

TENDER ID	AO BBSR: AO/BHU/SEC/2025-26/04
DATE	13.01.2026



STATE BANK OF INDIA (SBI)
ADMINISTRATIVE OFFICE, BHUBANESWAR
3rd FLOOR, BHUBANESWAR MAIN BRANCH BUILDING
BHUBANESWAR, ODISHA-9

TENDER FOR

EMPANELMENT AND RATE CONTRACT FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE (COMPREHENSIVE SERVICE LEVEL AGREEMENT (SLA)) BIOMETRIC ACCESS CONTROL SYSTEM (BACS) (AS IS- WHERE IS BASIS) & COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF EXISTING BIOMETRIC ACCESS CONTROL SYSTEM (BACS) (AS IS- WHERE IS BASIS) FOR BRANCHES/ OFFICES / COMPLEXES OF SBI ADMINISTRATIVE OFFICE BHUBANESWAR, BHUBANESWAR CIRCLE, LOCATED IN THE STATE OF ODISHA THROUGH GOVERNMENT E-MARKETPLACE (GeM) PORTAL

ASSISTANT GENERAL MANAGER (OPERATIONS)
STATE BANK OF INDIA

ADMINISTRATIVE OFFICE, BHUBANESWAR
Third Floor, Bhubaneswar Main Branch Building,
Unit-1, Main Street, Near Capital Police Station,
Bhubaneswar, Pincode- 751009, District- Khurda, India
EMAIL- agmops.bhu@sbi.co.in

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

A. NOTICE INVITING TENDER (NIT) / REQUEST FOR PROPOSAL (RFP)

State Bank of India (SBI), Administrative Office, Bhubaneswar, on behalf of CGM Bhubaneswar Circle, invites tenders in two Bids system on **GEM Portal** from interested, experienced and eligible vendors for online tenders through GEM Portal for empanelment and rate contract for supply, installation, commissioning and maintenance (comprehensive SLA) Biometric Access Control System (BACS) (as is- where is basis) & comprehensive AMC (Annual Maintenance Contract) of existing Biometric Access Control System (BACS) (as is- where is basis) for branches/ offices / complexes of SBI Administrative Office Bhubaneswar, Bhubaneswar Circle, located in the State of Odisha for a period of 2 +1 years. The other details of the tender are as under:

1.	Name of the Work	Supply, Installation, Commissioning And Maintenance (Comprehensive SLA) Biometric Access Control System (BACS) (as is- where is basis) & comprehensive AMC of existing Biometric Access Control System (BACS) (as is- where is basis) for branches/ offices / complexes /establishments etc. of SBI Administrative Office Bhubaneswar, Bhubaneswar Circle, Located in the State of Odisha.
2	Scope of work	<ol style="list-style-type: none"> 1. Comprehensive AMC (Annual Maintenance Contract) (including ancillary work) of existing Biometric Access Control System (BACS) as per the locations mentioned in Clause 2.0 of the GCC. Draft of Comprehensive A Annual Maintenance Contract as per Annexure 'H'. 2. Supply, Installation, commissioning (including ancillary work) of New Biometric Access Control System (BACS) and their maintenance of Biometric Access Control System (BACS) as per the work order by Bank at any location mentioned in Clause 2.0 of the GCC.
3	Availability of Application cum EOI documents	<ol style="list-style-type: none"> 1. GEM portal. 2. Bank website https://sbi.co.in under "SBI in the news<link>SBI In the News <link>Procurement News.
4	Technical Bid	The Application cum EOI duly filled, signed and stamped in each page by the applicant as token of acceptance of all the terms & conditions stipulated here with all supporting documents as mentioned in this document should be uploaded on GEM Portal on or before last date of submission of tender.
5	Estimated Cost	₹ 10,000/- (Rupees Ten Thousand only).
6	Average Annual Turnover	Average annual turnover of Rs. 3000/- (Rs. Three Thousand Only) for each year in last 3 years as one entity ending on 31 st March 2025.
7	<u>Solvency</u>	Rs. 3000/- (Rs. Three Thousand Only) not older than three months from the date of tender.
8	<u>Earnest Money Deposit (EMD)</u>	₹ 100/- (Rupees One Hundred Only) as EMD to be deposited in the form of Demand Draft (DD) in favour of "SBI" payable at Bhubaneswar shall be scanned and to be uploaded in the GeM portal.
9	<u>Pre-Bid Meeting</u>	At 11.00 AM on 28/01/2026 (Link)

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		All the queries shall be attended in the meeting. No other mode of communications shall be entertained for attending queries.
10	Date & Time of opening of Technical Bids	Will be opened as per the dates mentioned in GeM Portal.
11	Notes:	<ol style="list-style-type: none"> 1. Vendors who do not fulfill the minimum eligibility criteria need not apply. Any incomplete application and / or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional tenders are liable for rejection. 2. The EMD of the unsuccessful applicants in Technical Bid shall be returned to the bidder after finalization of the price bid and once the Work Order is issued to the L-1 bidder. 3. All pages of the tender documents should be serially numbered and signed by the authorized person(s) of the applicant only. The authorized person(s) signing the bid shall sign all pages of the bid and official stamp should be affixed on each page. 4. Applicants are advised to fill in the details asked for strictly as per the enclosed forms. Applications may be rejected if relevant details are not furnished in prescribed format and also which do not meet the qualification requirements. 5. The SBI reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.
		<p>(For and on behalf of State Bank of India)</p> <p>(sd/-) Assistant General Manager (Operations) SBI, AO Bhubaneswar</p>

B. Instruction to the Bidders:

1.0 Purpose:

SBI, AO Bhubaneswar invites tenders under a two-bid system from the intending parties for Comprehensive AMC (Annual Maintenance Contract) of existing Biometric Access Control System (BACS) and Supply, Installation, Commissioning of New Biometric Access Control System (BACS), including maintenance, as per the work order by the Bank at any location mentioned in Annexure-I. For new installations Bank invites a rate contract for the items / equipment / gadgets to be used.

2.0 Invitation:

The bidders interested in undertaking the works mentioned in the NIT are invited to submit their technical and commercial proposal in response to this Tender on **GEM portal**. The criteria and the actual process of evaluation and subsequent selection of the successful bidder (L1) will be entirely at the Bank's discretion. The Bank seeks proposal from the Bidders who have the necessary experience, capability & expertise to provide Comprehensive AMC of Biometric Access Control System (BACS), strictly adhering to the Bank's requirement outlined in the Bid Evaluation Criteria (BEC) of this Tender. This Tender document is not an offer by State Bank of India, but an invitation to receive responses from Bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the successful Bidder.

3.0 Eligibility Criteria:

Bid is open to all Bidders fulfilling the eligibility criteria as per the Bid Evaluation Criteria (BEC).

4.0 Disclaimer:

The information contained in this Tender document, or information provided subsequently to Bidder(s) or applicants, whether verbally or in documentary form, by or on behalf of State Bank of India, is provided to the Bidder(s) on the terms and conditions set out in this Tender document and all other terms and conditions subject to which such information is provided.

This Tender is neither an agreement nor an offer and is only an invitation by State Bank of India to the interested parties for submission of bids. The purpose of this Tender is to provide the Bidder(s) with information to assist in the formulation of their proposals. This Tender does not claim to contain all the information that each Bidder may require. Each Bidder should conduct its own investigation and analysis and should check the accuracy, reliability and completeness of the information in this Tender and where necessary, bidders should obtain independent advice. The 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 Tender. The Bank may at its absolute discretion, but without being under any obligation to do so, add and amend or supplement the information in this Tender. No contractual obligation shall arise from the tender process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

The Bank reserves the right to accept or reject any Bid/ offer received in part or in full, and cancel the bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds for the Bank's action.

The Bank also reserves the right to reject any Bid on security and / or other considerations without assigning any reason.

The Bank reserves the right to cancel the entire Bidding / procurement process at any stage without assigning any reason whatsoever.

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The bidding document provides an overview of the requirements, bidding procedures and contact terms. It includes Introduction, Instructions to Bidder, General terms & conditions, Scope of Work, Bid Evaluation Criteria, Application Form, Annexure and Price Bid.

The Bidder is expected to examine all instructions, statements, terms and specifications in the bidding document. Failure to furnish all information required by the bidding documents or submission of bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid. The Bank has made considerable effort to ensure that accurate information is contained in this Tender and is supplied solely as guidelines for Bidders. Furthermore, during the Tender process, the Bank is entitled to issue corrigendum(s) to tender relevant to the Scope of Work. Nothing in this Tender or any addenda is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addressed in the Tender or any addenda.

5.0 Clarifications & Amendments:

If deemed necessary, the Bank may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substances of the bid already submitted or the price quoted. The bidder may be asked to give a presentation for the purpose of clarification of the bid.

6.0 Bid Integrity:

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that the Bank may take. All the bids with accompanying documents will become property of SBI.

7.0 Format and Signing of Bid:

The bidder should prepare submission as per eligibility criteria, Technical Bid, Price Bid and other requested information.

All pages of the Bid document should be serially numbered and shall be signed by the authorized person(s) only and upload the same as technical bid on Gem Portal. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page except for an un-amended printed literature. The bidder should submit a copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the tender document.

Any interlineations, erasures or overwriting shall be valid only if the person(s) signing the bid sign(s) them in full.

8.0 Pre-Bid Meeting:

Online pre-bid meeting will be conducted on 28/01/2026 at 11.00 AM on the Link (prospective Bidder shall click on the link on the specified date to join the meeting). **To join the meeting ([Click Here](#)).**

9.0 At any time prior to the deadline for submission of bids, the Bank may modify or alter the bidding document by issuing an amendment on the Bank's website and Gem portal.

10.0 Any addendum/corrigendum as well as clarification thus issued shall be a part of the tender documents and it will be assumed that the information contained in the amendment would have been taken into account by the bidder in its tender submission.

11.0 Any clarification issued by SBI will be in the form of an addendum / corrigendum and will be available on Gem portal and SBI's website – <http://sbi.co.in> under "SBI in the news/procurement news". The amendment will be binding on all bidders. SBI, at its discretion may extend the deadline for submission of bids.

12.0 The Contractor shall ensure that they are fully conversant with the premises/ building/ complex in question as well as with the business activities thereat and its related manpower requirements for the work specified.

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- 13.0** The Bank shall have the right to remove any person who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of the SBI, except under emergencies / unavoidable circumstances.
- 14.0** The Contractor shall exercise adequate supervision to ensure proper performance of Services in accordance with the requirements.
- 15.0** The Contractor shall issue identity cards/ identification documents to all its employees.
- 16.0** The personnel of the Contractor shall not be the employees of the SBI, and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract.
- 17.0** The Contractor shall also provide at its own cost all benefits; statutory or otherwise to its employees and the Bank shall not have any liability whatsoever on this account.
- 18.0** The details of the machineries proposed to deploy and other technical details can be furnished in the Technical bid by the bidder.
- 19.0** The Bank reserves its right to reject any or all the applications without assigning any reasons whatsoever and no correspondence shall be entertained in this regard.
- 20.0** The Bidders shall fill in all the required particulars in the blank space provided for this purpose in the tender documents and also sign & stamp in each and every page of the tender document before submitting tender.
- 21.0** The rate should be quoted in Indian Currency only.
- 22.0** In quoting rates, the bidders are advised to take into account all factors including any fluctuations in market rates during the contract period. Please note that the rate quoted in the tender shall remain firm and valid for the contract period of 'TWO YEAR plus ONE YEAR' from the date of commencement of work. During this period no request for enhancement / escalation in rates shall be considered under any circumstances.
- 23.0** The rate quoted by the bidders shall remain firm and shall cover all works mentioned in scope of work under this tender including contractors' profit, transportation charges and all statutory levies, insurance, applicable taxes, and any other statutory component.
- 24.0** The bidders are advised to inspect the site and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.
- 25.0** Please note that it is bidders' responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Bank.
- 26.0** The Bank shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.
- 27.0** No employee of SBI shall be engaged by the contractor during the course of carrying out the works.
- 28.0** No alterations or additions are to be made by the Contractors to the tender document. Violation of this instruction will attract rejection of the tender at the sole discretion of the Bank
- 29.0** The Tender shall be quoted on the prescribed format only. The tenders quoted in any other format shall be summarily rejected.
- 30.0** Quoted rates per unit being different from those prescribed in the tender shall render the bid disqualified without any claim/explanation.
- 31.0** All the parts of this tender documents i.e., Tender Notice, General rules and Instructions to bidders, offer letter, General Conditions of Contract, Annexures etc. shall constitute part of the contract document.
- 32.0** The Contractor shall follow such Act, rules and regulations of the Local government bodies, State/Central Government Labour Laws that are in force and that may be framed from time to time for completion of work. SBI shall not be responsible for any infringement of the various statutes in force by the Contractor.

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33.0 PREQUALIFICATION BID DOCUMENTS & TECHNICAL BID:

The bidders are advised to upload various documents mentioned in Bid Evaluation Criteria (BEC) of this tender document as technical bid on Gem portal. The Bidder not submitting any one or more documents mentioned in Bid Evaluation Criteria (BEC) and elsewhere in this document will be rejected in technical bid and price bid of such bidders will not be considered for evaluation. The EMD of the bidders not qualified for the reasons whatsoever including disqualification in the Technical Bid Evaluation shall be returned to the bidder(s) without any interest.

C. GENERAL CONDITIONS OF CONTRACT**INTERPRETATION**

In constructing these conditions, the specifications, the schedule of quantities, tender and agreement, the following words shall have the meaning herein assigned to them except where the subject or context otherwise requires.

In this connection, the following terms shall be interpreted as indicated below:

- i. **“The Bank”** ‘means the State Bank of India (including branches and other offices) and any of its employees or representative authorized on their behalf.
- ii. **“Bidder”** means an eligible entity/firm submitting the Bid.
- iii. **“The Contract”** means the agreement entered between the Bank and the Contractor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- iv. **“Vendor/Contractor/Service Provider”** is the successful Bidder to whom the work has been awarded.
- v. **“The Contract Price/Project Cost”** means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.
- vi. **“The Material/Product”** means all the materials along with the accessories which the Contractor is required to supply to the Bank under the Contract.
- vii. **“The Works/Project”** shall mean the works to be executed or done under this contract.
- viii. **“The Site”** means locations where the proposed work is to be carried out and services as desired under this tender document are to be provided.
- ix. **“The Schedule of Quantities/BOQ”** shall mean the schedule of quantities as specified and forming part of this contract.

Words importing persons include firms and corporations. Words importing the singular only, also include the plural and vice versa where the Context requires.

1.0 SCOPE OF WORK

1.1 The Bank requires SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE (COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT) OF BIOMETRIC ACCESS CONTROL SYSTEM (BACS) & COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF EXISTING

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BIOMETRIC ACCESS CONTROL SYSTEM (BACS) (AS IS WHERE IS BASIS) FOR BRANCHES/ OFFICES / ESTABLISHMENT OF SBI ADMISNISTRATIVE OFFICE, BHUBANESWAR, ODISHA. (CURRENTLY INSTALLED AT 05 (FIVE) CURRENCY CHEST BRANCHES OUT OF TOTAL OF 235 BRANCHES / OFFICES / COMPLEXES / ESTABLISHMENTS / Et cetera).

1.2 **Contract Period:** The rate contract shall be valid for a period of 02 years + 01 years from the date of awarding the contract, subject to review yearly, based on satisfactory performance of the firms/vendor. The rate contract may, at the sole discretion of the Bank, further extendable up to 01 Year as deemed necessary by the Bank on the existing rate, terms and conditions. Satisfactory performance of the vendor will be an essential criterion to take call on further extension of the contract after expiry of initial 02 Years.

1.3 The work under this section shall consist of furnishing all labor, material, equipment, and appliances necessary and required to completely install and maintain the Biometric Access Control System (BACS) as and when required and AMC of existing systems.

