payments will not be released for any part-shipment or short-shipments.

**Note: No advance shall be paid at the time of placing the work order**

## **60. PAYMENT SCHEDULE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT:**

60.1. There will be quarterly visits for the Comprehensive AMC. The vendors will submit the Quarterly Comprehensive AMC bills along with Service Certificates to the concerned RBO, after carrying out maintenance service visit of all the branches of the region. The quarterly Comprehensive AMC bill will be paid to the vendor by the concerned RBO, after verification of the bills and Service Certificates of all the branches of their region. Penalty clauses will be



invoked by the RBOs for any kind of deviation/delay in service/ not carrying out Comprehensive AMC in branches in accordance with the applicable clauses.

60.2. On missing one quarterly Comprehensive AMC visit schedule, penalty as applicable and specified in Para 48.4 will be deducted from the Comprehensive AMC bill amount of the vendor or from the Security Deposit Money.

60.3. Repetition of missing of quarterly Comprehensive AMC visit will result in de-panels of the vendor for minimum period of three years and the work will be allotted to the other empaneled vendor.

## **61. PRICES:**

61.1. The quotation must be complete in itself, properly worked out to cover all THE VENDOR'S obligations under the contract and all matters and things necessary for the proper completion of the work, and the rates quoted therein must be correct and sufficient to cover THE VENDOR'S costs, overheads and profits etc, completely for the individual items of work including cost for all necessary materials and labour cost of installation, transportation, travelling, training but GST or duty levied by the Local/State/ Central Government as on the date of submitting quotations, if and as applicable. Price will be inclusive of insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is complete at site and handed over to SBI at site in all respects according to the true meaning and intent of the contract. All the employee of the Vendor who will visit branches/offices etc will have also be covered in insurance and in case of any eventuality bank will not be held liable for payment towards their insurance.

61.2. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to change for the entire period of the empanelment (03 years) or till such time rates are reviewed by the Bank.

61.3. The Vendor will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government (Central/ State) taxes, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.

61.4. The Bank reserves the right to re-negotiate the prices in the event of change in the international market prices of both the hardware and software.

61.5. Bank may constitute a committee for assessing the price of the equipment during the term of the contract and if there is drastic reduction in the rate of any equipment or its accessories, the benefit of it to be passed to the bank.

## **62. CONTRACT AMENDMENTS**

62.1. No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

62.2. Each party warrants and guarantees that it has full power and authority to enter into and perform this agreement and the person signing this agreement on behalf of each has been properly authorized and empowered to enter into this agreement. Each party further acknowledges that it has read this agreement, understands it, and agrees to be bound by this.

62.3. Words importing the singular include the plural and vice versa.

### **63. DELAYS IN THE VENDOR'S PERFORMANCE**

63.1. Delivery, installation, commissioning of the Products/Solution and performance of Services shall be made by the Vendor within the timelines prescribed.

63.2. If at any time during performance of the Contract, the Vendor encounter conditions impending timely delivery of the Products and performance of Services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Vendor's notice, the Bank shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, with or without liquidated damages, in which case, the extension shall be ratified by the parties by amendment of the Contract.

63.3. Except as provided in the above clause, a delay by the Vendor in the performance of its delivery obligations shall render the Vendor liable to the imposition of liquidated damages, unless an extension of time is agreed upon without the application of liquidated damages.

### **64. VENDOR'S OBLIGATIONS**

64.1. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.

64.2. The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to be done. The Bank would only provide necessary letters for enabling procurement of the same.

64.3. The Vendor is obliged to work closely with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implementation activities.

64.4. The Vendor will abide by the job safety measures prevalent in India including the insurance coverage of its staff and will free the Bank from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence/ or during performance of any work in the Bank. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.

64.5. The Vendor shall issue Photo-Identify Cards to all its employees who would be deployed for the survey / installation / maintenance or any other job for the system. The Photo-Identify Cards shall be signed by the employee concerned, the authorized signatory of Vendor, Photocopy of such Photo-Identify Cards to be deposited with the Circle Security Department. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

64.6. The Vendor will treat as confidential all data and information about the Bank, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the Bank.

**65. RIGHT TO USE DEFECTIVE PRODUCT:** If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the product is found to be unsatisfactory, the Bank shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with the Bank's operation.

**66. SECURITY DEPOSIT:**

66.1. An amount equal to EMD amount as per Para 5.1 shall be deposited in the form of Bank Guarantee in favour of SBI LHO Bengaluru to be submitted by the vendor at the time of signing of contract. The Bank Guarantee shall be held by the Bank during entire period of empanelment.

66.2. In case the shortlisted vendor backs out and refuses to work, the EMD/Security money deposit shall be forfeited, and the vendor will be debarred for 03 years from taking part in the future security equipment tenders floated by the bank for its Bengaluru circle Branches.

**67. TERMINATION FOR DEFAULT:**

67.1. The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 days sent to the Vendor, may terminate the Contract in whole or in part there of:

67.1.1. If the Vendor fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or

67.1.2. If the vendor fails to perform any other obligation(s) under the contract; or

67.1.3. Laxity in adherence to standards laid down by the Bank; or

67.1.4. Discrepancies/deviations in the agreed processes or

67.1.5. Violations of terms and conditions stipulated in this RFP.

67.2. In the event the Bank terminates the Contract in whole or in part for the breaches attributable to the Vendor, the Bank may procure, upon such terms and in such manner as it deems appropriate services similar to those undelivered, and the Vendor shall be liable to the Bank for any increase in cost for such similar services. However, the Vendor shall continue performance of the Contract to the extent not terminated.

67.3. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ Bank's data or any other relevant information to the Bank in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to the Bank.