1.4 The following procedure of work is to be followed for supply, installation, commissioning & testing of Biometric Access Control System (BACS) at Branches:

- a) The firm will contact the concerned Branch Manager and will execute work.
- b) The supply, installation, commissioning & testing will be carried out by the firm during any working day as per schedule, as and when ordered by the Branch Manager/ designated official of the bank on requirement basis and also on receiving alert from Security Gadget Monitoring System (SGMS) portal. Supervision for installation of Biometric Access Control System (BACS) should be arranged by the firm at their own cost.
- c) Supplying, Installation, Testing, and Commissioning, (SITC) of the Biometric Access Control System (BACS) should be done as per Bank's technical specifications mentioned in the NIT.
- d) The testing should be done in the presence of the Branch Manager or some other official of the Bank authorized by the Competent Authority. The engineer/ technician, who should have company's Authority Letter and Identity Card should give demonstration/training to all authorized staff members during the visit. The Firm/Company shall obtain Police verification report of its staffs before engaging to work in Branches.
- e) The Firm to complete the Supply, Installation work and get Installation/ Maintenance Certificate signed from the Branch Manager in addition to the Firm's Service Certificate.
- f) The Firm shall submit bills supported by Installation/ Maintenance Certificate, Tax Challan etc. for the payment of bills, (he will also submit) along with all supporting documents in favour of its/his claim.

1.5. Comprehensive Annual Maintenance Contract (draft at **Annexure 'H'**) (All pages of draft at Annexure 'H' of Comprehensive Annual Maintenance contract to be signed by bidder as acceptance to format, terms and conditions) shall cover: (also refer Point 23.0)

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(A) replacement of faulty equipment which includes, all the switches, sensors, testing push buttons on the panel, indicators, power supply module, accessories et cetera. However, comprehensive AMC shall not include replacement of entire Biometric Access Control System (BACS) panel, change of wiring, damage to the Biometric Access Control System (BACS) due to lightening, arson, incident of fire, flooding of the branch. The defective equipment shall be deposited with the branch/ office. The following procedure is to be followed for Comprehensive AMC of Biometric Access Control System (BACS) at Branches.

(B) Apart from the warranty and visit on call or SGMS alert , the vendor will ensure that the Biometric Access Control System (BACS) is fully serviceable and functional. The Vendor will plan mandatory visits as part of the package once in a month for Currency Chest Branches, the visiting mechanic / technician of the firm who should be in possession of identity card issued by the firm and authority letter issued by the Assistant General Manager(Operations) / Chief Manager (Operations) / Authorised Bank Staff, shall carry out the Periodic Inspection/ testing of the Biometric Access Control System (BACS). There must be a gap of a minimum of 20 days between mandatory monthly visits to Currency Chest. Presently only five currency chest branches are equipped with Biometric Access Control System (BACS).

(C) Check that Biometric Access Control System (BACS) covers the following areas and ensure that Biometric Access Control System (BACS) covers the following areas and ensure that (bank reserves the right to review the requirement during the course / currency of contract as per requirement of compliance):

The following procedure is to be followed for Comprehensive AMC of Biometric Access Control System (BACS) at Branches.

- (a) Apart from the warranty and visit on call or SGMS alert,, the vendor will ensure that the BACS is fully serviceable and functional, He will plan mandatory visits as part of the package once in a month for Currency Chest Branches The visiting mechanic / technician of the Firm/Company who should be in possession of identity card issued by the firm and authority letter issued by the Zonal Security Officer, shall carry out the Periodic Inspection/ testing of the BACS.
 - b). Check the BACS Control Panel is away from public.
 - c). Check & test the BACS system and its accessories, power supply, etc. for of all its intended functions and serviceability.
 - d). Check that the fingers of joint custodians are mapped and are update.
 - e). Check that it is connected to branch UPS.
 - f). Switch off the regular power supply and check the working of BACS on UPS/Battery back-up.
 - g). To rectify the equipment and replace worn-out or defective parts of system.
 - h). To train Bank staff on operations of the BACS and procedure to check the BACS.
 - i). Maintain/ update record of the BACS in the Security Information Register of the branch.

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- j). The Firm/Company /Vendor will mandatorily provide 12 monthly branch visits for Currency Chest branches and on-call/ emergency visits / on receiving SGMS alerts, without any charge.
- k). There must be a gap of a minimum of 20 days between mandatory monthly visits to Currency Chest Branches.
- l). The technician/engineer should carry enough spares like sensors, switches, power supply module, wires etc. for replacement during the AMC visit itself.
- m) AMC vendor's name and contact details must be mentioned on the Biometric Access Control System (BACS).
- n) In case of any breakdown (minor/major), qualified technical/engineer should be deputed by the Firm for repairing the system, on receipt of information through e-mail from the Security Gadget Monitoring System (SGMS), Branch Manager or any designate official of the bank. Further, any defect identified by the technician/ engineer during their stipulated AMC visit shall also be attended to. The repairs/servicing of the system/equipment's shall be done as per the guidelines of the respective manuals of the manufacturers.
- o) Linking of Biometric Access Control System (BACS) in Central Monitoring Station once established. Et cetera.

(D). The Firm/ Vendor will mandatorily provide 12 monthly branch visits for Currency Chest branches. He will provide on-call/ emergency visits/ on receiving SGMS alert, without any charge.

There must be a gap of minimum of 20 days between mandatory monthly visits to Currency Chest.

(G). The technician/engineer should carry enough spares like power supply module, wires, sensors & accessories etc for the replacement during AMC visit.

(H). In case of any breakdown (minor/major), qualified technical/engineer should be deputed by the Firm for repairing of the system, on receipt of information through e-mail from the Security Gadget Monitoring System (SGMS), from the Branch Manager or any designated official of the Bank. Any further, defect identified by the technician/ engineer during their stipulated AMC visit shall also be attended. The repairs/servicing of the system/equipment's shall be done as per the guidelines of the respective manuals of the manufacturers. The following timeline and guidelines should be strictly adhered to the all rectifications/ repair/ replacement:

Response time for repairs and maintenance: Time frame for a complaint to be attended till it is resolved is as under:

S. No	Branch /office location	Max Time Limit
1.	Urban / Metro	24 hours
2.	Semi Urban	36 hours
3.	Rural	48 hours
4.	Difficult Centre	Decision will be taken by Circle

I) The above checking, testing, repair, installation, commissioning, etc. should be carried out by qualified technicians/engineers of the firm/ vendor / dealer only.

J) The firm/ vendor / dealer shall submit Quarterly AMC report having time wise breakdown through email in Excel format and hard copy to the AGM (Ops), AO, Bhubaneswar.

K) Compatibility and Maintenance & upkeep of the equipment of Biometric Access Control System (existing and new installation) in Central Monitoring Station.

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1.6 Comprehensive Annual Maintenance Contract involves One visit every month to each Currency Chest Branch, that is, 12 (twelve) visits in a year. Presently there are 5 (five) currency chest branches. There must be a gap of a minimum of 20 days between mandatory monthly visits to Currency Chest.

1.7 Charges for any other additional visits other than AMC (likely purpose- Site Surveys/Alerts raised by Security gadgets Monitoring System/ On call et cetera) for single visit: Single visit AMC Charges for one single visit will be applicable/payable (In case of Currency Chest Branch- Comprehensive AMC Charges for making one visit every month for maintaining the existing Biometric Access Control System (BACS) (as is- where is basis) at one Currency Chest Branch as per the Standard Service Level Agreement.

1.8 Warranty period: New equipment shall be covered under warranty for the 02 years of installation and system shall be covered under comprehensive AMC from 3rd year onward for 03 years. The vendor shall carry out supply at site, delivery at site, unloading at site, any other services associated with the delivery of equipment and installation, cabling, commissioning, software optimization/customization, providing Warranty /Post Warranty services for the equipment and any other related accessories/services for the complete installation and commissioning of system & Maintenance of the Biometric Access Control System (BACS) strictly as per the Bank's Technical specifications given at **Annexure 'A'** at site. Non-adherence to laid down specifications as per **Annexure 'A'** shall make the vendor liable for deplanement and the vendor shall not be entitled for any payment for the same. The vendor/ firm should ensure 100% serviceability of the Biometric Access Control System (BACS) during the warranty period, which shall include replacement of entire system if required. However, damage to the Biometric Access Control System (BACS) due to lightning, arson, incident of fire, and flooding of the branch shall not be covered in warranty.

1.9 **Setting up of Central monitoring Station:** The applicant should be able to set up compatibility with Central Monitoring Station as asked by Bank. Presently the Central Monitoring Station is under development phase. In this regard the applicant/bidder/vendor has to submit undertaking as per **Annexure 'D'**. Integration of Biometric Access Control System (BACS) with Central Monitoring Station may be required.

The requirements of CMS shall be as follows:

- a. Adequate number of screens should be available with Intelligent Video Software) IVS to monitor the sites.
- b. The CMS software should be able to pop up the video on screen as and when an event takes place and screen should be divided into smaller sectors to have several pop ups on single screen at any point of time with a facility to delete pop-up after specified time.
- c. The CMS should have capability to remotely trigger and rest the alarm also a two-way communication with each site should be there with two-way communication.
- f. The Health monitoring system should be available in CMS with dashboard which should provide live information regarding the health of the system and should cover at least following aspects:
 - i. Offline/Online status of all sites, Disconnection of any gadget of system & Tampering of system.
 - ii. The CMS should be able to monitor both Alarm (Burglar /Fire) and CCTV System.
 - iii. The System operating frequency should have immunity to external Radio Frequency interference.
- g. The following Visual indications on the control panel shall be provided:

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- i. System on, Battery charging, Battery Low, Battery indication when system under Battery backup.
- ii. Indications on tamper condition of external speaker, wire or Control panel, Night mode functional indicator.
- iii. Day mode functional indicator, each of channels to be provided.
- iv. Compatible for provision of Night mode functional indicator at the entrance.
- h. Built-in speaker in control unit (25 Watt).
- i. Automatic faulty zone/switch isolation should be available in the control panel.
- j. Entry and Exit Delay (adjustable). The Exit/ Entry time duration should be indicated by the buzzer sound.
- k. Audio-visual testing facility of Alarm System without activating the main speaker should be available (Test button and indication).
- l. Incident Call Trigger TAT to Police / Fire Brigade / All Stakeholders. Verified events to be reported to the civic authorities.
- m. Uptime on installed equipment (Daily Health Check Up). 99% uptime to be maintained.
- n. Daily Incident Report. Daily / Weekly / Monthly log reports & MIS reporting.
- o. Daily Incident Data Circulation with video footage of incidents.
- p. Daily Hardware & Monitoring Checklist.
- q. Maintenance & upkeep of the equipment.
- r. Mobile alerts (Calls/SMS) along with real time images of the intrusion. Remote monitoring system & mobile app accessibility.
- s. Remote User access (To CCTV CMS, Security officers, CSO, Branch managers/ATM in charge) of Security Alarm System & CCTV System through mobile app.

2.0 **SITE AND ITS LOCATION**

The proposed work is to be carried out at Branches/ Offices / Complexes of SBI / Establishment of SBI Administrative Office, Bhubaneswar, Odisha. (approx. 235 Branches / Offices / Complexes / Establishments / Et cetera).

The detailed spread of all AOs/ RBOs covered in the bids are proposed to be broadly as under, for work distribution (On approx. basis):

- i) RBO-1 (North Bhubaneswar)- 01 (One) out of total 45 branches, offices, et cetera.
- ii) RBO-2 (South Bhubaneswar)- 00 (Zero) out of total 40 branches, offices, et cetera.
- iii) RBO-3 (Puri)- 01 (One) out of 41 branches, offices, et cetera.
- iv) RBO-4 (Khurda)- 01 (One) out of 48 branches, offices, et cetera.
- v) RBO-5 (Cuttack)- 01 (One) out of 50 branches, offices, et cetera.
- vi) RBO-9/Region-9 (Direct Control Branches /DCB)- 01 (One) out of 11 branches, offices, et cetera.

Total 05 (Five) Currency Chest Branches / offices et cetera out of total 235 branches / offices / establishments under AO Bhubaneswar. In case during the tenure / currency of the tender and agreement, Bank decides that Biometric Access Control Systems (BACS) will be installed at non-currency chest branches / offices / establishments et cetera then those Biometric Access Control Systems installed at non- currency chest branches / Offices /Establishments will also be covered under the same agreement under / with effective rates and terms and conditions / GCC. Periodicity / frequency of visit will accordingly be decided for non- currency chest branches / offices / establishments et cetera. In this decision taken by Bank will be final and acceptable for service provider / vendor.

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(Kindly note: The above mentioned numbers of branches, offices, establishments, et cetera. are subject to change due to restructuring of branches from one RBO to another RBO, closure of existing branches, opening of new branches, merger of branches and any other unforeseen cause/reason/installation which may also effect in an increase or decrease at estimated cost of work.)

3.0 BID DOCUMENTS

3.1 The work must be carried out strictly according to the conditions stipulated in Bid consisting of the following documents and in the most professional manner,

- NIT
- General Conditions of Contract
- Price Bid

3.2 The above documents shall be taken as complementary and mutually explanatory of one another but in case of ambiguities or discrepancies, shall take precedence in the order given below:

- Price Bid
- General Conditions of Contract
- NIT

3.3 Complete set of Bid documents can be downloaded from GeM Portal.

4.0 BID PREPARATION

4.1 The Bidder is advised to inspect the site and satisfy himself on his own responsibility and his own expenses all the following information and data which may be required for the purpose of preparation and submission of their bids.

4.2 The Bidder will be fully responsible for considering the financial effect of any or all the above factors while submitting his Bid. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

5.0 CLARIFICATION / AMENDMENTS AND CORRIGENDUM

5.1 Bidders may raise any clarification during pre – bid meeting being held through link. Bidder requiring any further clarification of the bidding document may notify us in writing in GeM portal only.

5.2. The clarifications to the queries received or amendments in the tender will be communicated to Bidders as a corrigendum/ Addendum. The interested parties/Bidders are advised to ensure that clarifications / amendments issued, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Bidders. SBI will not take any responsibility for any such omissions by the Bidder. SBI, at its own discretion, may extend the deadline for submission of Bids to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account.

5.3 Depending upon the Bank’s requirements, a pre-Bid meeting, if required, will be held on the date and time specified in the tender (at GeM Portal) which may be attended by the interested Bidders or their representatives and get their queries clarified. No second Pre-bid meeting request shall be accepted. In any case any quarries or suggestion will only be accepted through provision in the GeM. Attendees to carry Company I-Card / Authority letter, while attending the Pre-Bid meeting.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

5.4. SBI reserves the right to amend, rescind or reissue the tender, at any time prior to the deadline for submission of Bids.

5.5. No request for change in commercial/ legal terms and conditions, other than what has been mentioned in the tender or any addenda/ corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.

5.6. Queries received after the scheduled date and time will not be responded/acted upon.

6.0 (A) **EARNEST MONEY DEPOSIT (EMD)**

(B) Additional Security Deposit (ASD) / Additional Performance Guarantee (APG):

(A) Earnest Money Deposit (EMD)

6.1 The vendor must deposit Rs. 100/- (Rupees One Hundred Only) as EMD in the form of DD in favour of “Assistant General Manager (Operations), AO, Bhubaneswar” and payable at Bhubaneswar. The EMD submitted will be returned to the unsuccessful vendors after completion of Bid/Tendering Process.

6.2 The EMD shall stand absolutely forfeited: -

- (i) if the finally selected bidder revokes his Bid at any time during the period when he is required to keep his Bid open for acceptance by the SBI
(or)
- (ii) after the bid is accepted by SBI, the vendor refuses to enter into a formal agreement with the Bank.
(or)
- (iii) the bidder fails to pay the initial security deposit as stipulated.
(or)
- (iv) the bidder fails to commence the works within the stipulated time.

6.3 If the tendering process is delayed due to / for any reason, the Bank will insist on the revalidation of the DD and the bidder must get it revalidated and submit again.

6.4 Exempted for Micro and Small Enterprises with uploading valid MSME/UDYAM registration certificate. Applicants registered under MSME should submit copy of valid registration certificate of relevant category for claiming any exemption as per Government of India policy.

(B) Additional Security Deposit (ASD) / Additional Performance Guarantee (APG)

6.5 Additional Security Deposit (ASD) / Additional Performance Guarantee (APG) shall be applicable if the bid price is below 10% of the estimated cost put to the tender.

6.6 The amount of such ASD/APG shall be the difference between 90% of estimated cost put to the tender and the quoted price.

6.7 Bank Guarantee or FDR receipt favoring our Bank but drawn on any other nationalized Bank will also be accepted as ASD/APG

6.8 Additional Performance Guarantee (APG) of the successful vendor shall be released on completion of contract period. No interest shall be payable on EMD and APG amount. The Bank shall be entitled to forfeit the EMD & APG for breach of any clauses of this contract.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

7.0 **BID SUBMISSION**

7.1 Only those bidders satisfying and agreeing to the eligibility criteria given in the NIT/RFP need to apply. The Tenders should be submitted at GeM Portal. Queries, if any, needs to be uploaded at GeM within the required period as per GeM system.

7.2 Claiming ignorance of all the terms and conditions in this tender either before or after the Purchase Order is issued or during the progress of the work will not be accepted.

7.3 The bidder shall submit the documents enlisted in the checklist in the NIT in the softcopy format. The SBI will not be held responsible for any sort of delay, or the difficulties faced during the submission of bids by the bidders.

7.4 The bidder shall submit his quotes through the PRICE BID in Gem Portal. The price bid will be opened only if the Bid is **unconditional**, and the bidder qualifies as per eligibility criteria and meets technical specifications.

8.0 **PRICE BID: RATES QUOTED BY BIDDER**

8.1 The tender is percentage tender. The bidders must quote their offer in percentage below the estimated cost. Accordingly, all the item rates of the BOQ will be reduced/increased to that percentage. If more than one bidder quotes the same quote (there is a tie), then revised price bid will be called from the tie bidders only, however the bidders cannot quote less than the earlier value.

8.2 Any quote above or below 10% in percentage shall be considered as abnormal and the Bank reserves its right to ask for clarification / justification from the bidder.

8.3 The tenderer/Bidder should not change or modify or delete the description of the item. If any discrepancy is observed, he should immediately bring it to the knowledge of the Bank.

8.4 The rate quoted shall be firm and shall include all costs, allowances, taxes, vat, levies etc. but excluding GST which will be paid separately to the contractors on submission of bill / documents for onward payment to the Govt. Service Tax Department.

9.0 **OPENING AND EVALUATION OF BIDS**

9.1 The Online Bids will be opened at the GeM Portal in the office of the Assistant General Manager (Operations), AO, Bhubaneswar.

9.2 In the two-bid system, the technical bids will be opened at the scheduled time mentioned in the NIT. In case, if the date of opening is declared as non-working day or Holiday, the bids will be opened on the next working day. The price bid of the qualified vendors will be opened on the same day or on a subsequent date, as per the GeM process. The bidders shall check the portal as per the GeM guidelines for getting any update/ intimation from GeM. SBI will not be liable for any gap in communication.

9.3 **VALIDITY OF BID**

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The Bids shall remain valid and open for acceptance for a period stipulated in this document i.e. for 180 days from the date of opening of price bid. If the Bidder withdraws his/her offer during the validity period or makes modifications in his/her original offer, which are not acceptable to the Bank, without prejudice to any other right or remedy, the Bank shall be at liberty to forfeit the EMD.

10.0 **PRELIMINARY EXAMINATION**

10.1 The Bank will examine the Bids to determine whether they are complete, on required formats & accompanied by supporting Documents and the Bids are conforming to all the terms and conditions of the Bidding Document without any deviations and are generally in order.

10.2 If a Bid is not conforming to the terms and conditions, it will be rejected. However, SBI will have right to demand submission of more information as required, if any, of the document is partly submitted. If the bidder does not respond within the stipulated time, SBI will reject or disqualify the bid.

11.0 **TECHNICAL EVALUATION**

11.1 Only those Bidders and Bids who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.

11.2 During evaluation of bids, the SBI may, at its discretion ask the bidders 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 bidder shall be entertained.

11.3 The tenders must be unconditional. Conditional tenders leading to unknown / indefinite liability may be summarily rejected. For criteria, please refer and fill Annexure 'F' and Annexure 'G'.

12.0 **EVALUATION OF PRICE BIDS AND FINALIZATION**

12.1 Only those Bidders who qualify in technical evaluation would be shortlisted and the price bid submitted by the bidder will be opened.

12.2 The allocation of work will be allotted to L1 bidder through algorithm executed by GEM system. The selected L1 bidder is required to communicate the acceptance of the offer in writing within the stipulated time as per GEM, failing which his / their bid shall be cancelled without any notice and the next L1 bidder will be selected through algorithm executed by GEM system.

13.0 **CONTACTING THE BANK**

13.1 No Bidder 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.

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13.2 Any effort by a Bidder to influence the Bank in its decisions in any way / any kind, on Bid evaluation, or contract award, may result in rejection of the Bid.

14.3 BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS

The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to award of the contract, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

14.4 The acceptance of a tender rests with the Competent Authority, who does not bind himself to accept the lowest tender and reserves to himself the authority to reject any or all of the tenders received, without assigning any reasons. All tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

14.5 The notification of award will constitute the formation of the Contract. The selected Bidder should convey acceptance of the award of contract by accepting on GeM portal only.

14.6 The Bank may reject any or all application/ incomplete applications, even though the firms/Bidders primarily satisfy the Pre-qualification criteria. The Bank reserves its right to cancel the tendering process without giving any reasons at any stage. The Bank's decision in this regard shall be final and binding on all concerned.

15.0 SIGNING OF CONTRACT DOCUMENTS

The successful Bidder shall be bound to execute the Agreement within 15 days from the receipt of intimation of acceptance of his Bid by Bank. However, the acceptance by the bidder through GeM will constitute a binding agreement between the Bank and successful Bidder pending execution of formal agreement. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement because of this tendering process shall be borne by the successful bidder. The signing of Service Level Agreement (SLA) and allotment of specific RBOs, will be done at respective AO by the Asst. General Manager (Operations) (subject to review by the Bank in view of operational set up), hereon, AGM (Ops).

16.0 AWARD OF WORKS

16.1 The Contract of work will be awarded as per GeM procedure, to the successful Bidders whose Bid is the lowest evaluated Bid, as per GeM. For installation of Biometric Access Control Systems (BACS) at identified locations/ sites/ premises/ branches / offices / establishments et cetera, work order will be issued by the controller of the Branch / Office.

16.2 The Bank reserves the right at the time of award of contract to increase or decrease the quantity of work and / or services from what was originally specified while floating the tender, without any change in unit price or any other terms and conditions.

17.0 EXECUTION OF WORKS:

17.1 The Work to be executed as per the technical specifications mentioned/ specified in the Annexure 'A'.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

17.2 The vendor shall commence new installation work on getting supply order/ letter of award from the Assistant General Manager / Regional Manager / Controller et cetera of Branch/Office within two weeks of getting the work order.

17.3 The Rate contract will be valid for 02+01 year from the issue of letter of award, subject to annual review of the performance of the vendor.

17.4 The vendor is required to complete the Supply & Installation work and get Installation Certificate signed and stamped from the Bank's authorized officer as per **Annexure-'B'**. The Service Certificate on maintenance should be signed by the Branch Manager / Bank's authorized officer.

17.5 The maintenance should be done in the presence of the Branch Manager/ Branch Staff on duty or the Bank's authorized official under the supervision of an Officer of the Bank. The engineer/ technician, should have company's Authority Letter and Identity Card. He should give demonstration/ training to the available Security Personnel at the all locations/sites.

17.6 Three copies of "Maintenance Certificate" all pages to be signed and stamped by the Bank's Authorized Officer (sample copy enclosed as **Annexure-'C'**) will be prepared by the vendor's visiting technician and to be submitted to the following officials:-

One Copy Each To (i) Branch Manager, (ii) Regional Business Office, (iii) Zonal Security Officer, (iv) Vendor Copy & Along With the Bill.

17.7 The following procedure shall be followed for maintenance of Biometric Access Control System (BACS):

- (i) Check all the components of the Biometric Access Control System (BACS) (including accessories) as per the maintenance check list (maintenance check list is subject to revision).
- (ii) All the electronic parts including battery (if any) / UPS should be checked thoroughly. Ensure that Biometric Access Control System (BACS) is connected with UPS.
- (iii) Examine the Biometric Access Control System (BACS) (including accessories) for any kind of damage.
- (iv) Biometric Access Control System (BACS) (including accessories) should be repaired and made operational as per agreement.
- (v) To ensure that Biometric Access Control System (BACS) (including accessories) is in serviceable and working condition.
- (vi) The Branch Manager's/Staff member's duty should be trained on the operating procedure of the Biometric Access Control System (BACS) (including accessories).

17.8 By accepting the work order placed by the Bank, the vendor shall assume all responsibilities and fully indemnify the Bank against liabilities and consequences of any damages to any part / equipment of the building and any accident / injury to any person, whether vendor's employee or anyone else, during execution of work. The vendor shall reinstate all damage of any sort mentioned in this clause, to deliver the whole of the contract works complete and perfect in every respect and also make good or otherwise satisfy all claims for damages to the property or of third parties.

17.9 The vendor shall make necessary arrangements to acquire insurance cover against fire, damages, accidents, injury to workmen during installation work and of equipment till it is tested, commissioned, and handed over to the Bank. The acceptance of this work order by the vendor

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

shall automatically indemnify the Bank against any claim pertaining to or arising out of the said work till the system is tested, commissioned, and handed over to the Bank.

17.10 Any damage caused to the existing structure, wiring, other devices / equipment during installation/ Uninstallation shall have to be made good by the vendor at its own expenses, failing which the Bank will be free to do the needful to restore the status-quo-ante at the risk and cost of the vendor to the full satisfaction of the Bank and shall recover the cost for such rectification from the vendor's final bill or EMD, as deemed fit.

17.11 While carrying out wiring, it should be ensured that adequate flexibility is available in the wiring to allow the renovation work on the floor, whenever required. The Required margins from the existing wiring/ data cabling on floor to allow renovation work, whenever required, will have to be catered while executing the installation in consultation with the Bank's Authorized Official.

17.12 All cables / wires, etc should be properly secured, covered, anchored / fixed. The wiring for the system should be so spaced to cause no electrical interference in the data cables and other installations present. This aspect shall be tested and confirmed by the vendor during the progress of the work. Whenever the data cables be crossed, as far as possible the pattern of other electrical wiring shall be followed.

17.13 A sample of all the cables/ wires/ connectors used should be provided by the vendor to the Bank's Authorized Official for verification and comparison purpose.

17.14 The vendor shall ensure that the work is carried out neatly and the Premise's ambience is not disturbed. The vendor shall also ensure that there should be no damage to the Bank's property/or any decorative structure, while carrying out the work. The vendor will rectify the damages, if caused, at his own cost.

17.15 The vendor will ensure that the work is to be carried out in consultation with the branch staff including holidays and beyond banking hours. The entire work involved shall be carried out with least disturbance to the working staff of the Bank. Convenience of the customer(s) and the Branch Staff will be priority.

17.16 During the conduct of work, any injury, loss of life, loss of item/property, breakage of item/property, damage, caused to the customer(s), claims raised by the customer(s) present in branch at the time when work is ongoing caused due to negligence, mistake, carelessness, ignorance et cetera of the vendor shall be borne by the vendor. The Bank shall not be liable/responsible for payment of any amount of fiduciary compensation or settlement of any claims or will not be a party to any such legal/fiduciary case. All this shall be the responsibility of the vendor so selected through this exercise.

17.17 The debris/ dust or any wastage generated out of the above work shall be cleared by the vendor as frequently as required.

17.18 The vendor shall make adequate arrangement for security & safe custody of his material and shall ensure the safety, breakage and any theft of material fixed or unfixed by the vendor.

17.19 The work executed/ equipment supplied should be got inspected by the Bank's authorized Official and the vendor shall rectify any bad workmanship/defect pointed out at any stage and rectify the same.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

17.20 The vendor shall be responsible for the application/ implementation of labour laws, all other social security enactments applicable to such works and workmen and compensation for injury and accident to person, if any, to the injured person employed by it.

17.21 The Bank will be within its right to ask for the testing of item(s) supplied/material used from the competent/approved agency and arrangement of certifications that are revised / updated / changed from time to time. The cost of testing will have to be borne by the vendor.

17.22 The vendor shall make sure that its dealership should not be discontinued by the principal manufacturer during the contract period. In case of discontinuation of dealership, the vendor must ensure availability of equipment & spare parts from the principal manufacturer. The Applicant / Vendor should be having technical support SLA with Original Equipment Manufacturer (OEM) for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades etc. without incurring extra cost to the Bank.

17.23 The vendor shall follow all safety & security protocols/guidelines for the safety and security for life and limbs of the technician while working at the Bank's sites and the Bank will not be liable for any injury/loss of life/disability et cetera. The Bank shall not be liable/responsible for payment of any amount of fiduciary compensation or settlement of any claims or party to any such legal/fiduciary case. All these shall be the responsibility of the vendor so selected through this exercise.

17.24 The Vendor shall provide Company Identity Card to its staff.

17.25 The price of all additional items/non-tendered items will be worked out based on rates quoted for similar items in the contract wherever existing. If similar items are not available, the rates for such items will be derived as per standard method of rate analysis based on prevalent fair price of labour, material and other components as required with 5% towards contractor's profit and overheads. The price of all additional items/non-tendered items will be as per market rate on production of original purchase bill for the item by the vendor / bidder.

18.0 MATERIALS, WORKMANSHIP, SAMPLES, TESTING OF MATERIALS

18.1 All the works specified and provided for in the specifications or which may be required to be done in order to perform and complete any part thereof shall be executed in the best and most workman like manner with materials of the best and approved quality of the respective kinds in accordance with the particulars contained in and implied by the specifications and as represented by the drawings or according to such other additional particulars, and instructions as may from time to time be given by the Bank during the execution of the work and to his entire satisfaction. The vendor shall use only products bearing ISI marking in the work for those materials for which no makes are mentioned in the tender.

18.2 No refurbished, second hand and spurious materials should be used. If required, the contractor must submit the details of the source of his purchase of materials to the Bank. The Bank reserves its right to enquire and collect data from the supplier to confirm the authenticity of the materials. The Bank has the right to stringent action against the contractor, as deemed fit, in addition to suspend / cancel the contract. The Applicant / Vendor should be having technical support SLA with Original Equipment Manufacturer (OEM) for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades et cetera without incurring extra cost to the Bank.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

18.3 The Samples of all materials to be used must be submitted when so directed by the Bank. If required, the vendor shall have to carry out tests on materials in approved materials testing laboratories or as prescribed by the Bank at his own cost to prove that the materials et cetera., under test conform to the relevant I.S Standards or as specified in the specifications. The necessary charges, toll, octroi, taxes, Government fee, transporting, testing et cetera., shall have to be borne by the vendor. No extra payment on this account will be entertained by the Bank.

18.4 If the vendor has used any material which is not complying with the specifications, or the workmanship is bad or the material used is substandard or second hand et cetera, the Bank shall during the progress of the work have power to order the removal and substitution of the material or proper re-execution of the work within a reasonable time. In case the vendor refuses to complete, comply, fails to comply, fails to continue the work/order, commence the work/order or take up the work/order within the time limit, the Bank shall have the power to employ other agencies to comply, rectify, execute or re-execute the work at the cost and risk of the vendor.

18.5 Any damage (during the work) to any part of the work or to the premises for any reasons due to rain, storm or neglect of the vendor shall be rectified by the contractor in an approved manner at its own cost.

18.6 Should the work be suspended by reason of rain, strike, lockouts or any other cause, the vendor shall take all precautions necessary for the protection of work and at his own expenses shall make good any damage arising from any of these causes.

18.7 When the Bank observes that the progress of the work is not satisfactory or very slow or not in a workmanship manner or of poor quality or violative of safety protocols et cetera, the vendor shall be issued a suitable advice to rectify the same or replace the materials or redo the entire work, within a reasonable time frame. If the vendor could not rectify the things within the time frame given, in the interest of the work, the Bank reserves the right to execute any part of the work included in this contract or the entire work by any other vendor, Agency or persons and vendor shall allow all reasonable facilities and extend cooperation for the execution of such work.

18.8 All expenses consequent thereon or incidental thereto as certified by the Bank shall be borne by the vendor or may be deducted from any money due to or that may become due to the vendor. No certificate shall relieve the vendor/contractor from his liability in respect of unsound work or bad materials.

18.9 The Bank reserves the right to get any number of samples of work (completed or in progress) and services (provided or in progress) by the vendor in terms of quality of material and work checked from any Agency / Auditor deemed fit by the Bank.