67.4. During the transition, the Vendor shall also support the Bank on technical queries/support on process implementation.

67.5. The Bank's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.

67.6. In the event of failure of the Vendor to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, the Bank at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, the Bank shall give prior notice to the existing Vendor. The existing Vendor shall continue to provide services as per the terms of contract until a 'New Vendor' completely takes over the work. During the transition phase, the existing Vendor shall render all reasonable assistance to the new Vendor within such period prescribed by the Bank, at no extra cost to the Bank, for ensuring smooth switch over and continuity of services."

**68. TERMINATION FOR INSOLVENCY:** The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise

insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

**69. TERMINATION FOR CONVENIENCE:** The Bank, by written notice sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

**70. FORCE MAJEURE:**

70.1. Bank may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure.

70.2. If anytime, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of war or hostility, act of the public enemy, civil commotion, riots, sabotage, fire, flood, explosion, pandemic, epidemic, quarantine restrictions, strike, lockout or acts of Nature, hereinafter referred to "eventuality", provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be reason of such an "eventuality" be entitled to terminate this contract nor shall either party have any claim or damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such "eventuality" has come to an end or ceased to exist.

70.3. If an event or series of events (alone or in combination) of Force Majeure occur and continue for a period in excess of 60 consecutive days, then Bank shall have the right to terminate this agreement, whereupon the Parties shall meet to mitigate the impediments caused by the Force Majeure event.

**Definition:** The term "Force Majeure" means any event or circumstance or combination of events or circumstances that affects the performance by the Bidder of its obligations pursuant to the terms of this Agreement (including by preventing, hindering or delaying such performance), but only if and to the extent that such events and circumstances are not within the Bidder's reasonable control and were not reasonably foreseeable and the effects of which the Bidder could not have prevented or overcome by acting as a Reasonable and Prudent person or, by the exercise of reasonable skill and care. Force Majeure events and circumstances shall in any event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes.

**71. ARBITRATION CLAUSE** Except, as otherwise provided elsewhere in the contract, if any dispute, difference, question, or disagreement arises between the parties here to or their respective representatives or assignees, at any time, in connection with this Agreement, including any question regarding the specifications, design, drawings and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in anyway arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions orders, validity, interpretation, application, meaning, scope, operation, interpretation or out of the contract or

breach thereof, or effect or termination or these conditions or otherwise concerning the work or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:

71.1. If the Bidder(s) considers that they are entitled to any extra payment or compensation in respect of the works over and above the amounts admitted / paid or in case the Bidder(s) wants to dispute the validity of any deductions or recoveries made or proposed to be made from the contract or raise any dispute, the Bidder(s) shall forthwith give notice in writing of their claim, or dispute within 30 days from the date of disallowance thereof or the date of deduction or recovery to the Asst. General Manager, Premises & Estate Dept., 2nd Floor New Annexe Building, State Bank of India, Local Head Office, #65 St. Marks Road, Bangalore and the said notice shall give full particulars of the claim, basis of which claim and details of calculations of the claim and the Bidder(s) shall not be entitled to raise any claim nor shall the Bank be in any way liable in respect of any claim by the Bidder(s) for which notice of such claim have not been given to the Asst. General Manager, Premises & Estate, State Bank of India, Local Head Office, Bangalore in the manner and within the time as aforesaid. The Bidder(s) shall be deemed to have waived and extinguished all their rights in respect of any claim which has not been advised to the Asst. General Manager, P&E, in writing in the manner and within the time aforesaid.

71.2. Asst. General Manager, Premises & Estate Dept., 2nd Floor New Annexe Building, State Bank of India, Local Head Office, #65 St. Marks Road, Bangalore shall give his decision in writing on the claims notified by the Bidder(s). The Bidder(s) may, if aggrieved by the decision of the Asst. General Manager, Premises & Estate, State Bank of India, Bangalore, within 30 days of the receipt of the decision shall submit his claims to the conciliating authority namely as Deputy General Manager & Circle Development Officer, 3rd Floor, New Annexe Building, State Bank of India, Local Head Office, #65 St. Marks Road, Bengaluru for conciliation along with all details and copies of correspondence exchanged between him and the Asst. General Manager, Premises & Estate, State Bank of India, Local Head Office, Bangalore.

71.3. If the conciliation proceedings are terminated without settlement of the disputes, the Bidder(s) shall, within a period of 30 days of termination thereof shall give a notice to the Chief General Manager of the Circle for appointment of an arbitrator to adjudicate the notified claims failing which the claims of the Bidder(s) shall be deemed to have been considered absolutely barred and waived.

71.4. Except where the decision has become final binding and conclusive in terms of the contract all disputes of differences arising out of the notified claims of the Bidder(s) as aforesaid and all claims of the Bank shall be referred for adjudication through arbitrations by the Sole Arbitrator appointed by the Chief General Manager. It will not have any objection to any such appointment that the Arbitrator so appointed is a Bank Officer and that he had to deal with the matters to which the contract relates in the course of his duties as Bank Officer. If the Arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another sole arbitrator shall be appointed in the manner aforesaid by the said Chief General Manager. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. It is a term of his contract that the party invoking arbitration shall give a list of disputes together with amounts claimed in respect of each dispute along with the notice for appointment of arbitrator. It is also

a term of this contract that no person other than a person appointed by Chief General Manager as aforesaid should act as arbitrator.

71.5. The conciliation and arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made hereunder. It is also a term of the Bidder that if any fees are payable to the arbitrator these shall be paid equally by both the parties. However, no fees will be payable to the arbitrator if he is a Bank Officer. It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims.