19.0 PAYMENT TERMS

- a. No advance payment.
- b. No part payment.
- c. Payment shall be made by way of Electronic fund transfer and the bill will be paid by the Branch/OAD/ Place of occurrence.
- d. The Contractor should furnish details of the bank a/c no, IFSC code along with their invoices.
- e. The statutory deductions like income tax and any other taxes as applicable shall be deducted at source from each payment of the vendor.
- f. The Vendor should preferably have his firm's account in SBI.
- g. TDS on payment of GST will be applicable as per prevailing Govt of India rules.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

g. Payment action by –

AO – OAD/HR
RBO – OAD/HR
Branch – BM/RB

19.1 If the Bank has supplied any materials or goods to the vendor, the cost of any such materials or goods will be progressively deducted from the amount due to the contractor in accordance with the quantities consumed in the work.

19.2 The final bill shall be accompanied by a certificate of completion or Commissioning report signed by an official of the Bank. Payments of final bill shall be made after deduction of **Retention Money** as specified, which shall be refunded after the completion of the Defects Liability/CAMC Period, provided the vendor has rectified all defects to the satisfaction of the Bank. The acceptance of the payment of the final bill by the contractor would indicate that the Vendor has no further claim in respect of the work executed.

19.3 GST as applicable shall be paid extra and the same shall be clearly shown in the invoices. The Vendor will submit proof of GST submitted to concerned bill paying office (AO / RBO / Branches) within 2 weeks of payment of bill.

19.4 Payment and recovery of all Taxes / Statutory deduction / dues shall be made good as per guidelines.

19.5 **GOODS AND SERVICES TAX (GST) REGISTRATION NUMBER:**

a. It is the responsibility of the bidder to ensure that the GST Registration Number is valid and active. Payments will not be made to inactive or invalid GST invoices.

b. Reimbursement of GST will be made only on submission of valid / admissible GST invoice as per applicable GST provision(s). Non-GST invoices will not be accepted. The vendor shall comply with the following-

i. The Contractor should have active GST Registration Number. Please enclose copy of GST filing for the month of September 2025, October 2025, November 2025.

ii. Invoice should specifically disclose the amount of GST levied at applicable rate as per GST provision.

iii. In case of Correction in the bills after scrutiny the contractor should submit fresh bills for payment.

iv. The Contractor should timely file his GST return in accordance with GST provisions to enable the bank to claim the credit of GST paid to the contractor.

v. The GST Number of State Bank of India for Odisha will be applicable for this tender.

19.6 The works will be paid for as “measured work” based on actual work done and not as “lump sum” contract, unless otherwise specified.

19.7 All items of work described in the schedule of quantities are to be deemed and paid as complete works in all respects and details including preparatory and finishing works involved, directly related to and reasonably detectable from the drawings, specifications and schedule of quantities and

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

no further extra charges will be allowed in this connection. In the case of lump-sum charges in the tender, in respect of any items of work, payment will be made for the actual work done based on lump sum charges, as will be assessed by the Bank. Timely report of the work done shall be provided to the concerned office/branch/establishment that places the work order.

20.0 Non-disclosure of Information: The Selected Bidder shall not, without the Bank's prior written consent, disclose 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/ Service Provider in the performance of the work assigned to them.

20.1 No Commitment to accept any Bid: The Bank shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. The Bank has the right to re-issue tender/bid. The Bank reserves the right to make any changes in the terms and conditions of Tender Document that will be informed to all bidders. The Bank will not be obliged to meet and have discussions with any bidder, and/or to listen to any representations once their offer/bid is rejected. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder.

20.2 Signing of the Bid: The bid shall be signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a corporate body, the bid shall be signed by the duly authorized officers and supported by internal corporate authority.

20.3 The Bank reserves the right to cancel the contract in the event of the failure of the bidder to agree on the terms of the contract within 07 days from the date of communication of award by the Bank and sharing of terms of contract by the Bank. If the bidder does not meet these criteria, then the Bank may at its discretion declare the next best bidder as the successful bidder.

20.4 Time is the essence of the contract. The Contract shall be executed within the stipulated period as specified in the NIT. No request for extension will be entertained and the bidder must plan and mobilize his resources for the satisfactory completion of the project within the period agreed in the tender.

20.5 **Force Majeure:** In case either party is prevented from performing any of its obligations due to any cause beyond its control, including but not limited to act of God, fire, flood, explosion, war, action or request of governmental authority, systemic breakdown, failure of electricity supply and accident, the time for performance shall be extended until the operation or such cause has ceased, provided the party affected gives 10 days' notice to the other party of any such factors or inability to perform and resume performance as soon as such factors disappear or are circumvented. In case, Force Majeure continues more than 30 days; both the parties should discuss to find out mutually agreeable

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

solution to the problem. In case, it is decided to terminate the contract, the Bank shall be required to pay the bidder only such amounts as due to it on account of completed items.

21.0 PENALTY CLAUSE

21.1 The successful bidder shall execute the work in a workmanship like manner and complete the work within the stipulated period in the NIT. If the work is delayed beyond the stipulated period for reasons attributable to the bidder, Bank shall penalize them a penalty at rate of minimum 0.5% to maximum 05% per week for every week of delay or part thereof beyond the scheduled date of completion, in any case, not exceeding 05% of the estimated work / contract value. Particular rate percentage of penalty to be levied/recovered will be finalized by Bank.

21.2 The liquidated damages as mentioned above may not be enforced if the vendor applies for extension of time mentioning justifiable reasons or under the circumstances beyond control and with the permission of the Bank. The Bank may grant extension of time, if it is proved that vendor is not at fault for extending the work beyond stipulated date of completion. If the delay period exceeds half of the accepted completion period, the Bank will have the right to cancel the order, forfeit the EMD/ASD/APG and get the work executed through other agency at the cost and consequences of the vendor. However, the decision of Assistant General Manager (Operations), State Bank of India, Administrative Office, Bhubaneswar in this regard will be final and binding.

21.3 The vendor shall attend the complaints of the Biometric Access Control System (BACS) within timeline as per para 22.2 else penalties will be levied.

21.4 Appropriate penalties will be recovered from the quarterly payment if the Vendor is not able to achieve required service levels as mentioned below:

S.No	SLA	Target Penalties
(i)	Availability/Uptime of Biometric Access Control System 100.00%	<ul style="list-style-type: none"> ▪ 100.00% = NIL ▪ 99.00% to 98.99%= 1% of AMC Amount of the unit / branch/ office etc for that quarter ▪ 98.00% to 98.99% = 2% ▪ 97.00% to 97.99% = 3% ▪ 96.00 to 96.99% = 4% ▪ 95.00 to 95.99% = 6% ▪ Less than 95% = 20%
(ii)	Complaint resolution	Within time limit as per RFP -Nil Delay of each day in complaint resolution – Rs. 100/- / day
(iii)	Not carrying out AMC as per schedule	Rs. 500/- for every week of delay
(iv)	Penalty, once the maximum penalty reached.	Bank may terminate the contract and Forfeit the PBG.
(v)	Not keeping required Manpower as per SLA	Rs. 1000/- per technician, at every instance

22. SERVICE CENTRE & AFTER SALES SERVICE

22.1 The applicant should have a registered Office/Service Center/Branch office in the STATE OF ODISHA as per geographical area of Bhubaneswar Circle, or, ready to open a registered office within

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

45 days after issuing of work order. Registration certificate under Shops and Commercial Establishment Act. Copy of electricity bill in the name of firm /GST certificate/ trade license /ESI/PF registration receipt et cetera to be uploaded. The office should be in existence prior to signing of SLA or should be opened within 45 days after issuing of work order. The applicant should have technical personnel locally to provide 24 hours x 7 days post implementation support/ service. Applicant vendor should have spare manpower able to successfully handle and address unforeseen / emergency technical situations, issues and operational requirements demanded at short notices being unforeseen. In case the applicant vendor fails to arrange for the spare manpower at short notice / at the time of requirement then in that case, Bank is free to place order to any other vendor and get the issue addressed and resolved. Entire cost of such work shall be borne by the vendor.

22.2 Response time for repairs and maintenance: Time frame for a complaint to be attended till it is resolved is as under:

S. No	Branch /office location	Max Time Limit
1.	Urban / Metro	24 hours
2.	Semi Urban	36 hours
3.	Rural	48 hours

22.3 The vendor should have technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades etc. without incurring extra cost to the Bank as per undertaking at **Annexure 'E'**.

22.4 The vendor should have a robust complaint attendance & rectification system. The Complaints may be lodged by phone, mobile, Fax or mail during normal working hours. **The vendor must provide a permanent contact number also for lodging complaints and display it prominently in all Offices/Branches/Complexes of the Bank.** The Vendor shall provide Complaint No./Ticket No. to the complainant (Bank).

23.0 **ANNUAL MAINTENANCE CONTRACT**

23.1 The bidder will have to provide on-site warranty for a minimum period of Two years for the Biometric Access Control System (BACS) installed (including all equipment and accessories supplied). The Bidder should also be liable to undertake Annual Comprehensive Maintenance Contract for Biometric Access Control System (BACS) installed (including central monitoring station as when established, all equipment and accessories supplied) for a further period of Three years, as per RFP/NIT. The AMC charges will include all type of repairs and replacements (except UPS battery and the items damaged/destroyed/burnt due to proven electrical fault, fire, flood or any willful damage). However, comprehensive AMC shall not include replacement of entire Biometric Access Control System (BACS), change of wiring, damage to the Biometric Access Control System (BACS) due to lightening, arson, incident of fire, flooding of the branch. The payment will be made on completion of the quarterly period on pro-rata basis. No additional charges will be paid as installation/ labour charges for carrying out of such additional work.

23.2 AMC will also include cleaning, servicing, maintenance & demonstration of complete Biometric Access Control System (BACS). The vendor must carry out the maintenance visit of the system on monthly basis for currency chest branches compulsorily even if no complaint is lodged.

23.3 The vendor on completion of new installation will submit the following to the Branch Manager-

- Licensed copy/ certificate of original software installed in the system if any.
- Brochures giving the specifications of the product supplied, Instruction manual, item code (Model) & original manufacturer warranty card/SRL Number et cetera.
- Password/code, if any, for operating the system.

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24.0 Warranty Period For new supply of the Biometric Access Control System (BACS), warranty shall be Two Year from the date of installation against any manufacturing and functional defects.

24.1 The vendor shall attend to any other unforeseen, reasonable requirement of the Bank within the overall framework of the contract, which may arise during operations/currency of Contract.

24.2 The right to make any changes in the specifications of equipment or terms of the contract is solely vested with the Bank. The authority to penalize the vendor is vested with the Assistant General Manager (Operations), State Bank of India, Administrative Office, Bhubaneswar.

24.3 The Bank shall extend all co-operation to facilitate the smooth execution of this contract. Any difficulty faced by the vendor in execution of this contract shall be brought to the notice of the Bank's Authorized Officer.

24.4 In the event of any dispute/ differences arising out of or relating to this agreement including interpretation of its terms, parties at the first instance shall resort to resolve the same through joint discussions of the Authorized Representatives of both the parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred to the Arbitrator as per the provisions of Arbitration & Conciliation Act 1996. The decision of the Arbitrator shall be final and binding upon both the parties. The courts at Bhubaneswar shall alone have jurisdiction in this regard for this Tender.

24.5 Notwithstanding any condition stipulated above, the Bank shall have the right to instantly revoke / cancel the said contract, partially or fully, on the grounds of proven deficiencies, inability or unwillingness, failure in fulfilling the contractual obligations, as the Bank reserves the right to terminate/cancel the contract at its sole discretion with liability to pay only for the equipment supplied and installed at its entities.

25.0 **VARIATION IN QUANTITY / SUBSTITUTION OF ITEM**

25.1 The Schedule of Quantities unless otherwise stated shall be deemed to have been prepared in accordance with the Standard Procedure shall be approximate and no liability shall attach to the Bank for any error which may be discovered therein.

25.2 The Bank reserves the right to increase or decrease or delete or omit or execute only a part or the whole or any excess thereof, as per the site requirements, without assigning any reason therefore at the time of allotment / execution of work. Contractor will be paid for the actual work done at the site. No variation shall vitiate the contract.

25.3 The Bank reserves the right to order more quantities than what is mentioned in this tender (at the same rate and terms and conditions) either at the same site or other sites as per the need within the validity of this tender.

25.4 The price of all additional items/non-tendered items will be as per market rate on production of original purchase bill for the item by the vendor / bidder.

26.0 **CONTRACTOR'S EMPLOYEES**

26.1 The Contractor shall employ technically qualified / having appropriate skill and competent persons fully trained and adequately experienced technicians, who are medically fit. They should be free from any contagious diseases. The technicians shall be well mannered and properly dressed in shoes et cetera.

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26.2 The vendor shall provide necessary training on safety measures and protective gear, clothing, gadgets and safety related assistive equipment's while executing the work wherever necessary to avoid accident. The Bank shall not be responsible for any accident occurred or damage incurred or claims arising there from during the execution of work. The vendor shall also provide all risk insurance policy including third party insurance as may be necessary to cover the risk.

26.3 The vendor / firm shall be held responsible for any misdeeds / misbehavior of their employees within the premises. Bank is not responsible for any damages or claims on account of the misbehavior / misdeeds of his employees. For this purpose, any person supplied by the vendor to be engaged on the work on regular basis or as an alternate arrangement, under the direct order or control of the Bank or his representative shall be deemed to be a person employed by the vendor.

26.4 The vendor shall on the request of the Bank immediately dismiss from works any person employed thereon by him, who in the opinion of the Bank be unsuitable or incompetent or who may misconduct. Such discharges shall not be the basis of any claim for compensation or damages against the Bank or any of their officer or employee.

26.5 No employee of the Bank is allowed to work as a vendor for a period of 02 years of his/her retirement from Bank Services without previous permission of the Bank. This contract is liable to be cancelled, if either the vendor or any of his employees is any time to be such a person who had not obtained the permission of the Bank as aforesaid before submission of the tender or engagement in the vendor's service.

26.6 Vendor should not engage child labour in any of the activities in this contract.

26.7 The vendor shall not employ person who is not an Indian National.

26.8 The Electrician/labour shall not overstay in the Bank premises other than the time permitted by the Bank or in the odd hours or holidays unless or otherwise required by the Branch for specific reasons like maintenance, repair works et cetera.

26.9 In respect of all labour employed directly or indirectly on the work for the performance of the vendor's part of work, the vendor at his own expense, will arrange for the safety provisions as per the statutory provisions, BIS recommendations, Product Certificate as applicable on products/items as per guidelines to meet industrial standards, Factory Act, workman's compensation act, CPWD code and instructions issued from time to time.

26.10 The vendor's workmen will not have any right whatsoever to get absorbed in the Bank. The vendor shall be responsible for all the claims of the employees of the vendor and shall not make and claim whatsoever against the Bank. The vendor shall be responsible for all statutory requirements e.g. ESI, PF, labour registrations, Insurance coverage et cetera. The vendor is responsible for compliance of all the rules & safety regulations et cetera.

26.11 Minimum wages as prescribed by the Labour Act shall be payable to the operator(s) by the vendor as the case may be. The vendor shall bind himself and keep the Bank saved harmless and indemnified against claims if any of the workmen and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen.

27.0 **WORKING HOURS AT THE SITE**

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As instructed by Bank, Vendor has to ensure that the routine operations at the site are not affected by the contract work. If required, they must work on the Bank Holidays in coordination with other agencies (like District Administration, Police et cetera) and Bank.

28.0 **SUBCONTRACTING**

28.1 The whole of the works included in the contract shall be executed by the contractor and the contractor shall not directly or indirectly transfer, assign or underlet the contract or any part, share or interest therein nor, shall take a new partner, without written consent of the Bank and no subletting shall relieve the contractor from the full and entire responsibility of the contract or from active superintendence of the work during their progress.

29.0 **STORAGE OF MATERIALS**

29.1 The vendor shall store their materials like fixtures (Control panel, scanner, wires, hooks/mounts, switch / activation switch, keypad, display, battery et cetera), cables, conduits, wires, tools et cetera in the site with the permission of the Bank. However, the vendor shall be responsible for the custody and security of all materials and equipment at site. No claim for loss or theft will be entertained by the Bank. No extra / additional security arrangements shall be made by the Bank for such storage.

29.2 Shelter or stay and other amenities for the electricians must be arranged by the vendor at his own expense and responsibility.

29.3 On completion of the works, the vendor shall remove all tools, surplus materials, rubbish and temporary works of every kind and leave the whole of the site and the works clean and in a workman like condition to the satisfaction of the Bank.