71.6. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half each by the parties. The cost of the reference and of the award (including the fees, if any of the arbitrator) shall be at the discretion of the arbitrator who may direct in whatever manner, such costs or any part thereof, shall be paid and fix or settle the amount of costs to be so paid. The arbitration shall be conducted in English language. The Arbitration and Conciliation Act 1996 and the rules made there under with all/ any modifications or amendments thereof for the time being in force shall apply to the arbitration proceedings.

## **72. RESOLUTION OF DISPUTES:**

72.1. All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If however, the parties are not able to solve them amicably, either party (SBI or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Bengaluru.

72.2. The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained. Arbitration proceeding shall be held at Bengaluru, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.”

## **73. JURISDICTION:**

73.1. **Applicable Law:** The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subject to the exclusive jurisdiction of courts at Bengaluru.

73.2. All dispute arising out of or connected with this contract shall be instituted in the Court of competent jurisdiction situated in Bengaluru.

73.3. **Saving clause:** No suits, prosecution or any legal proceedings shall lie against the State Bank of India or any employee of the Bank for anything that is done in good faith or intended to be done in pursuance of this agreement.

73.4. **Governing Language:** The governing language shall be English.

74. **ADDRESSES FOR NOTICES:** The following shall be the address of the Bank and Vendor.

**Bank's address for notice purposes:**

**Assistant General Manager (P&E)**

**STATE BANK OF INDIA,**

**LOCAL HEAD OFFICE,**

**2<sup>ND</sup> FLOOR, NEW ANNEXE BUILDING,**

**65 ST MARKS ROAD,**

**BENGALURU-560001**

**Vendor's address for notice purposes**

<To be filled in by the Vendor>

A notice shall be effective when delivered or on effective date of the notice whichever is later.

**75. TAXES AND DUTIES**

75.1. The Vendor will be entirely responsible for all applicable taxes of Central / State Government license fees, road permits, GST etc. in connection with delivery of products at site including incidental services and commissioning.

75.2. Income / Corporate Taxes in India: The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price bid by the Vendor shall include all such taxes in the contract price.

75.3. Tax deduction at Source: Wherever the laws and regulations require deduction of such taxes at the source of payment, the Bank shall affect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by the Bank as per the laws and regulations in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in India on income and profits made by the Vendor in respect of this contract.

75.4. The Vendor shall make his own arrangement for the engagement of all labour and shall be responsible for regulating their service and work conditions in conformity with all Acts, Regulations, Rules or Order of Competent Authority under relevant laws in force during the Warranty period. Vendor shall indemnify the Bank from all claims relating to Workers/Staff/Sub-Vendor's Salaries, Wages, Overtime, Leave, Provident Fund, ESI, Medical Facilities, Gratuity, Bonds or any other claim as applicable and stipulated in any Statutory provisions, rules or order of Competent Authority.

## **76. LIABILITY AND INDEMNITIES:**

76.1. VENDOR represents and warrants that the supply repair and maintenance service to be provided do not violate or infringe upon any patent, copyright, trade secret, or other proprietary right of any other person or other entity. VENDOR agrees that it will, and hereby does, indemnify the Bank from any claim, damages, loss, penalty etc., directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.

76.2. Vendor agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, reputation loss, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of any deficiency in Services rendered by the Vendor or breach of any obligations mentioned in clauses hereinabove, including without limitation, breach of confidentiality obligations or any acts of commission / omission on the part of employees, agents, representatives or Sub-Contractors of the Vendor. The Vendor agrees to make good the loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on the Vendor.

76.3. Vendor further undertakes to promptly notify the Bank in writing any breach of obligation of the Agreement by its employees or representatives including confidentiality obligation and in such an event, the Bank will in addition to and without prejudice to any other available remedies be entitled to immediate equitable relief in a Court of competent jurisdiction to protect its interest including injunctive relief.

76.4. The Vendor shall indemnify and keep fully and effectively indemnified the Bank against any fine or penalty levied on the Bank for improper payment of tax for the reasons attributable to the Vendor.

76.5. The Vendor hereby undertakes the responsibility to take all possible measures, at no additional cost, to avoid or rectify any issues which thereby results in non-performance of software/ hardware/ deliverables within reasonable time. The Bank shall report as far as possible all material defects to the Vendor without undue delay. The Vendor also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

76.6. Nothing contained in this Agreement shall impair the Bank's right to claim damages without any limitation for an amount equal to the loss suffered for non-performance of software/ hardware / any other system.

## **77. FRAUD AND CORRUPT PRACTICES**

77.1. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding Process. Notwithstanding anything to the contrary contained herein, the Bank shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

77.2. Without prejudice to the rights of the Bank, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices during the bidding Process, such Bidder shall not be eligible to participate in any RFP issued by the Bank during a period of 3 (three) years from the instant date.



77.3. For the purposes of this Clause, the following terms shall have the meaning hereinafter, respectively assigned to them:

77.3.1. "Corrupt practice" means.

77.3.1.1. the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the SBIIMSPL/ Bank who is or has been associated in any manner, directly or indirectly with the bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the bidding Process); or

77.3.1.2. engaging in any manner whatsoever, whether during the bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project.

77.3.2. "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding Process.

77.3.3. "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the bidding Process.

77.3.4. "Undesirable practice" means.

77.3.4.1. establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding Process; or

77.3.4.2. (ii) having a Conflict of Interest; and

77.3.5. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the bidding Process.

**The above RFP Document, Terms & Conditions of Contract have been accepted by us.**

Vendor's authorized Signatory

Vendor's Seal.