30.0 **COMPLIANCE OF STATUTORY REGULATIONS**

30.1 The vendor / contractor shall conform to the provisions of any Acts of the Legislature relating to the work, and to the Regulations and Bye-Laws of any authorities like Electricity, Pollution Control Boards, Municipal Authorities, water and Sewerage boards and shall before making any variations from the drawings or specifications that may be associated to so conform, give the Bank written notices specifying the variations proposed to be made and reasons for making them and apply for instruction thereon. The Bank on receipt of such intimation shall give a decision within a reasonable time.

30.2 The vendor / contractor(s) shall arrange to give all notices required for by the said Acts, Regulations or Byelaws to be given to any authority, and to pay to such authority or to any public officer all fees that may be properly chargeable in respect of the work and lodge the receipts with the Bank. The Contractor shall indemnify the Bank against all claims in respect of patent rights, designs, trademarks or name or the protected rights in respect of any equipment, machine, work or material used for or in connection with the works or temporary works and from and against all claims, demands, proceedings, damages, costs, charges, and expenses whatsoever in respect thereof or in relation thereto. The Contractor shall defend all actions arising from such claims, unless he has informed the Bank, before any such infringement and received their permission to proceed and shall himself pay all royalties, license fees, damages, coat and charges of all and every sort that may be legally incurred in respect thereof.

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30.3 The contractor should strictly abide by the Central/State labour regulation for the Minimum Wages, Payment of wages, Workmen Compensation, PF, ESI, Contract labour, including the latest amendments, if any and other safety regulations.

30.4 The contractor shall keep the Bank saved harmless and indemnified against claims if any of the workmen and all costs and expenses as may be incurred by the Bank in connection with any claim that may be made by any workmen.

31.0 **INSURANCE & DAMAGE TO PERSONS AND PROPERTY ET CETERA**

31.1 The insurance shall be for an amount equal to 110 percent of the value of the contract on "All Risks" basis, valid until the Completion of the project or handing over whichever is later.

31.2 Should any loss or damage occur, the Vendor shall initiate and pursue claim till settlement and promptly decide for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.

31.3 The contractor shall be responsible for all injury to the work or workmen to persons, animals or things and for all damages to the structural and / or decorative part of property which may arise from the operations or neglect of himself or of any sub-contractor or of any of his or a sub-contractor's employees, whether such injury or damage arise from carelessness, accident or any other cause whatsoever in any way connected with the carrying out of this contract.

31.4 The contractor shall reinstate all damages of every sort mentioned in this clause so as to deliver the whole of the contract works complete and perfect in every respect and so as to make good or otherwise satisfy all claims for damages to the property of third parties.

31.5 The contractor shall affect the insurance necessary and indemnify the Bank entirely from all responsibility in this respect.

31.6 The contractor shall be responsible for anything, which may be excluded from damage to any property arising out of incidents, negligence or defective carrying out of this contract.

31.7 The Bank shall be at liberty and is hereby empowered to deduct the amount of any damages, compensations, costs, charges and expenses arising or accruing from or in respect of any such claim or damages from any sums due to or to become due to the contractor.

32.0 **TERMINATION OF THE CONTRACT:** The Bank reserves its right to cancel the entire contract in whole or part at any time without assigning appropriate reasons in the event of one or more of the following conditions:

- i. Delay in completion of the work beyond the specified period for reasons solely ascribed to the bidder.
- ii. Serious discrepancies noted in the conduct of the work.
- iii. Breaches in the terms and conditions of the contract.

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iv. If the bidder fails to perform any other obligation(s) under this Tender/and subsequent agreement.

32.1. Notwithstanding anything herein contained, the Bank may, by giving 30 (thirty) days' notice in writing to the service provider, terminate the Contract under any one or more of the following conditions:

i If at any stage, even after the award of the contract, it comes to the notice of the Bank, that the Bidder had used fraudulent methods or falsified documents to obtain the contract, the Bank would be at liberty to terminate the contract without any notice and a penalty as deemed appropriate would be imposed on the Bidder.

ii The Bank may terminate the contract if it is found that the Bidder is blacklisted on previous occasions by any of the Banks / Institutions / Local Bodies / Municipalities / Public Sector Undertakings, etc.

iii The Bank may terminate this agreement before the determination of the said period of 36 months for any reason whatsoever and without assigning any reason thereto, after giving one month's notice period to the Vendor.

iv In the event of any default by the Bidder, if in the reasonable opinion of the Bank, performance of any of the services under this Tender by the Bidder is not acceptable as being in contravention of any law as may be applicable from time to time or industry practice, under the circumstances which would amount to objectionable service or for any reason Bank decides to discontinue and/or dispense with service for any administrative reasons or otherwise.

v If the Bidder fails to perform the services under this Tender Notice or to observe any obligations or breaches all or any of the terms of this Tender Notice or the service provider is adjudged insolvent by any court of law or the service provider's service is declared by any court of competent jurisdiction as illegal or contrary of any law.

vi If a petition for insolvency is filled against the service provider and such petition is not dismissed within ninety (90) days after filing and / or if the service provider arranges for the benefit of its creditors or, if the Court Receiver is appointed as receiver of all / any of the service provider's properties.

vii If in the opinion of the Bank, the interests of the Bank are jeopardized in any manner whatsoever.

viii Nothing contained in this Tender shall affect the right of the Bank to terminate the contract with immediate effect in the event of the happening of all or any of the cause stated in this clause.

ix It shall be open for SBI to terminate the agreement on the death, retirement, insanity or insolvency of any person/s, being director/s/ Key Managerial Persons/ partner/s etc., in the said company / firm or on the addition or introduction of a new partner without the previous approval in writing of SBI. But in the absence of and until its termination by SBI as aforesaid, this agreement shall continue to be of full force and effect notwithstanding any changes in the constitution of the firm by death, retirement, insanity or insolvency of any of its partner or the addition or introduction of any partner. In case of retirement/ death, the surviving or remaining partner of the firm shall be jointly and severally liable for the due and satisfactory performance of the terms and conditions of the agreement

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Notwithstanding the above, if the service provider/ Vendor intends to terminate this Agreement, the service provider/ Vendor shall give 60 Days prior notice in writing to the Bank in this regard. However, for smooth continuance of the business of the Bank, the Vendor/Service Provider shall give all assistance to the Bank till substitution of a new Vendor/Service Provider by the Bank. The termination shall not discharge the service provider from neither any pecuniary liability nor from providing such information and maintaining the records as stated herein.

32.2 Effect of Termination: In the event of termination, the Bank will, at its sole discretion, make such prorated payment for services rendered by the service provider/ Vendor, provided that the Vendor/Service Provider follows its obligations till such date. There shall be no termination compensation payable to the bidder. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities of either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.

32.3 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 like 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.

32.4 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 Request for Proposal and shall also support the orderly transition to another vendor or to the Bank.

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

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

32.7 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."

33.0 DISPUTES/ ARBITRATION:

33.1 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.

33.2 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

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

shall be referred to a sole arbitrator mutually agreed upon, and the award made in pursuance thereof shall be binding on the parties.

33.3 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 Bhubaneswar.

33.4 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.

33.5 Arbitration proceeding shall be held at Bhubaneswar, Odisha, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

34.0 **Governing Language**

All communication with respect to the Bid, clarifications, replies, contract documents et cetera shall be in English, however Bank reserve the right to ask for the same in Hindi / Odia / Any other Indian language.

35.0 **Safety Guidelines for the Contractor**

The Contractor should follow the following General safety Guidelines while executing the work:

35.1 Smoking is strictly prohibited at workplace.

35.2 No one is allowed to work at or more than three meters height without wearing safety belt and anchoring the lanyard of safety belt to firm support preferably at shoulder level. Chinstrap of safety helmet shall be always on and safety boot is worn.

35.3 Usage of eye protection equipment shall be ensured when workmen are engaged for grinding, chipping, welding and gas-cutting. For other jobs eye protection must be provided as per the need.

35.4 All safety appliances like Safety shoes, Safety gloves, Safety helmet, Safety belt, Safety goggles et cetera shall be arranged before starting the job.

35.5 Excavated pits for earthing, cable laying shall be barricaded till the backfilling is done. Safe approach to be ensured into every excavation.

35.6 Preferably the work shall be carried out during the daytime. However, adequate illumination at workplace shall be ensured in case any work is carried out at night.

35.7 All the dangerous moving parts of the portable / fixed machinery being used shall be adequately guarded.

35.8 Ladders being used at site shall be adequately secured at bottom and top. Ladders shall not be used as work platforms.

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35.9 Debris, scrap and other materials to be cleared from time to time from the workplace and at the time of closing of work every day. Dismantled Material shall not be thrown from the height and shall be properly disposed off to prevent any injury to public/staff.

35.10 Other than electricians no one is allowed to carry out electrical connections, repairs on electrical equipment or other jobs related thereto.

35.11 Inserting of bare wires for tapping the power from electrical sockets is completely prohibited and plug tops of suitable capacity only shall be used.

35.12 All the unsafe conditions, unsafe acts identified by contractors, reported by Bank to be corrected on priority basis.

35.13 No children or physically challenged persons shall be allowed to enter the workplace and shall not be utilized for any service during execution of the work.

35.14 All the Gas cutting, sharp tools, flammable materials and tackles shall be stored properly and safely when not in use.

35.15 Clamps shall be used on Return cables to ensure proper earthing for welding works.

35.16 Return cables shall be used for earthing.

35.17 All the pressure gauges used in gas cutting apparatus shall be in good working condition and in case of any leakages, the same shall not be used.

35.18 Proper eye washing facilities shall be made in areas where chemicals are handled.

35.19 Connectors and hose clamps are used for making welding hose connections.

35.20 Tapping of power by cutting electric cables in between must be avoided. Proper junction boxes must be used.

35.21 For continued monitoring the vendor shall provide the software for PC, Mobile and Tablet. Internet, Monitor and workstation will be provided by the Bank.

35.22 UPS Connection of 3 KVA on line per site, will be provided by the Bank.

35.23 Any other relevant instructions of the Bank in the above matter must be responded positively by the selected vendor.

35.24 Additional visit for data retrieval/recording will be paid as per BOQ and cost of the data storage device. The Firm will ensure to follow the legal protocol in the process.

36. **INDEMNITY BOND**

The Contractor shall sign an Indemnity Bond in an Bank's approved format before starting the work, indemnifying the Bank from any damages, prosecution, other legal suits and claims arising out of any mishaps occurring at the workplace due to nonadherence to safety codes, not following the standard work procedures and for violating rules and regulations for which the contractor shall be solely responsible.

A. In case of any damage to property by the contractor, the Bank shall have the right to recover the cost of such damages from payments due to the contractor and decision of the Bank shall be binding on the Contractor.

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B. In the event of any damage to the loose furniture, interiors, computers and such other equipment or to the existing building structure etc., during carrying out the contract works, the cost of repairing the same including the cost of replacement if any will be recovered from the contractor.

C. If the contractor fails to improve the standards of safety in its operation to the satisfaction of SBI/Bank after being given a reasonable opportunity to do so, and/or if the contractor fails to take appropriate safety precautions or to provide necessary safety devices and equipment or to carry out instructions regarding safety issued by the authorized SBI/Bank official, the Bank shall have the right to take corrective steps at the risk and cost of the contractor after giving a notice of not less than seven days indicating the steps that would be taken by State Bank of India.

D. Before commencing the work, the contractor shall appoint/nominate a responsible officer to supervise implementation of all safety measures and liaison with his counterpart of State Bank of India.

37. INSOLVENCY

The competent authority of the Bank may at any time by giving notice in writing summarily terminate the contract without compensation to the Contractor in any of the following events, that is to say:

A. If the contractor being an individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or

B. If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver or manager on behalf of the debenture holder shall be appointed, or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or manager.

C. If the contractor commits any breach of this contract not herein specifically provided for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to SBI and provided also that the contractor shall be liable to pay the Bank for any extra expenditure, it is thereby put to but shall not be entitled to any gain on repurchased.

38. Inspection of Records: All Vendor's records with respect to any matter covered by this Tender Document shall be made available to the Bank or its authorized officials at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Said records are subject to examination.

READ, UNDERSTOOD AND ACCEPTED

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FORM OF SUBMISSION OF TENDER

(To be filled by the tenderer on Letter Head)

Assistant General Manager (Operations)
State Bank Of India
Administrative Office, Bhubaneswar
Third Floor, Bhubaneswar Main Branch Building,
Unit-1, Main Street, Near Capital Police Station,
Bhubaneswar, Pincode- 751009, District- Khurda, India

Date:

Madam / Dear Sir/s,

Ref: TENDER FOR "SUPPLY, INSTALLATION, COMMISSIONING AND MAINTENANCE (COMPREHANSIVE ANNUAL MAINTENANCE CONTRACT) OF BIOMETRIC ACCESS CONTROL SYSTEM (BACS) & COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF EXISTING BIOMETRIC ACCESS CONTROL SYSTEM (BACS) (AS IS- WHERE IS BASIS) FOR BRANCHES/ OFFICES/ COMPLEXES OF SBI ADMINISTRATIVE OFFICE BHUBANESWAR, UNDER BHUBANESWAR CIRCLE, LOCATED IN THE STATE OF ODISHA

I/We have examined the above tender and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by Bank and I/We have inspected the site of works and have made me / us fully acquainted with the local conditions in and around the sites of works and offer to undertake Contract as detailed in this tender by submitting my/our online bids in the Bank's e-tender portal.

While submitting this Bid, I / We certify that:

1. The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is uploaded along with the bid.
2. We certify that we have not made any changes in the contents of the tender document read with its amendments/clarifications provided by Bank, submitted by us in our Bid document.
3. The rate quoted in the *price Bids are as per the tender* and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.
4. We agree to abide by all the Bid terms and conditions, contents of Agreement and the rates quoted in the bid, which shall remain binding upon us.
5. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be jointly and severally responsible for the due performance of the contract.
6. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

7. It is further certified that the contents of our Bid 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.
8. We understand that you are not bound to accept the lowest or any Bid you may receive, and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.
9. We hereby undertake that our name does not appear in any “**Caution**” list of RBI / IBA or any other regulatory body.
10. We also confirm that we have not been **blacklisted** by any Bank / PSU / State or Central Govt departments for any reasons (If yes then submit details of each case).
11. We confirm that we do not have any **litigation / cases** pending against us in any Bank / PSU / State or Central Govt departments (If yes then submit details of such cases).
12. We confirm that we are responsible to obtain all necessary licenses, product certificates, permission, NOC from all the statutory /local authorities for the smooth execution of this contract in SBI premises.
13. We hereby confirm that all the materials/components/spare parts/equipment et cetera. to be supplied / used as a part of this contract shall be original / new materials / components / parts / equipment only, from respective Original Equipment Manufacturers of the products and that no refurbished / duplicate / second hand materials/ components / parts/ equipment shall be supplied or shall be used.
14. We are having technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades etc without incurring extra cost to Bank.
15. For any type of deviation (to any of above or subsequent instructions), it will be my/ our responsibility to obtain the written instruction of the Engineer-in-charge for the same failing which it shall be deemed that I have carried out any such deviations at my own and I shall be duty bound to replace the all deviated material/ works from the site at my/ our cost as well as I shall be liable to penalized by the Bank as deemed fit and for all such loses made thereof, I/ we shall not have any right to arbitrate in any manner.

Yours Faithfully,

Contractor’s Signature

Name:

Office Stamp

Address:

Mobile No.

e-mail ID

Date:

.....
 Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Annexure '1'**SITE AND ITS LOCATION**

The proposed work is to be carried out at Branches/ Offices / Complexes of SBI / Establishment of SBI Administrative Office, Bhubaneswar, Odisha. (approx. 235 Branches / Offices / Complexes / Establishments / Et cetera).

The detailed spread of all AOs/ RBOs covered in the bids are proposed to be broadly as under, for work distribution (On approx. basis):

- vii) RBO-1 (North Bhubaneswar)- 01 (One) out of total 45 branches, offices, et cetera.
- viii) RBO-2 (South Bhubaneswar)- 00 (Zero) out of total 40 branches, offices, et cetera.
- ix) RBO-3 (Puri)- 01 (One) out of 41 branches, offices, et cetera.
- x) RBO-4 (Khurda)- 01 (One) out of 48 branches, offices, et cetera.
- xi) RBO-5 (Cuttack)- 01 (One) out of 50 branches, offices, et cetera.
- xii) RBO-9/Region-9 (Direct Control Branches /DCB)- 01 (One) out of 11 branches, offices, et cetera.