Place:

Date:

**Forwarding letter (Application Form)**  
**(To be submitted by interested Firm/Company)**

From,  
M/s  
Full Address:  
Tel Nos:  
E-mails:

**PREMISES & ESTATE DEPARTMENT**

State Bank of India,  
Local Head Office,  
2nd Floor, New Annexe Building  
65 St Marks Road,  
Bengaluru - 700 001

Dear Sir,

**REF: YOUR REQUEST FOR PROPOSAL (RFP) DATED ..... FOR EMPANELMENT OF VENDORS FOR MAINTAINANCE OF EXISTING TIME LOCK IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS)**

We have examined the RFP, the receipt of which is duly acknowledged, and we offer to our bid for Empanelment of Vendors for comprehensive AMC of existing Time lock and Supply, Installation, Commissioning, Testing & Maintenance of new Time Lock at branches/offices of State bank of India in the State of Karnataka as per the terms, conditions and technical specifications spelt out in the RFP and made part of this offer.

2. While submitting this bid, we certify that:

(a) We have not induced nor attempted to induce any other vendor to submit or not submit a bid for restricting competition.

(b) We have not added/deleted/modified the contents/ text of the document or any part of the bid document and if bank observes any modification/alteration/addition/deletion is made, bank has right to reject the bid without assigning any reason.

3. We agree to abide by this offer till 180 days from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the bank any time before the expiry of that period.

4. We agree that in the event of our Company being selected for providing services to State Bank of India, as service provider we will enter into and execute the necessary contract agreement as per the format specified by State Bank of India. We understand and agree that until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between us.

5. We understand that the Bank is not bound to accept the lowest or any bid that may be received.

6. We also certify that we have not been blacklisted or included on negative list or have been terminated of their services of any Government/ Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs). Further, we have not abandoned any work or rescinded any part of our contract. We also certify that none of the directors of our Company is/has been a director/Partner/Promoter/Key Managerial Person in a Company/firm/entity which is/has been black-listed or included in negative list by any Government/ Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs).

7. We also certify that we are not involved in any litigations/ material litigations with any client/own employee/Directors etc. or any Vigilance cases, whose outcome could have a materially adverse impact on our business/finance.

8. We also certify that no litigation/prosecution is pending against us or our director's involving violation of statutory regulations or alleging criminal offence or tax liabilities.

9. We certify that the information/data/particulars furnished in our Proposal are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, Bank will have the right to disqualify us from the bid.

10. We undertake to comply with the terms and conditions of the RFP. We enclose along with our Proposal a duly signed hard copy of the RFP document. We understand that the Bank may reject any or all of the offers without assigning any reason whatsoever.

11. It is certified that the information furnished here in and as per the documents submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false/misleading/incorrect information/ documents.

12. We have understood that the initial engagement of the selected Vendors shall be for three (03) years, however, the Bank may, at its discretion, terminate the engagement any time during the currency of the contract for violation of any of the terms and conditions by Vendors or otherwise.

Yours faithfully,

Authorised Signatory

For and on behalf of

M/s \_\_\_\_\_

Seal

Date:

**Note: A copy of the Board Resolution authorizing the signatory to represent the Company to be enclosed**

(To be furnished on Vendor's letter head)

Letter No.:

Date:

**PREMISES & ESTATE DEPARTMENT**

State Bank of India,  
Local Head Office,  
2nd Floor, New Annexe Building  
65 St Marks Road,  
Bengaluru - 700 001

Dear Sir,

**EMPANELMENT OF VENDORS FOR MAINTAINANCE OF EXISTING TIME LOCK IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS)**

With reference to your advertisement dated \_\_\_\_\_ for the captioned work, we enclose herewith for your kind consideration our Company Profile in the format provided by you in the **Annexure-3** along with necessary supporting papers signed and sealed by the authorized signatory of the vendor. We confirm that the details furnished by us are true and correct.

2. We undertake to produce the original of all the papers/ documents attached herewith as and when asked for by the Bank and shall extend all assistance to the Bank Authorities for the purpose of empanelment.

3. We hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the REQUEST FOR PROPOSAL (RFP) including all appendices to new supply, installation and commissioning, certification and Comprehensive AMC of existing security equipment at branches/ offices of State Bank of India in the State of Karnataka.

4. We clearly understand and undertake that mere submission of application does not guarantee for our empanelment and Bank's decision in this regard will be final and binding on us. We submit this application in token of our acceptance of the terms & conditions laid down in this advertisement.

Dated this ..... day of .....2025

Yours faithfully,

Authorised Signatory

For and on behalf of

M/s \_\_\_\_\_

Seal

Date:

**Annexure-3****COMPANY PROFILE: DETAILS OF MANUFACTURERS/ FIRMS/ COMPANIES /  
DEALERS / VENDORS**

SL NO	SUBJECT	DETAILS
1	Name of the Manufacturer/ Firm/ Company/ Dealer/ Vendor with Year of Establishment	
2	Address of Corporate / Head Office	
3	Name(s) and Address of Sub offices/ dealers/ distributors located in the state of Karnataka	
4	Communication details	a. Land Line: b. Mobile: c. Email id: d. Web site:
5	Constitution of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	Partnership/Proprietorship/Ltd Company
6	Names of Partner's/ Associate's/ Proprietor's Authorized signatory(s)	
7	Biodata of Partners/ Associates with Address & Tele/Mob/email IDs (Details to be given in separate enclosure)	Enclosed: Yes/No
8	Details of trained Engineers / Technicians with their Qualifications, designations and experience.	To be furnished as per <b>Annexure '3C'</b>
9	Details of Service Centers/ Workshop(s) in Bengaluru Circle comprising of with Complete Addresses	

10	Various latest Registration Nos/ Certificates (Latest attested copies to be enclosed)	(a) PAN No.: _____ (b) IT Registration No: _____ (c) GST No. _____ (d) Service Tax No. _____ (e) ESI No. _____ (f) EPF No. _____
11	Bank Details ( <b>Latest Solvency certificate worth minimum Rs 01 Lacs to be enclosed</b> )	Account No _____ Name of the Bank _____ Branch Address _____  Branch Code _____ Tele No. _____ (With STD Code) Mobile No. _____ Email id. _____
12	Details of latest Registration / Empanelment with different Banks/ PSUs/ Financial Institutes (Enclose documentary proof giving latest actual work carried out)	Enclose the details of clients and work experience as per Formats enclosed at <b>Annexures '3A' and '3B'</b> .
13	No. of Installations & AMCs carried out in past 3 years	Enclose the details with proof on separate sheet
14	Details of relative(s) employed in S.B.I., if any.	Name: _____ Relation: _____ Branch/Office: _____ Address: _____ Tele & Mobile No: _____
15	(a) Copies of IT Returns (last three years) (b) GST Return (last one year)	Enclosed: Yes/No

16	Annual Turnover of last THREE yrs. (Please enclose copies of Audited Profit and Loss, Balance Sheet and Turnover Certificate along with Auditor's Note)	(Rs. in Lakhs)	As at close of business as on		
			31.03.2022	31.03.2023	31.03.2024
		Turnover / Sales			
		Other Income			
		Profit before Tax			
		Profit after Tax			
		Capital & Reserves			
17	<p><b>Indicate whether blacklisted and / or blacklisting proceedings pending with any earlier clients.</b></p> <p>Details with reasons thereof. If abandoned the services by dishonouring the agreement.</p>				
18	<p><b>Indicate Details of Pending or Past Litigation, if any, within the last 3 years with details and Explain Reasons.</b> Also mention any claims/ complaints received in the last three years.</p>				
19	<p><b>Indicate Details of any Bankruptcy / Winding-up Proceedings Initiated Against the Bidder or its tie-up Partner/ subsidiary at any point in time.</b></p>				

20	List of documents enclosed (self-certified copies)	1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ 7 _____ 8 _____
11.	<b>Additional Details if any</b>	

### **DECLARATION**

We have read the instructions appended and all terms and conditions. I / We understand that in the event of any information furnished by us being found incorrect / false at a later date, the Bank's decision shall be final to declare any future contract made between ourselves and State Bank of India based on the information given by us as invalid and we shall be solely responsible for the consequences thereof.

We agree that the decision of State Bank of India in selection of contractors will be final and binding to us.

All the information furnished by me/us hereunder is correct to the best of my/our knowledge and belief.

We agree that /we have no objection if enquiries are made about the work listed by us in the accompanying sheets.

**I/We have no objection in authorised Officials of SBI visiting our premises for doing inspections, as deemed necessary by the Bank.**

We agree that We have not applied in the name of **any** sister concern or shell company for the subject empanelment process.

Date:  
Place:

(Authorized Signatory)

(Seal of Manufacturers/ Firms/ Companies/ Dealers/ Vendors)



**Annexure-3A**  
**(Refer Para 12 of Annexure 3)**

**DETAILS OF CLIENTS**

S.No	Client's Name and Complete Address	Contact Person name and mobile / Land Line number	Year of work	Whether still doing AMC of CCTV/ BAS/ & BACS

**Annexure-3B**  
**(Refer Para 12 of Annexure 3)**

**WORK EXPERIENCE**

S. No	Client's Name & Address	Work Order No. and date	Order Value	Date of Completion	Product supplied and Name of Branch where supplied	Remarks

**Annexure-3C**  
**(Refer Para 8 of Appendix 3)**

**DETAILS OF TRAINED ENGINEERS / TECHNICIANS**

S.No	Engineer/ Technician Name	Educational Qualification	Designation	Experience	Employed in Company since

Letter No.

Date:

**THE AGM (PREMISES & ESTATE)**  
**SBI, LOCAL HEAD OFFICE, BENGALURU-**  
**700001**

Dear Sir,

**SUBJECT: MANUFACTURERS'/PRODUCERS' AUTHORISATION FORM**

We \_\_\_\_\_ Manufacturer /Authorised supplier/Distributor registered office at \_\_\_\_\_ having joint venture / authorized dealership etc. with M/s \_\_\_\_\_. Who are established and leading manufacturer of \_\_\_\_\_ Security products, do hereby authorize M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ to submit quote, negotiate, supply, install and provide after sales support for our range of under mentioned products quoted by them to meet the above-mentioned tender: -

Sl No	Product	Company	Model No	Remarks

2. We also confirm that the above products meet the technical specifications/features as per the RFP.

3. We as OEM are responsible that the System Integrator uses genuine products. We will conduct Audit of the products being installed by the System Integrator, as and when required by the Bank without any extra cost, as a service support to the Bank.

4. We hereby confirm to extend our back-to-back technical support and meet warranty terms of years. Also, we as an OEM assure that the quoted models are not end of life and necessary spares would be provided at cost to bidder for period of **five years**, as per OEM standards for this tender/project.

5. We duly authorize the said vendor to act on our behalf in fulfilling all installations, technical support and maintenance obligations required by the contract.