Total 05 (Five) Currency Chest Branches / offices et cetera out of total 235 branches / offices / establishments under AO Bhubaneswar. In case during the tenure / currency of the tender and agreement, Bank decides that Biometric Access Control Systems (BACS) will be installed at non-currency chest branches / offices / establishments et cetera then those Biometric Access Control Systems installed at non- currency chest branches / Offices / Establishments will also be covered under the same agreement under / with effective rates and terms and conditions / GCC. Periodicity / frequency of visit will accordingly be decided for non- currency chest branches / offices / establishments et cetera. In this decision taken by Bank will be final and acceptable for service provider / vendor.

(Kindly note: The above mentioned numbers of branches, offices, establishments, et cetera. are subject to change due to restructuring of branches from one RBO to another RBO, closure of existing branches, opening of new branches, merger of branches and any other unforeseen cause/reason/installation which may also effect in an increase or decrease at estimated cost of work.)

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

ANNEXURE 'A'**Please note: Equipment related Certification for parts and accessories of Biometric Access Control System (BACS)**

Equipment related Certificates and standards are subject to change. Thus, any or all subsequent updates and instructions will be acceptable / implemented and kept under compliance at the cost of applicant to whom the work order will be issued.

Acceptance to be submitted on company letter head as per Annexure 'D' during application.

Errors and Omissions: Each bidder shall notify the Bank of any error, omission, or discrepancy, if any, found in this Tender Document duly supported with documentary evidence/Gazette/Notification issued by Competent office/ Governing Authority etc. All such claims shall be subject to verification by Bank.

All the bidders will submit an undertaking on company letter head (as per **Annexure 'E'**) that Original Equipment Manufacturer (OEM) has and in future will obtain and arrange necessary quality and technical specifications as per Government Of India guidelines. Bidder has to enclose the product details such as: product name, product model number, date of application. In the course of this tendering process Bank may ask the applicant to produce the evidence and product details as per requirement for verification of claims.

BIOMETRIC ACCESS CONTROL SYSTEM**Technical Features: Biometric Reader**

- (a) Biometric Type: Finger Print with 32bit High End Microprocessor CPU.
- (b) Optical Sensor: 500 DPI
- (c) LCD Display and Optical Sensor: In built
- (d) Recording: IN and OUT time.
- (e) Storage: Up to 1000 fingerprints and 1,00,00 logs of transaction records.
- (f) Identification speed: less than or equal to about 1 sec.
- (g) Enrolment and Registration Time: Less than 3 seconds for finger.
- (h) Provided with a USB port that allows administrator to transfer data.
- (i) Easy data transfer using USB memory stick
- (j) User friendly programming without connection to PC
- (k) Power Requirement: 5V to 12 V DC
- (l) Operating Temperature of 0°C to 45°C
- (m) Operating humidity of 20% to 80%.
- (n) FAR (False Rejection) 0.1 % or less
- (o) FRR (False Acceptance) < 0.001%

Magnetic Locks: Technical Specification

- (a) Body: Anti-Rust Surface with Zinc Plating
- (b) Suitable for: Wooden door, Glass door, Alluminium door, Fireproof door, Vault Door
- (c) Holding force: 1200 lbs
- (d) Current drain: 300mA at 12VDC
- (e) Safety mode: Power-on to lock; Power-off to open
- (f) Type: Hanging
- (g) Request-to-open, Auto-relock if no Action
- (h) Relock Time Delay (RTD): Adjustable relock delay from 0.5 to 30 seconds)
- (i) Input voltage: 12VDC / 24 VDC
- (j) Green/red LED indication for lock status
- (k) Optional Accessories: L Bracket, U Bracket, ZL Bracket

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

(I) Certifications UL & CE.

Note:

- i) All necessary hardware and software required to make the solution work strictly as per technical specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weight would be given for higher configurations. Any suggestion/clarification about the specification should be clarified through the GeM Portal only. No other mode of communication shall be entertained.
- ii) If any other item is required later, then comparative quotation may be sought manually from finalist of the empaneled agencies as lowest rate will be conveyed to vendors & AO'S/Offices.
- iii) Abnormally high or low rates in comparison to market rates will make the bid liable for rejection at any stage.
- iv) The comprehensive AMC shall include replace of any defective part/equipment/ fixtures et cetera with same or better equipment.

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

ANNEXURE 'B'
INSTALLATION CERTIFICATE
(ONE COPY EACH TO (i) BRANCH MANAGER, (ii) REGIONAL BUSINESS OFFICE,
(iii) ZONAL SECURITY OFFICER, (iv) VENDOR COPY & ALONG WITH THE BILL)

It is here certify that the of Biometric Access Control System (BACS) has been installed at(Name of the branch/office) on....., and the system is working satisfactorily. All the items as per invoice No..... dated..... (given here under) have been installed at the branch and have been physically verified by the Branch Manager/Officer concern.

1. It is further certified that working of the Biometric Access Control System (BACS) has been explained to the following staff members by Shri., authorized representative of M/S.....

Sr. No.	Item Name	Make	Model	Serial No	Quantity	In presence of Name of Branch Manager /Staff Member	Signature of Bank Staff present
1							
2							
3							

Working and mode of operation of system had been explained to the following staff members:

Sr. No.	Name	Designation	Signature

Signature

()
Authorized Representative

Branch Manager

M/S

(Branch Seal)

Date:

BM Certificate:

This is to certify that Mr. _____ of M/s _____ (vendor Name) has installed _____ System (as above) in our branch. The system has been installed properly and has been working satisfactorily.

Date:
Place:
Stamp of Branch:

Signature of BM
Name of BM
Mobile No.

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

MAINTENANCE CERTIFICATE
(Applicable for Service/ Maintenance)

Annexure 'C'

(Page 1 of 2 of Annexure 'C')

**(ONE COPY EACH TO (i) BRANCH MANAGER, (ii) REGIONAL BUSINESS OFFICE, (iii) ZONAL SECURITY OFFICER,
 (iv) VENDOR COPY & ALONG WITH THE BILL)**

**(SIGNATURE OF BRANCH MANAGER WITH BRANCH STAMP, DATE OF WORK AND AUTHORIZED REPRESENTATIVE OF
 VENDOR TO BE IN BOTTOM OF PAGE)**

Name of Branch:
 Landline Phone No. with STD Code:

Name of Branch Manager:
 Date of Visit:

This is to certify that Biometric Access Control System (BACS) installed at the branch has been checked by me. The following equipment's / item installed in the branch have been serviced and found to be in working condition / out of order.

S.No	Equipment	Equipment Details		Function Report
1	Control Panel	Make & Model		
		Location OF BACS		
2	Battery Back-Up	Yes / No		
3	Battery	Date of Installation / replacement		
4	FINGER PRINT MAPPED FOR JOINT CUSTODIAN	Yes / No		
5	CONNECTED TO BRANCH UPS	YES NO		
6	Status of System & final comments			
7	SGMS (Security Gadget Monitoring System) has been updated after completion of work by the Branch Manager	Yes / No		

.....
 Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

MAINTENANCE CERTIFICATE
(Applicable for Service/ Maintenance)
(ONE COPY EACH TO (i) BRANCH MANAGER, (ii) REGIONAL BUSINESS OFFICE,
(iii) ZONAL SECURITY OFFICE, (iv) VENDOR COPY & ALONG WITH THE BILL)

It is also certified that following officers / staff of the branch have been explained the functioning of Biometric Access Control System (BACS):

Sr. No.	Name	Designation	Signature

Signature

()

Authorized Representative

Branch Manager

M/S

(Branch Seal)

Date :

BM Certificate:

This is to certify that Mr. _____ of M/s _____ (vendor Name) has serviced the branch Biometric Access Control System (BACS) (as above) in our presence. The system installed in the branch is found to be in working condition / out of order.

Date:

Place:

Stamp of Branch:

Signature of BM

Name of BM

Mobile No.

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Annexure 'D'

EQUIPMENT UPDATE ACCEPTANCE
(ON LETTER HEAD OF APPLICANT / BIDDER/ VENDOR)

(Applicable to applicant whom work order will be issued for the period of contract)

I / We, agree and declare since the equipment related Certificates and standards are subject to change. Thus, any or all subsequent updates and instructions related to the product standardisation and certification will be acceptable / implemented and kept under compliance at our cost, i.e.

M/S (Name of applicant), Address of Applicant.....

2. We have technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades et cetera without incurring extra cost to Bank.

3. We have the technical capability and undertake to arrange and conduct compatibility of existing and New Installations of Biometric Access Control System (BACS) with Central Monitoring Station without incurring extra cost to Bank as asked by Bank.

3.No additional cost, charges in any form shall be claimed from Bank.

Signature
()
Authorized Representative

M/S

Date :

(Applicant Seal)

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Annexure 'E'

UNDERTAKING BY M/S (Name of applicant)
(ON LETTER HEAD OF APPLICANT / BIDDER/ VENDOR)

1. We submit that Original Equipment Manufacturer (OEM) has and in future will obtain and arrange necessary quality and technical certifications / specifications as per Government Of India guidelines without charging any extra cost to Bank. The details of applicant's and products applied for, are mentioned below:

<u>S. No</u>	<u>Name, Address, GSTIN, MSME/UDYAM, Registration Number of OEM</u>	<u>Product Model</u>	<u>Product Number</u>	<u>Date of Application</u>	<u>Remarks and Enclosures</u>

2. We have technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for product, software, spares, repair, compatible with Central Monitoring System and upgrades etc.
3. In the course of this tendering process Bank may ask the applicant to produce the evidence and product details as per requirement for verification of claims.

Signature

()
 Authorized Representative-:

M/S

Date :

(Applicant Seal)

Enclosure List:

.....
 Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Annexure 'F'
Pro-forma response sheet for bidder

SI No	Particulars	Bidder's Response (Respond- Yes for submitted; No for not submitted) (attach supportive documents)
1.	Name of the Agency	
2.	Name of the authorized signatory	
3.	Office address of the agency (Bhubaneswar)	
4.	e-mail of the agency	
5.	2 nd e-mail of the agency	
6.	Mobile Telephone Number 1 (owner/proprietor/director)	
7.	Telephone number belongs to	
8.	Mobile Telephone Number 2 (owner/proprietor/director)	
9.	Telephone number belongs to	
10.	Category of agency (One person Company/Sole Proprietorship/Partnership/LLP/Pvt. Ltd. Company/ Public limited Company et cetera.	
11.	Company registration number	
12.	GST Number (Enclose copy of GST Filing for month of September 2025, October 2025 and November 2025)	
13.	EPF registration number	
14.	ESI registration number	
15.	ITR acknowledgment No. 2022-23	
16.	ITR acknowledgment No. 2023-24	
17.	ITR acknowledgment No. 2024-25	
18.	Annual Turnover 2022-23	
19.	Annual Turnover 2023-24	
20.	Annual Turnover 2024-25	
21.	Solvency certificate of worth Rs. 3,000/- (Rupees Three Thousand Only) from any scheduled Bank and the certificate shall not be older than three months from the date of tender.	
22.	Earnest Money Deposit (EMD):- ₹ 100.00 (Rupees One Hundred Only). In case exempted, then please mention 'Exempted' with proof.	
23.	The company should have completed Supply, installation, testing & commissioning of Biometric Access Control System (BACS) and their maintenance in the last Seven Years effective from 30 th November 2025.	
24.	Cumulative No. of Biometric Access Control System (BACS) installed in govt. department/ PSUs (at least One) and Public Sector Banks (at least three) in year 2022-23, enclosed Copies of Work Order and Copies of Work Completion Certificates- Total 20 Numbers.	
25.	Cumulative No. of Biometric Access Control System (BACS) installed in govt. department/ PSUs (at least One) and Public Sector Banks (at least three) in year 2023-24, enclosed Copies of Work Order and Copies of Work Completion Certificates- Total 20 Numbers.	
26.	Cumulative No. of Biometric Access Control System (BACS) installed in govt. department/ PSUs (at least	

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

	One) and Public Sector Banks (at least three) in year 2024-25, enclosed Copies of Work Order and Copies of Work Completion Certificates- Total 20 Numbers.	
27.	Annual Maintenance Contract of minimum 25 Biometric Access Control System (BACS) in three years each (Minimum 20 Biometric Access Control System (BACS) AMC per year) in at least three Public Sector Banks 2022-23, 2023-24, 2024-25. Enclose Copies of Work Order and Copies of Work Completion Certificates.	
28.	Three similar completed works costing not less than the amount equal to 40% of the estimated cost (Rs. 4,000/- each), enclosed Copies of Work Order and Copies of Work Completion Certificates.	
29.	Two similar completed works costing not less than the amount equal to 50% of the estimated cost (Rs. 5,000/- each), enclosed Copies of Work Order and Copies of Work Completion Certificates.	
30.	One similar completed work costing not less than the amount equal to 80% of the estimated cost (Rs.8,000/-), enclosed Copies of Work Order and Copies of Work Completion Certificates.	
31.	Details of litigations with customers/organizations in last 3 years	
32.	Details of blacklisting by SBI in last 3 years	
33.	Willingness to provide one technician on call to SBI, Administrative Office Bhubaneswar	Yes or No
34.	Having technical support of OEM for 05 years for product, software, spares, repair and upgrades etc.	Yes or No
35.	<p>Whether undertaking as per Annexure 'E' on letter head by bidder is enclosed bearing that, Original Equipment Manufacturer (OEM) has and in future will obtain and arrange necessary quality and technical specifications/certifications as per Government of India guidelines without charging any extra cost to Bank.</p> <p>In the course of this tendering process Bank has the right to ask the applicant to produce the evidence and product details as per requirement for verification of claims.</p>	
36.	<p>Does applicant agree (as Annexure 'D' on letter head) with the clause that:</p> <p>"Equipment related Certificates and standards are subject to change. Thus, any or all subsequent updates and instructions will be acceptable / implemented at the cost of applicant to whom the work order will be issued. Technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades etc without incurring extra cost to Bank. We have the technical capability and undertake to arrange and conduct compatibility of existing and New Installations of Biometric Access</p>	

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

	Control System (BACS) with Central Monitoring Station without incurring extra cost to Bank as asked by bank.” (Answer in yes or No)	
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.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

SPECIAL CLAUSES
(BID EVALUATION CRITERIA) / (BEC)

1. Invitation of application for issue of Tender does not constitute any guarantee for issue of Work Order to the bidder(s).
2. Opening date of **Bid as per GeM portal.**
3. **All attachments (each page) to be submitted are required to be stamped and countersigned by authorized representative of the company.**
4. **'Part B'** of the Tender containing the 'Price Bids' will be applicable to only those Companies who have fulfilled all the conditions laid down in the Essential Pre-requisites, General Conditions Special Clauses of the Tender and the Terms & Conditions of the Tender, and finally shortlisted firms (in the PART "A") will be considered for next stage on GeM Portal.
5. In the event of award of the contract, the Successful Bidder(s) shall not sub-contract the job awarded or outsource the manpower.
6. The awarded work contract shall be nontransferable. The manpower to be engaged at the Bank's sites should be on the Service Provider's payroll.
7. Tenure of awarded Contract, if any, shall be for one year, which may be extended / renewed yearly subject to maximum up to two further years (Total three years), subject to satisfactory performance, after annual review, at the same service rate and under the same terms and conditions.

PART-'A'
Evaluation Matrix

The bids will be evaluated based on the technical parameters as per following details of parameters

Srl.	Particulars	Bidder's response
1.	The company must have minimum 07 years (Seven Years) of experience, in Supply, Installation, Testing & Commissioning (SITC) and maintenance of Biometric Access Control System (BACS) in Government/Public Sector undertaking/organization (at least One) and Public Sector Banks (at least three) as one entity (copy of work order by respective organizations to be submitted). Copy of documents as per Experience criteria to be uploaded as proof of experience.	
2.	Should have average annual turnover of Rs. 3000/- (Rupees Three Thousand Only) for each year in last 3 years as one entity ending on 31 st March 2025.	
3.	The bidder preferably has registered Office/Service Center/Branch office in the STATE OF ODISHA as per geographical area of Bhubaneswar Circle, or, ready to open a registered office within 45 days after issuing of work order. Registration certificate under Shops and Commercial Establishment Act. Copy of electricity bill in the name of firm /GST certificate/ trade license /ESI/PF/Registered Rent Agreement registration receipt et cetera. Any change in office address to be informed immediately.	
4.	Solvency certificate of worth Rs. 3000/- (Rupees Three Thousand Only) from any scheduled Bank and the certificate shall not be older than three months from the date of tender.	
5.	Three similar completed works costing not less than the amount equal to 40% of the estimated cost (Rs. 4000/- each).	
6.	Two similar completed works costing not less than the amount equal to 50% of the estimated cost (Rs. 5000/- each).	