Thanking you,  
Yours faithfully,

Authorized Signatories

**TECHNICAL SPECIFICATIONS: TIME LOCK**

(Specifications given below are minimum, however equipment with higher specifications can be considered at the discretion of the Bank)

S No	TIME LOCK	SPECIFICATIONS
1.	Location	Grill Doors of Strong Room / Cash Safe/ Gold Safe as suitable
2.	Major Components	a) Main Time Lock Unit (Bullet resistance casing minimum 8 mm) b) Control Panel (tamper proof) c) Keypad with inbuilt data logger d) Relock switch
3.	Software	a) Licensed software & suitable operating system b) User friendly with Programming, Monitoring & Reporting facilities
4.	Management	Create/delete user, change user pass code, etc. with complete lock management
5.	Time Setting	a) Time Setting Resolution: Minimum 15 Min-thereafter 1 Min steps. b) Facility to set operating time for each lock/ group & holiday schedule c) Provision of BYEPASS mode with variable time setting facilities 10 to 60 minutes, (factory set) to open at short notice.
6.	Report	Customised report generation based on events, time, dates, etc
7.	Alarm	Buzzer/Alarm indication for violation of any program, such as of illegal attempt, invalid user, invalid time, etc
8.	Installation	Connecting wires/ cables should be multi core PVC insulated. All wiring should be done in conduit with casing, capping. Civil works if any shall be carried out professionally and as per standards.
9.	Lock/ Key	a) Main unit lock: To keep the main unit locked b) Bypass Lock: To bypass prescheduled opening time c) Normal Key (Key No.1): To open the main unit at scheduled time after inputting password d) Bypass Key (Key No. 4): To bypass prescheduled opening time by preset delay. e) Master Key (Key No. 3): To open main unit during system failure.
10.	Keypad with inbuilt data Logger	a) Backlit LCD display minimum 16 x 2 b) Should have provision for remote health monitoring of using GSM interface.
11.	Programming	a) Facility to program & control door lock. b) Facility to program opening time for lock c) Facility for setting holiday schedules. d) Facility to set time delay for each lock. e) Facility for creating / deleting user & changing user pass codes.
12.	Certification	ERTL/BIS/CE
13.	Power pack	Power supply unit, with appropriate ratings & sufficient battery backup (Lithium Battery 12 V 7 AH Rechargeable (MF) be provided for each Digital ETL such that Batteries shall be able to support the system for minimum 6 hours with auto cut and automatic changeover.

14	Audit Trail	To extract audit trail as per requirements such as date wise, lock wise, open/close time wise, etc. (a) Non-erasable (b) Audit trail minimum 2000 events (c) Provision for TCP/IP Network
15	Technical Features	(a) Settings & Audit Trail Shown on LCD, Printer or PC (b) One programmer code (c) Manager Mode (d) Dual User Control: (i) Any two codes can open. (ii) Two codes of same group can open. (iii) Two codes of different group can open. (e) Time Delay: (i) Delay – 1 to 99 Min. (ii) Opening Signal Window 5-20 Min (Factory Set) (iii) Duress Time Delay 0 – 99 Min (iv) Time Delay Override (f) Duress capability (g) Bolt Position Sensor (Tamper proof)
16	Time lock features	(a) Standard 4 Opening & 4 Closing Per Day or More (b) Holidays & Special Events (c) Immediate Locking (d) Time Lock open period extension (e) Date Format MM/DD/YY or DD/MM/YY Available (f) Time Format 24 Hours (AM / PM Format) (g) Real time clock-based operation (h) Code Denial through TCP/IP (Optional) (i) Low Battery Warning on Screen (RED LED) (j) Retains All Codes & Settings when Changing Batteries (k) Communication between time lock keypad and time lock to be securely encrypted to prevent bypassing the time lock schedule simply by replacing the keypad (l) Manager & user codes: minimum 8 codes of 4 digits (m) <b>Relocking facility</b> through relock switch in case of emergency or when opening not desired, to be installed at a hidden place. It relocks the Time Lock. (n) <b>Positive Locking (PLS)</b> : Should lock the for indefinite duration, in case of tampering (o) <b>CONTROL UNIT</b> . i) Audio visual indication of 3 short beeps and RED LED glow as opening signal ii) <b>Green LED glow to indicate working on AC mains</b> iii) <b>Red LED to show weak battery.</b>
17	Users	Minimum 10
18	Lock codes	(a) Master Code: (i) Opens Locks & Access all Lock functions (ii) Should be definable as cannot be opened Lock (b) Manager Code (c) Time Manager Code (d) Duress Code: Should have provision to activate Emergency device like alarm/ auto dialler. (e) User Code.

		(f) Self-Diagnosis / Error Detection Capability
19	Lock Settings	a) At Location b) Over TCP/IP (Optional)
20	AMC & Warranty	Minimum three years comprehensive AMC (quarterly visits) after warranty period of minimum one year.

**BOQ: FOR TIME LOCK**

**(To be Submitted in Separate Cover not to be quoted in Technical Bid)**

<b>SI No</b>	<b>Description</b>	<b>Make &amp; Model</b>	<b>Qty</b>	<b>Rate</b>
1	Time Lock (full system) for safe door		01 No	
2	Time Lock (full system) for grill gate/door		01 No	
3	Time Lock Main Unit		01 No	
4	Main Lock Assemble		01 No	
5	Bypass Lock Assemble		01 No	
6	Electronic Control unit		01 No	
7	Relock Switch		01 No	
8	Power Supply Board		01 No	
9	Mother Board		01 No	
10	SMPS / Transformer		01 No	
11	Rechargeable battery 12v 7Ah with charging and auto dialer		01 No	
12	2 Core Power Cable		01 No	
13	PVC Conduit		01 No	
14	UT Angle		01 No	
15	Replacement of Keys (All the three sets)		01 Set	
16	Installation charges		Per System	
17	Re-installation charges in the same premises		Per System	
18	Shifting to other location and reinstallation charges		Per System	
19	Comprehensive AMC Charges for existing Time Lock (ARA)		Per System	
20	Comprehensive AMC Charges for new Time Lock after expiry of warranty period		Per System	

**Note:**

- a) Grouting and/or welding charges, where applicable, shall be paid on actuals.
- b) Price quoted shall be for total package cost which shall include the items as per the BOQ including the comprehensive AMC charges to derive L-1 rates.
- c) The above rates shall remain valid for a period of 3 years, extendable up to 2 more years, on satisfactory services, as per discretion of the Bank.