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

7.	One similar completed work costing not less than the amount equal to 80% of the estimated cost (Rs. 8000/-).	
8.	Should have installed Cumulative No. of Biometric Access Control System (BACS), installed in govt. department/ PSUs (at least One) and Public Sector Banks (at least three) as one entity in FY- 2022-23 - 20 Numbers. (Enclose Copies of Work Order and Copies of Work Completion Certificates.)	
9.	Should have installed Cumulative No. of Biometric Access Control System (BACS), installed in govt. department/ PSUs (at least One) and Public Sector Banks (at least three) as one entity in FY- 2023-24 - 20 Numbers. (Enclose Copies of Work Order and Copies of Work Completion Certificates.)	
10.	Should have installed Cumulative No. of Biometric Access Control System (BACS), installed in govt. department/ PSUs (at least One) and Public Sector Banks (at least three) as one entity in FY- 2024-25 - 20 Numbers. (Enclose Copies of Work Order and Copies of Work Completion Certificates.)	
11.	Should have AMC of minimum 25 Biometric Access Control System (BACS) in three years each (Minimum 20 Biometric Access Control System (BACS) AMC per year) 2022-23, 2023-24 & 2024-25, enclosed Copies of Work Order and Copies of Work Completion Certificates.	
12.	Willingness to provide one technician on call basis to SBI, Administrative Office Bhubaneswar.	
13.	Having technical support SLA with OEM for 05 years and will be into effect for the period of this contract for product, software, spares, repair, compatible with Central Monitoring System and upgrades etc.	
14.	Whether undertaking as per Annexure 'E' on letter head by bidder is enclosed bearing that, Original Equipment Manufacturer (OEM) has and in future will obtain and arrange necessary quality and technical specifications/certifications as per Government Of India guidelines without charging any extra cost to Bank. In the course of this tendering process Bank has the right to ask the applicant to produce the evidence and product details as per requirement for verification of claims.	
15.	Does applicant agree (as Annexure 'D' on letter head) with the clause that: "Equipment related Certificates and standards are subject to change. Thus, any or all subsequent updates and instructions will be acceptable / implemented at the cost of applicant to whom the work order will be issued. Technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades etc without incurring extra cost to Bank. We have the technical capability and undertake to arrange and conduct compatibility of existing and New Installations of Biometric Access Control System (BACS) with Central Monitoring Station without incurring extra cost to Bank as asked by bank."	

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

	(Answer in yes or No)	
16.	Earnest Money Deposit (EMD):- ₹ 100.00 (Rupees Nine Hundred Only). In case exempted, then please mention 'Exempted' with proof.	

Price bid will be opened for those bids who have technically qualified.

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Enclosures with pro-forma
(photocopies of the following documents)

Sl.	Documents
1.	Registration certificate
2.	OVD of agency office address proof
3.	Valid GSTIN registration certificate
4.	Enclose copy of GST Filing for month of September 2025, October 2025 and November 2025
5.	Valid EPF registration certificate
6.	Valid ESI registration certificate
7.	ITR 2022-23
8.	ITR 2023-24
9.	ITR 2024-25
10.	Audited balance sheet 2022-23
11.	Audited balance sheet 2023-24
12.	Audited balance sheet 2024-25
13.	Profit and Loss statement 2022-23
14.	Profit and Loss statement 2023-24
15.	Profit and Loss statement 2024-25
16.	Solvency certificate
17.	Biometric Access Control System (BACS) installation work order and work completion certificate for 2022-23 at row 08 from Govt. Department / PSU / Bank document justifying the No. of AMCs quoted at row no. 11. Of the pro-forma above. (Special Clause Part A). (Quantity of- Biometric Access Control System (BACS) should be mentioned in the certificate).
18.	Biometric Access Control System (BACS) installation work order and work completion certificate for 2023-24 at row 09 from Govt. Department / PSU / Bank document justifying the No. of AMCs quoted at row no. 11. Of the pro-forma above. (Special Clause Part A). (Quantity of- Biometric Access Control System (BACS) should be mentioned in the certificate).
19.	Biometric Access Control System (BACS) installation work order and work completion certificate for 2024-25 at row 10 from Govt. Department / PSU / Bank document justifying the No. of AMCs quoted at row no. 11. Of the pro-forma above. (Special Clause Part A). (Quantity of- Biometric Access Control System (BACS) should be mentioned in the certificate).
20.	2022-23 AMC work order and work completion certificate document justifying the No. of AMCs quoted at row no. 11. of the pro-forma above. (Special Clause Part A).
21.	2023-24 AMC work order and work completion certificate document justifying the No. of AMCs quoted at row no. 11. of the pro-forma above. (Special Clause Part A).
22.	2024-25 AMC work order and work completion certificate document justifying the No. of AMCs quoted at row no. 11. of the pro-forma above. (Special Clause Part A).
23.	Undertaking of willingness to keep minimum one technician on call basis at row 12 (Special Clause Part A).
24.	Proof of technical support from OEM for 05 years for product, software, spares, repair and upgrades at row 13 (Special Clause Part A).
25.	Annexure 'E' on letter head by bidder is enclosed bearing undertaking by bidder is enclosed that, Original Equipment Manufacturer (OEM) has and in future will obtain and arrange necessary

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

	quality and technical specifications /certifications as per Government Of India guidelines without charging any extra cost to Bank at row 14 (Special Clause Part A). In the course of this tendering process Bank has the right to ask the applicant to produce the evidence and product details as per requirement for verification of claims .
26.	Annexure 'D' on letter head with the clause that: "Equipment related Certificates and standards are subject to change. Thus, any or all subsequent updates and instructions will be acceptable / implemented at the cost of applicant to whom the work order will be issued. Technical support SLA with OEM for 05 years and shall be in effect for the period of this contract for supply, installation, testing, commissioning, maintenance (including ancillary work if any) product, software, spares, repair, arranging compatibility with Central Monitoring System and upgrades et cetera without incurring extra cost to Bank. We have the technical capability and undertake to arrange and conduct compatibility of existing and New Installations of Biometric Access Control System (BACS) with Central Monitoring Station without incurring extra cost to Bank as asked by bank." at row 15 (Special Clause Part A).
27.	Details pf blacklisting, if any.
28.	Earnest Money Deposit (EMD):- ₹ 100.00 (Rupees Nine Hundred Only). In case exempted, then please mention 'Exempted' with proof at row 16 (Special Clause Part A).
29.	All pages of draft at Annexure 'H' of Comprehensive Annual Maintenance contract to be signed by bidder as acceptance to format, terms and condition.

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Annexure 'H'

Standard Service Level Agreement for AMC of Biometric Access Control System

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 Local Head Office at _____(hereinafter referred to as 'The Bank' which expression shall include its successor and assigns)

AND

M/s. ABC (**AMC Vendor Firm Name**) having its registered Office at **Full address of AMC Vendor** (hereinafter referred to as VENDOR which expression shall include its successors and assigns) represented by Shri....., designation.....

WHEREAS the Bank has issued a Request for Proposal (RFP)dated.....inviting proposals from the prospective vendors for maintenance of Close Circuit Television System (Equipment) 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 maintenance services (Comprehensive AMC) for complete Biometric Access Control System (BACS) along with its accessories as defined in scope of work for different makes installed at the branches and offices of the Bank.

WHEREAS the vendor has agreed to provide the maintenance services for Biometric Access Control System (BACS) at different Currency Chest Branches of the Bank (Branches / Offices) where Biometric Access Control System (BACS) has been installed.

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 the Parties hereby agreed as follows:

2. **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:

2.1.1 'The Bank' shall mean the State Bank of India including its branches and its offices

2.1.2 "Confidential Information" shall have the meaning set forth in Clause 20.

2.1.3 "Deficiencies" shall mean unsatisfactory outcome of the Services which has resulted in deviation from the desired outcome and has thereby cause loss to a party of this Agreement.

2.1.4 "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.

2.1.5 "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,

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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).

2.1.6 "AMC Charges" means the price payable to the Vendor under the Agreement. The obligations expressed under the 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.

2.1.7 "Request for Proposal (RFP)" shall mean RFP NO. _____ dated _____ along with its clarifications/ corrigenda issued by the Bank from time to time.

2.1.8 "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.

2.1.9 '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

3. COMMENCEMENT & TERM OF AGREEMENT:

3.1. This agreement shall be valid for the period ofyears from to.....subject to satisfactory performance. The same may be terminated at any time, in terms of clause 21 of this Agreement. The agreement may be renewed at the sole discretion of the Bank subject to review of performance of the vendor by the Bank.

3.2. Unless terminated earlier in accordance with this Agreement, the Agreement shall come to an end on completion of the term specified in the Agreement or on expiration of the renewed term as the case may be.

4. **SCOPE OF WORK:**

VENDOR shall during the period of agreement / contract:-

4.1 Maintain Biometric Access Control System (BACS) installed in the Branches / Offices under the AO/LHO in good working order and for this purpose shall provide the maintenance service.

4.2 Thorough check up, testing, servicing cleaning, inspection, & maintenance etc. of complete Biometric Access Control System (BACS) and its accessories like Control panel, scanner, wires, hooks/mounts, switch / activation switch, keypad, display, battery et cetera

4.3 Check the Biometric Access Control System (BACS) & accessories for their serviceability.

4.4 Check whether the Biometric Access Control System (BACS) is being kept switched ON 24X7 and appraise the Branch Manager and Security Officer, if found otherwise.

4.7 Switch off the regular power supply and check the working of Biometric Access Control System (BACS) on UPS/Battery back-up.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

4.8 To train bank staff on operations of the Biometric Access Control System (BACS) including special features, data/log retrieval, troubleshooting & routine maintenance etc of Biometric Access Control System (BACS).

4.9 To rectify the equipment and replace worn out or defective parts of system.

4.10 Retrieval of Biometric Access Control System (BACS) data / log as and when required / or called by the Bank.

4.11 Maintain/ update record of Biometric Access Control System (BACS) in the Security Information Register. Note: In case the Biometric Access Control System (BACS) or the control panel or any other accessory etc requires major repairs, the vendor shall provide a replacement before taking the defective equipment for repairs so that the branch / Office remain under Biometric Access Control System (BACS) cover all the time.

4.12. Will have to mandatorily provide 04 quarterly branch visits and on-call/ emergency visits without any charge.

4.13. Comprehensive Annual Maintenance Contract involves One visit every month to each Currency Chest Branch, that is, 12 (twelve) visits in a year. Presently there are 5 (five) currency chest branches. There must be a gap of a minimum of 20 days between mandatory monthly visits to Currency Chest. In case during the tenure / currency of the tender and agreement, Bank decides that Biometric Access Control Systems (BACS) will be installed at non- currency chest branches / offices / establishments et cetera then those at non- currency chest branches / Offices /Establishments will also be covered under the same agreement under / with effective rates and terms and conditions / GCC. Periodicity / frequency of visit will accordingly be decided for non- currency chest branches / offices / establishments et cetera. In this decision taken by Bank will be final and acceptable for service provider / vendor.

5. REPAIR AND MAINTENANCE SERVICE:

5.1 Timely & effective performance of the contractual obligation shall be considered as the essence of the contract and the Vendor hereby agree to maintain necessary Equipment, sub/ assemblies, kits of parts, components, spare parts and other related accessories of Biometric Access Control Systems (BACS) in fully functional state and as per needs of “the Bank”, for entire period of AMC to enable it to fulfil its obligations.

5.2 All repair and maintenance service described herein shall be performed by qualified maintenance engineers totally familiar with the EQUIPMENT.

5.3 On completion of corrective maintenance, the technician should prepare a maintenance report. A log/ register (Security Information Register) shall be maintained at the branches / offices to record each incident of EQUIPMENT malfunction, errors, faults, failures, defects, etc. indicating the date and time at which VENDOR got informed or / notice the malfunction, errors , faults, failures, defects, etc. and the date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the nature of work, either by description of the malfunction, errors faults, failures, defects, etc., or as discovered, and repaired during regular scheduled preventive maintenance.

5.4 If the Bank desires to shift the EQUIPMENT to a new site and install it thereat urgently, the VENDOR shall be informed of the same. The VENDOR shall arrange to do so. The terms and conditions of this agreement, after such shifting and re installation, would continue to be binding on

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VENDOR and the Bank. Shifting charges of the Biometric Access Control Systems (BACS) shall be same as that of installation charge of new Biometric Access Control Systems (BACS) plus the other accessories as per approved rates.

5.5 The entries in the register under the initials of an authorized representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects and repairs etc.

5.6 During the term of this Agreement, the VENDOR agrees to maintain the Equipment in good working order and for this purpose will provide the following type of repair and maintenance services:

5.6.1 Preventative maintenance: Planned maintenance of a system, carried out on a scheduled basis.

5.6.2. Corrective maintenance: Emergency maintenance of a system, or part thereof, carried out in response to the development of a fault.

5.6.3 User maintenance: Provide Basic hands on training/ maintenance tasks/ fault reporting mechanism to be carried out by the Branch Manager and / or authorized person.

6. PREVENTIVE MAINTENANCE:

6.1 The VENDOR shall conduct preventive maintenance including but not limited to inspection, testing, satisfactory execution of diagnostics, replacement of unserviceable parts, cleaning and removal of dust and dirt from the interior of the EQUIPMENT and necessary repairing of the EQUIPMENT once within the first thirty days of the commencement of the Annual Maintenance Contract and next as per schedule given in the RFP within the AMC year.

6.2 Notwithstanding the foregoing, the VENDOR recognizes Bank's operational needs and agrees that SBI shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time, as decided by the Bank/ respective Module Security Officer / Branch Manager.

7. CORRECTIVE MAINTENANCE

7.1 The VENDOR shall correct any faults and failures in the Biometric Access Control System (BACS) and shall repair and replace worn or defective parts of the EQUIPMENT immediately. In cases where unserviceable parts of the EQUIPMENT need replacement the VENDOR shall replace all such parts, at no extra cost of the Bank with brand new parts or those equivalent to new parts in performance.

7.2 The VENDOR in effecting any such replacement shall not remove the equipment or any part or parts thereof until the VENDOR is ready to move in substitute equipment or part or parts to replace it. If the replaced part or parts are not identical in all respects to the part replaced, the VENDOR shall inform the Bank in writing at the time of such replacement. The Bank in such case have the right to request the VENDOR to replace the parts with the original compatible parts only and the VENDOR shall comply with such request forthwith.

8. **USER MAINTENANCE:** It is important that the user is aware of the importance to provide user maintenance to the Biometric Access Control Systems (BACS). The AMC Vendor shall offer in-depth training to the branch staff on the offered solution according to the following:

8.1 Provide hands on training to the branch staff.

8.2 Train bank staff on operations of the system including special features, data retrieval, copy it on pen drive, troubleshooting & routine maintenance of Biometric Access Control Systems (BACS) etc.

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8.3 The training shall be conducted by the Vendor within the branch / office premises.

8.4 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.

9. SPARE PARTS AND TEST EQUIPMENT:

9.1 The VENDOR shall further ensure that the EQUIPMENT is not down at any time for want of spare parts.

9.2 The VENDOR shall repair / replace the defective EQUIPMENT with STANDBY EQUIPMENT within the timelines given in the table below and restore operation. The VENDOR will be required to pay penalty as per Para 11.3 hereto if repair works/ replacement of defective equipment does not take place within the stipulated period as per Para 16 hereto.

9.3 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.

9.4 **RESPONSE TIME:** The VENDOR shall provide repair and maintenance service, in response to complaints sent through email, SMS, written notice, within stipulated response time.