- d) The quantity of items in total package cost is indicative in nature for deciding L-1. The Bank has its discretion to install individual items in piecemeal as per Bank's requirement.
- e) The rates quoted shall be inclusive of installation, labour, transportation, octroi, entry tax, toll tax or any local tax/ levy etc. However, the GST, as applicable shall be paid by the Bank.
- f) This rate list shall form the basis for additional requirements of the items, if any in future.
- g) Abnormally high rates quoted, if any, for any item shall not be accepted and the Bank may go for negotiation with the concerned vendor for finalisation of genuine rate prevailing in the market.

**SERVICE LEVEL AGREEMENT (SLA) MAINTAINANCE OF EXISTING TIME LOCK (ARA) IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK (ON REQUIREMENT BASIS)**

MADE THIS ..... the DAY OF .....BY AND BETWEEN STATE BANK OF INDIA, a body corporate constituted under the SBI Act 1955 and having one of its Administrative Office/ Regional Business Office at .....(hereinafter referred to as 'The Bank' which expression shall include its successor and assigns) represented by Shri....., designation.....

AND

M/s.....(Vendor) having its registered office at .....(Full address of Vendor) (hereinafter referred to as 'Vendor' which expression shall include its successors and assigns) represented by Shri....., designation.....

2. WHEREAS the Bank has issued a Request for Proposal (RFP) dated.....inviting proposals from the prospective vendors for supply, installation and maintenance of Time Lock (ARA) installed in its branches and offices more fully described in the said RFP & vendor has participated in the above tender process and was selected for supply, installation and Comprehensive Annual Maintenance services of Digital Time Lock along with its accessories as well as comprehensive AMC of existing Time lock, as defined in scope of work. Different makes/ models are installed at branches and offices of the Bank.

WHEREAS the vendor has agreed to provide the supply, installation and maintenance services for Digital Time Lock at different branches/ offices of the Bank as well as comprehensive AMC of existing Time lock, where Time Lock has been installed.

3. NOW THEREFORE, in consideration of the mutual covenants, undertaking and conditions set forth below and for other valid consideration the acceptability and sufficiency of which are hereby acknowledged by both the Parties hereby agreed as follows:

**Duration of the Contract & Rate:** The Contract duration will be for a period of one (01) year from.....to .....which may be renewed on yearly intervals up to the empanelment period at the discretion of the Bank based on satisfactory performance of the vendor. The rate of Comprehensive AMC charge shall be as under:

- a) For Time Lock (existing pre-empanelment): Rs ...../- per Equipment per year.
- b) For new Time Lock (post empanelment post warranty): Rs ...../- per Equipment per year.

**(All the Clauses, Terms and Condition given in the RFP will be part of this Contract)**

IN WITNESS, WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE ABOVE-MENTIONED DATE.

**On behalf of the VENDOR:**

(Signed by Vendor's Authorized Representative)

Shri \_\_\_\_\_ Designation \_\_\_\_\_.

Seal of VENDOR

**On behalf of The Bank:**

(Signed by Bank's Representative)

Shri \_\_\_\_\_

State Bank of India,

**In the presence of:**

(1) Shri \_\_\_\_\_

(2) Shri \_\_\_\_\_

Note: Depending upon the constitution of the Vendor, necessary changes will be made to properly state such constitution.

**SERVICE REPORT OF TIME LOCK***(AMC Preventive Maintenance /Emergency breakdown call)*

Branch Name:	
Branch Code:	AO/RBO
Comprehensive AMC Period:	Service Report Date & Time:
Technician's Name & Mobile No.	

Particulars	Status
Time lock	
Control Unit	
Relock Switch	
Junction Control Unit	
Batteries with charger and auto cut sensors	
Wiring and its Conduit	
UT angles and their grouting	
Any other Peripheral/ equipment forming part of Time Lock and/or of the above-mentioned hardware	

Details of make/model defect and repair / status after maintenance is entered in prescribe page of Security Register: YES / NO:

Repairs / Replacement Carried out:

Remarks by Technician:

**UNDERTAKING BY COMPANY TECHNICIAN:** The Time Lock and its accessories installed in the Branch are as per the specification of Bank, functioning properly and fully serviced during the today's AMC visit.

Signature of technician Date: Seal	BM Certificate: Rep of M/s..... has serviced the Time Lock in our presence & demonstrated the system. The Time Lock(s) is/are fully functional (If Nonfunctional please specify):   Date: Branch Seal: SIGNATURE OF BRANCH MANAGER
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**INSTALLATION CERTIFICATE: TIME LOCK**

Date/ Time of Installation: \_\_\_\_\_

The Branch Manager,

State Bank of India

Branch Name:

Branch Code: \_\_\_\_\_ AO/RBO: \_\_\_\_\_

Order Letter No/ Mail date:

Order Issued by: \_\_\_\_\_

It is confirmed that the following Bank approved materials have been supplied, installed as per the Bank instruction and specification prescribed.

Sl. No	Item	Make	Model	Item SI No	Qty Installed

Post installation function of the complete system is tested by the Branch officials and found to be satisfactory. The quantity of materials (No of equipment, Accessories, Spares, length of cable) is verified by the Branch officials.

The following Branch Staffs are given training on operation and troubleshooting of the installed equipment.

SI No	Name	Designation	Signature

For The Company:

For State Bank of India

.....

Technician Signature:

Branch Manager Signature

.....

Technician Name

BM Name:

Company Seal:

Branch Seal With date:

**DECLARATION/ UNDERTAKING**

I/ We \_\_\_\_\_ hereby certify that my/ our firm/ company  
M/s \_\_\_\_\_ has/ have never been involved in arbitration/ litigation  
with State Bank of India or have been de-listed/ black-listed/ debarred / de-empaneled for any  
service/ supply of any type of equipment by the Bank, Govt. of India Organisations / PSU /  
PSE / Govt. Depts./ reputed Private Sector etc. or services have been found to be poor/  
unsatisfactory in the past or has abandoned the services by disregarding the contract.

2. We certify that the information/ particulars furnished in our bids are factually correct and we  
also accept that in event of any information/particulars proven to be incorrect, the Bank will  
have the Right to Disqualify and De-empanel our firm/company.

Place:

Signature with seal

Date:

Name (in block letters)

Designation

Name of the firm/company

Address

(To be furnished on Vendor's letter head)

Letter No.:

Date:

**PREMISES & ESTATE DEPARTMENT**

State Bank of India,  
Local Head Office,  
2nd Floor, New Annexe Building  
65 St Marks Road,  
Bengaluru - 700 001

Dear Sir,

**EMPANELMENT OF VENDORS FOR MAINTAINANCE OF EXISTING TIME LOCK (ARA)  
IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY  
INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK  
(ON REQUIREMENT BASIS)**

With reference to the captioned subject, we intent to participate in the tender process for empanelment of vendors for Comprehensive Annual Maintenance Contract of existing Time Lock and Supply, Installation, Testing, Commissioning, Maintenance of new Time Lock (on requirement basis) at the branches/ offices of State Bank of India in the State of Karnataka.

2. As per the terms and conditions of RFP, we submit draft No. \_\_\_\_\_ dated \_\_\_\_\_ for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ Only) as EMD.

3. We undertake that in the event of not performing the obligations as per the terms and conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us, the EMD will be forfeited.

Yours faithfully,

Authorised Signatory

For and on behalf of

M/s \_\_\_\_\_

Seal

Date:

**ELIGIBILITY CRITERIA: CHECK LIST**

<b>LIST OF ENCLOSURES</b>		
<b>S. No.</b>	<b>Particulars</b>	<b>Enclosed Yes/ No</b>
1.	The Manufacturer/ Firm/ Company/ Dealer/ Vendor is in field of supplying, installation & maintenance of security system business for a minimum period of <b>05 years</b> as on 31/03/2024	
2	Company/ Manufacturers/ Firms/ Dealers/Vendors Profile submitted.	
3	In last three years' installation of system done in Government/ Semi Government/ Nationalized Public Sector Banks/Public Sector undertaking/ Financial Institutions/ Corporate Offices	
4	Address proof with Complete Contact details submitted	
5	Company having required turn over and documents submitted (Balance Sheet and IT Return Copy)	
6	Performance Certificate from customer whose work order shown	
7	Latest Banker's Solvency Certificate (in original) worth minimum <b>Rs. 1 lac</b> along with Banking details submitted	
8	Technical Specifications/Brochure of the product(s) offered submitted	
9	Latest attested copies of GST Registration	
10	Copy of PAN Card (issued by Income Tax Department)	
11	A valid Direct Authorized Dealer Certificate from OEM/ ODM. Back-to-back support certificate <b>for 05 years.</b>	
12	Copy of SLA of the vendor with OEM/ODM	
13	Copies of ISO Certification, if any	
14	Certificate(s) of the product offered	
15	List of Support offices or Sub offices / dealers submitted. Proof of the office existence	
16	List of qualified technicians / tradesmen submitted with proof	
17	Copy of registration and partnership deed (if applicable) in support of constitution / In case of Limited Company, copy of Power of Attorney for signing the application and the Certification of Incorporation, Memorandum of Articles of Association & Board resolution authorizing representative to apply and make commitments on behalf of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to be attached	
18	Registration certificate wherein the nature of business of the Bidder is mandatory	
19	Company in profit during the last three consecutive years. Support documents submitted	

Authorised Signatory

Place:

Date:

Office Seal:



(To be furnished on Vendor's letter head)

Letter No:

Date:

**THE AGM (PREMISES & ESTATE)  
SBI, LOCAL HEAD OFFICE, BENGALURU-  
560001**

Dear Sir,

**EMPANELMENT OF VENDORS FOR MAINTAINANCE OF EXISTING TIME LOCK (ARA)  
IN THE BRANCHES IN THE STATE OF KARNATAKA INCLUDING SUPPLY  
INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE OF NEW TIME LOCK  
(ON REQUIREMENT BASIS)**

With reference to above, we hereby agree to abide by all terms and conditions laid down in commercial bid document and also agree to the following:

- a) We forward herewith a Bank Guarantee of Rs 50,000.00.
- b) The empanelment will continue, subject to satisfactory performance of the contract.
- c) We also confirm that mere empanelment does not ensure us the right to be invited to participate in all/any bids/ quotations/tenders/ projects and/or to get work.
- d) We also confirm that various certificate/ authority letters as applicable will be renewed in time and renewed copies of the same should be submitted to the Bank for the record.
- e) We also confirm that we will respond to the enquiries by the Bank without fail, as & when sent to us. If we do not respond, our firm will be delisted from Bank's list of empanelment without any further notice.
- f) Whenever any work order will be given to us, it is compulsory to enter/sign the agreement between Bank and us before the commencement of the work. Terms and conditions will be forming the part of the contract.
- g) We also certify that the information /data/ particulars furnished in our bids are factually correct. We also accept that in event of any information/ data/ particulars proven to be incorrect the Bank will have the right to disqualify and de-empanel us and in event of any details submitted turned out to be false during the tenure of AMC the Bank is at discretion to forfeit the EMD towards performance security and terminate the AMC.

Yours faithfully,

(Signature of the Vendor)

Stamp