10. **PERFORMANCE EXPECTED:** The VENDOR shall guarantee and ensure SYSTEM UPTIME efficiency of 100% 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:

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

10.1 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)

10.2 DOWN TIME is the aggregate time lost due to EQUIPMENT mal-function, unsatisfactory operation and improper maintenance during the quarter.

11. **PENALTY:** Without prejudice to any of the BANK's other rights and remedies, for every 1 % drop in System uptime from the guaranteed 100% during a quarter, the VENDOR shall reimburse to the Bank towards penalty, 1% of value of the AMC contract amount, which will keep increasing as per para 11.3 limited to 20%, this will be recovered from the AMC charges payable / Retention Money Deposit held by the Bank and the same will also otherwise recoverable from the Vendor. Availability will be calculated on a quarterly basis

11.1 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 EMD/RMD as deemed fit and reasonable by the Bank.

11.2 **However**, this penalty shall also 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 center or the site of installation.

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11.3 Appropriate Penalties will be recovered from the quarterly payment if the Vendor is not able to achieve required Service levels as mentioned below:

S.No	SLA	Target Penalties
(i)	Availability/Uptime of Biometric Access Control Systems (BACS) 100.00%	<ul style="list-style-type: none"> ▪ 100.00% = NIL ▪ 99.00% to 98.99%= 1% of AMC Amount of the unit / branch/ office etc for that quarter ▪ 98.00% to 98.99% = 2% ▪ 97.00% to 97.99% = 3% ▪ 96.00 to 96.99% = 4% ▪ 95.00 to 95.99% = 6% ▪ Less than 95% = 20%
(ii)	Complaint resolution	Within time limit as per RFP -Nil Delay of each day in complaint resolution – Rs. 100/- / day
(iii)	Not carrying out AMC as per schedule	Rs. 500/- for every week of delay
(iv)	Penalty, once the maximum penalty reached.	Bank may terminate the contract and Forfeit the PBG.
(v)	Not keeping required Manpower as per SLA	Rs. 1000/- per technician, at every instance

13. The VENDOR, if he chooses, may install his own standby system of identical specification, if such systems are acceptable to the Bank. The period of use of such systems shall be deducted from downtime for all purposes.

14. **PERFORMANCE GUARANTEE AND PENALTIES**

14.1 The Vendor has to furnish a performance guarantee for an amount equals to 10% of the contract value from a Scheduled Commercial Bank other than State Bank of India in a format provided/ approved by the Bank.

14.2 The performance guarantee is required to protect the interest of the Bank against delay in repair/ maintenance and or poor quality of the material or poor performance of services provided, which may warrant invoking of performance guarantee. In case any act of the Vendor results in imposition of liquidated damages then also the Bank reserves the right to invoke the performance guarantee.

14.3 If at any time during performance of the contract, if the Vendor shall encounter unexpected conditions impeding timely completion of the services under the Agreement and performance of the services, the Vendor shall promptly notify the Bank in writing of the fact of the delay, it's likely duration and its cause(s), as soon as practicable.

15. **PAYMENT OF AMC CHARGES**: The Bank will pay properly submitted valid invoices within reasonable period. All payments shall be made as under: -

15.1 Payment of AMC Charges will be made directly by the respective branch / Office/ Regional Business Office (to be decided by respective LHO) at quarterly interval in arrears after deducting applicable penalties, if any.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Note Vendors to get the AMC certificate signed by the respective Branch Manager/ authorized official at the time of visit.

15.2 AMC charges quoted by the Vendor shall include all charges associated with Para

15.3 Payment for retrieval of log / data and coping it on CD/ DVD/ Pen drive will be paid extra (to be decided through bidding process).

15.4. Expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by Vendor.

15.5. All duties and taxes (excluding GST), if any, which may be levied, shall be borne by the Vendor and the GST shall be reimbursed by the Bank on submission of the proof / as per the GST rule applicable.

15.6. No advance payment will be made.

15.7. The Bank may withhold payment of bills, for deficiency in service or otherwise, and may set-off penalty amount and any other amount which Vendor owes to the Bank against charges payable to vendor under this Agreement.

16. **Response time for repairs and maintenance**: Time frame for a complaint to be attended till it is resolved is as under:

S. No	Branch /office location	Max Time Limit
1.	Urban / Metro	24 hours
2.	Semi Urban	36 hours
3.	Rural	48 hours
4.	Difficult Centre	Decision will be taken by Circle

17. **AMC VISIT REPORTS**:

17.1.1 AMC Vendor shall prepare four copies of the visit report (as per Annexure- B and C of tender document) and each report will be counter signed by the Branch Manager/Authorized Official

17.1.2 One copy will be handed over to the Branch Manager

17.1.3 Second copy to be retained by the Vendor.

17.1.4 Third copy to be sent to the Security Officer at the Administrative/Regional Office,

17.1.5 Fourth copy shall be sent to the respective Circle Security Department.

17.2 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/ Authorized Official

18. **SUBCONTRACTING**: The Vendor will not subcontract or permit anyone other than Vendor's qualified personnel to perform any of the work, services or other performance required of the Vendor under this agreement without the prior written consent of the Bank.

19. **SECURITY**: The VENDOR agrees that it and its 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.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

20. **CONFIDENTIALITY**: The Vendor acknowledges that all material and information which has or will come into its possession or knowledge in connection with this agreement or in performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to the Bank. The Vendor agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this agreement to release it only to Vendor's employees requiring such information, and not to release or disclose it to any third party. The Vendor agrees to take appropriate steps/ 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.

21. **TERMINATION**:

21.1. This agreement shall be terminated by efflux of time or earlier by the Bank by serving 30 days' notice in writing, in case the services of the VENDOR is found unsatisfactory or not in accordance with the agreement or there is any breach of the terms and conditions of this agreement on the part of the Vendor or for convenience.

21.2. The Vendor goes bankrupt and becomes insolvent.

21.3. If during the currency of the agreement, any statute, rules/ govt. notification prohibits the services envisaged under this agreement or otherwise the contract shall come to an end forthwith and no compensation shall be payable to the Vendor.

22. **LIABILITY AND INDEMNITIES**:

22.1 The VENDOR represents and warrants that the 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. The 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.

22.2 The 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 its 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.

22.3 The 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.

22.4 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.

22.5 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

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Vendor without undue delay. The Vendor also undertakes to co-operate with other service providers thereby ensuring expected performance covered under scope of work.

22.6 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

23. COMPLIANCES OF STATURORY / REGULATORY PROVISIONS:

23.1 The Vendor shall be responsible for compliance of all related laws rules/ regulations and Government instruction from time to time that are applicable for the service to be provided by it during the currency of this agreement.

24. GENERAL:

24.1 No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representatives of both parties.

24.2 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 it.

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

25. **JURISDICTION:** All dispute arising out of or connected with this contract shall be instituted in the Court of competent jurisdiction situated in..... (location of respective LHO).

26. **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.

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

Seal of VENDOR affixed in presence of Shri _____ (VENDOR’s authorized representative) and signed by the duly authorized representative, Shri _____ Designation _____.

In the presence of

(1) Shri _____ Designation _____ Signature _____

(2) Shri _____ Designation _____ Signature _____

The Bank by its representative: Shri _____ Designation _____

Signature _____ State Bank of India, LHO _____

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

ANNEXURE 'B' of tender document**INSTALLATION CERTIFICATE**

(ONE COPY EACH TO (i) BRANCH MANAGER, (ii) REGIONAL BUSINESS OFFICE, (iii) ZONAL SECURITY OFFICER, (iv) VENDOR COPY & ALONG WITH THE BILL)

It is here certify that the of Biometric Access Control System (BACS) has been installed at(Name of the branch/office) on..... , and the system is working satisfactorily. All the items as per invoice No..... dated..... (given here under) have been installed at the branch and have been physically verified by the Branch Manager/Officer concern.

4. It is further certified that working of the Biometric Access Control System (BACS) has been explained to the following staff members by Shri. , authorized representative of M/S.....

Sr. No.	Item Name	Make	Model	Serial No	Quantity	In presence of Name of Branch Manager /Staff Member	Signature of Bank Staff present
1							
2							
3							

Working and mode of operation of system had been explained to the following staff members:

Sr. No.	Name	Designation	Signature

Signature

()
Authorized Representative

Branch Manager

M/S

(Branch Seal)

Date:

BM Certificate:

This is to certify that Mr. _____ of M/s _____ (vendor Name) has installed _____ System (as above) in our branch. The system has been installed properly and has been working satisfactorily.

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Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

Date:
Place:
Stamp of Branch:

Signature of BM
Name of BM
Mobile No.

.....
Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

MAINTENANCE CERTIFICATE (Annexure 'C' of tender document)
(Applicable for Service/ Maintenance) (Page 1 of 2 of Annexure 'C')

**(ONE COPY EACH TO (i) BRANCH MANAGER, (ii) REGIONAL BUSINESS OFFICE, (iii) ZONAL SECURITY OFFICER,
 (iv) VENDOR COPY & ALONG WITH THE BILL)**

**(SIGNATURE OF BRANCH MANAGER WITH BRANCH STAMP, DATE OF WORK AND AUTHORIZED REPRESENTATIVE OF
 VENDOR TO BE IN BOTTOM OF PAGE)**

Name of Branch:
 Landline Phone No. with STD Code:

Name of Branch Manager:
 Date of Visit:

This is to certify that Biometric Access Control System (BACS) installed at the branch has been checked by me. The following equipment's / item installed in the branch have been serviced and found to be in working condition / out of order.

S.No	Equipment	Equipment Details		Function Report
1	Control Panel	Make & Model		
		Location OF BACS		
2	Battery Back-Up	Yes / No		
3	Battery	Date of Installation / replacement		
4	FINGER PRINT MAPPED FOR JOINT CUSTODIAN	Yes / No		
5	CONNECTED TO BRANCH UPS	YES NO		
6	Status of System & final comments			
7	SGMS (Security Gadget Monitoring System) has been updated after completion of work by the Branch Manager	Yes / No		

.....
 Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

(Annexure 'C' of tender document)

(Page 2 of 2 of Annexure 'C')

MAINTENANCE CERTIFICATE
(Applicable for Service/ Maintenance)
(ONE COPY EACH TO (i) BRANCH MANAGER, (ii) REGIONAL BUSINESS OFFICE,
(iii) ZONAL SECURITY OFFICE, (iv) VENDOR COPY & ALONG WITH THE BILL)

It is also certified that following officers / staff of the branch have been explained the functioning of Biometric Access Control System (BACS):

Sr. No.	Name	Designation	Signature

Signature

()

Authorized Representative

Branch Manager

M/S

(Branch Seal)

Date :

BM Certificate:

This is to certify that Mr. _____ of M/s _____ (vendor Name) has serviced the branch Biometric Access Control System (BACS) (as above) in our presence. The system installed in the branch is found to be in working condition / out of order.

Date:

Place:

Stamp of Branch:

Signature of BM

Name of BM

Mobile No.

.....
 Signature of Applicant, Name of Applicant, Name of Entity, Stamp of Entity

TENDER ID: AO BBSR: AO/BHU/SEC/2025-26/04 DATED 13.01.2026

ANNEXURE G

SPECIAL CLAUSE 'PART B'

BILL OF QUANTITY BIOMETRIC ACCESS CONTROL SYSTEM (PRICE BID) AND COMPONENTS

BIOMETRIC ACCESS CONTROL SYSTEM AND THEIR MAINTENANCE "SUPPLY, INSTALLATION, TESTING & COMMISSIONING (INCLUDING ANCILARY WORKS, ETC) OF NEW BIOMETRIC ACCESS CONTROL SYSTEM AND MAINTENANCE OF EXISTING AND NEW INSTALLATION OF BIOMETRIC ACCESS CONTROL SYSTEM (COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT) AT CURRENCY CHEST BRANCHES/OFFICES/COMPLEXES OF ADMINISTRATIVE OFFICE, BHUBANESWAR" (Technical specifications as Per Annexure 'A')

Sr No.	BIOMETRIC ACCESS CONTROL SYSTEM	TECHNICAL SPECIFICATION	UNIT	QTY. / Meters	As per Estimate		As per Quote	
					Rate	Amount	Rate	Amount
A	B	C	D	E	F	G	H	I
1	Biometric reader	As per Annexure 'A'	1	1	14500	14500		
2	Electromagnetic Lock	As per Annexure 'A'	1	1	11500	11500		
3	Exit Switch Metal	As per Annexure 'A'	1	1	375	375		
4	Battery	As per Annexure 'A'	1	1	1324	1324		
5	L Bracket	As per Annexure 'A'	1	1	400	400		
6	U Bracket	As per Annexure 'A'	1	1	575	575		
7	ZL Bracket	As per Annexure 'A'	1	1	1550	1550		
8	Adapter 12 V 5 AMP	As per Annexure 'A'	1	1	450	450		
9	6 AMP 2 POLE MCB	As per Annexure 'A'	1	1	700	700		
10	Power Supply 12 V 1 AMP	As per Annexure 'A'	1	1	450	450		
11	PVC Conduit, Internal Dia 20mm (ISI Marked)	As per Annexure 'A'	per meter	1	27.5	27.5		
12	3/4" PVC casing / capping (ISI marked)	As per Annexure 'A'	per meter	1	30	30		
13	3/4" PVC conduit 1.5mm (ISI marked)	As per Annexure 'A'	per meter	1	30	30		
14	Power cable unarmoured , 3 Core 1.5mm sq mm. FRLS ISI Marked	As per Annexure 'A'	per meter	1	60	60		
15	Installation, Shifting, Reinstallation charges (including data / log retrieval)	As per terms and conditions of contract	per visit	1	1620	1620		
FOR AMC OF BRANCHES / OFFICES								
16	Comprehensive AMC charges per visit, per branch, per system to Currency Chest Branches.	As per terms and conditions of contract	per visit	60	540	32400		
17				Total AMC / Year		32400		
18				Total AMC for 3 years		97200		
19								
20	Quote in Percentage							

Note :-

1. The estimate as per the RFP / NIT is for a period of one year and excluding GST. While quoting rate bidder shall calculate for 3 years as duration is mentioned as 3 years.

<p>2. All bidders are requested to ignore the xls sheet attached in the bid document. From serial No. 01 to 15, the bidder shall also quote their rate for each and every item in respective rows in column H and I, as per the percentage quote (Sl. No.20, Column D). The rates are only indicative for individual rates of the items which will be required to be installed in case to case basis as per requirement of the Bank. Payment will be made as per actual installation of items and services availed by the Branch / Office on submission of the GST bill.</p>
<p>3. All the bidders are requested to quote the percentage in highlighted cell (Sl. No. 20, column D) and accordingly quote the individual rates in the respective rows. The total price for the comprehensive AMC and GST shall be quoted in the GEM portal for a period of three years.</p>
<p>4. The technical specifications of the above items shall be as given in terms and conditions.</p>
<p>5. Price quoted shall be for total package cost which shall include the items as per the BOQ including the AMC charges to derive L1 rates.</p>
<p>6. The above rates shall remain valid for a period of 05 years</p>
<p>7. Five year (installation date) warranty against any manufactured defect.</p>
<p>8. Abnormally High Rates (AHR)/ Abnormally Low Rates (ALR) quoted, if any, for any particular item as compared to prevailing market rates, shall not be accepted.</p>
<p>9. In case, rate of any item is left blank, highest rate quoted by the participating firms will be taken into account.</p>
<p>10. The rates quoted shall be inclusive of packaging, labour, transportation, octroi, entry tax, toll tax or any local tax/ levy (including delivery upto final site.) etc. and <u>inclusive of GST.</u></p>
<p>11. OEM/ Market rate will be taken into account while selecting/rejecting/cancelling the bid.</p>
<p>12. If any component / material / electronic component / electronic material / accessory / any such item which is required for smooth operation of the Biometric Access Control System apart from the BOQ list, list of items the same shall be arranged by the vendor. The cost of the same shall be reimbursed on submission of bills / invoice after completion of work.</p>
<p>13. In case during the tenure / currency of the tender and agreement, Bank decides that Biometric Access Control Systems (BACS) will be installed at non- currency chest branches / offices / establishments et cetera then those Biometric Access Control Systems installed at non- currency chest branches / Offices /Establishments will also be covered under the same agreement under / with effective rates and terms and conditions / GCC. Periodicity / frequency of visit will accordingly be decided for non- currency chest branches / offices / establishments et cetera. In this decision taken by Bank will be final and acceptable for service provider / vendor.</p>