



Saptagiri Grameena Bank
(Public Sector RRB : Sponsored by Indian Bank)

సప్తగిరి గ్రామీణ బ్యాంక్
(ప్రభుత్వరంగ సంస్థ : ఇండియన్ బ్యాంక్ చే ప్రాయోజితం)

सप्तगिरि ग्रामीण बैंक
(सार्वजनिक क्षेत्र आरआरबी : इंडियन बैंक द्वारा प्रायोजित)

BID DOCUMENT
FOR
Supply, installation, maintenance of Servers and related Software
at
DC and DR sites
for
SAPTAGIRI GRAMEENA BANK

RFP No: HO/ITD/1015/2022

Date: 20.04.2022



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(Public Sector RRB : Sponsored by Indian Bank)

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SCHEDULE OF EVENTS AND BID DETAILS

The following is an indicative timeframe for the overall selection process. Bank reserves the right to vary this timeframe at its absolute and sole discretion, should the need arise. Changes to the timeframe will be published in the Bank's Website.

Sno	Schedule	Date& Time
01	RFP Reference	HO/ITD/1015/2022
02	Porting of RFP in Bank Website	20.04.2022
03	Last Date for submitting the queries (Only through mail)	22.04.2022; 17.00 Hrs
04	Date of pre-response (pre-bid) meeting through VC	25.04.2022; 11.30 AM
05	Last date and Time for submitting bids	30.04.2022; 15.00 Hrs
06	Date and Time of opening of bid responses	30.04.2022; 15.30 Hrs
07	Place of Opening RFP responses/ Technical Bid	Saptagiri Grameena Bank, Head Office, D. No: 19-565/11, 3 rd Floor Opp. Sri Venkateswara Theatre, Vellore Road, Chittoor, Andhra Pradesh - 517002
08	Cost of RFP document	Rs 5,000/- (Rupees Five Thousand only) The cost is Non-refundable.Demand Draft in favour "Saptagiri Grameena Bank" payable at Chittoor (or) Online transfer -NEFT
09	Bid Security Guarantee	Rs. 1,50,000/- by way of Bank Guarantee/Online Fund transfer-NEFT/RTGS (Rupees One Lakh Fifty Thousand only) (As per Annexure -XI)
10	Address for communication and submission of responses	The General Manager Saptagiri Grameena Bank, Head Office, D. No: 19-565/11, 3 rd Floor, Opp. Sri Venkateswara Theatre, Vellore Road, Chittoor, Andhra Pradesh - 517002
11	Contact No	Mr. Raghav Vellore (HOD-ITD) – 8886644004 Mr. J D R Kishore (Asst Manager – ITD) -8886644006
12	Email	edp@sgbank.in
13	Date of opening of Commercial Bid	30.04.2022

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No.8 & 9

In case scheduled dates fall on a public holiday, the same will be extended to the next working day. All dates mentioned above are tentative dates and the bidder acknowledges that it cannot hold the Bank responsible for breach of any the dates. Non – attendance at the pre-bid meeting or bid opening will not be a cause for disqualification of a bidder.



Section I

INTRODUCTION

Saptagiri Grameena Bank (SGB), a Regional Rural Bank, having its Head Office at Chittoor, Andhra Pradesh and Operating in Chittoor and Krishna Districts of Andhra Pradesh with 229 branches and is having a business of Over Rs 17400 Crores.

INVITATION FOR BIDS (IFB)

Saptagiri Grameena Bank, the subsidiary of Indian Bank, invites quotations for Supply, installation and maintenance of Servers and related software at DC and DR Sites through this tender. In this regard, interested eligible bidders may please submit their quotation as per the following procedure:

Saptagiri Grameena Bank (SGB) invites sealed quotations from all eligible bidders to Supply, installation and maintenance of Servers and related software at DC (STT GDC, Sivanandam Salai, Chennai) and DR (STT GDC, Hyderabad) Sites. On selection of the successful bidder, Purchase Order will be released by the bank. Here after "Bank" refers 'SAPTAGIRI GRAMEENA BANK'. Part-I of the bid document will consist of technical and other details and should be submitted manually and Part II will be a sealed bid for commercials.

The address for communication is:

Saptagiri Grameena Bank,
Head Office,
D. No: 19-565/11,
3rd Floor, Sai Yashus,
Opp. Sri Venkateswara Theatre,
Vellore Road,
Chittoor, Andhra Pradesh - 517002

Contact Numbers: : 08572-227992

Mobile Numbers : Mr. Raghav Vellore (HOD-ITD) – 8886644004
Mr. J D R Kishore (Asst Manager – ITD) -8886644006
Email: edp@sgbank.in

Further information can be had from the bank at the address given above from 10.00 to 17.00 hours on all days from Monday to Saturday except 2nd & 4th Saturday and holidays

Bids must be delivered to the address given above, on or before 15.00 Hours on 30.04.2022 and must be accompanied by a Bid Security of INR 1,50,000/- (Rupees One Lakh Fifty Thousand only) and a bid fee of INR 5,000/- as Demand Draft in favour of Saptagiri Grameena Bank payable at Chittoor for (non-refundable)/Online fund transfer – NEFT. Bid submitted without the Bid Fee and Bid Security will not be considered.

Late Bids will be rejected. **Part I (Technical Bid) will be opened** for evaluation by the Bank **at 15.30 Hours on 30.04.2022** in the presence of the bidders. All bidders may send their representatives to attend the bid opening process.



Part II (Commercial Bid) shall be provided in a separate sealed cover as per the format specified.

Please note that

- i. The costs of preparing the proposal including visit / visits to the Bank are not reimbursable.
- ii. The Bank is not bound to accept any of the proposals submitted and the bank has got the right to reject any proposal/annul the tendering process without assigning any reason thereof.
- iii. The Bank can extend the last date for submission of bid.
- iv. Part I should not contain any pricing and commercial information.

PRE-BID MEETING:

A pre-bid meeting is scheduled through VC on 25.04.2022 at 11.30 AM. Bidder's designated representatives (Max Two persons) may join the meeting through virtual meeting link.

In case the probable bidder wants to participate in the Pre-bid meeting to be held on the date specified in this bid, they should register themselves with the Bank by submitting the cost of bid document i.e., Rs. 5,000/- (Rupees Five thousand only, non-refundable) by way of Demand Draft in favour of Saptagiri Grameena Bank payable at Chittoor or Online transfer – NEFT to the following account:

The bidder may transfer funds online to the following account through NEFT mode:

Account Name : **Saptagiri Grameena Bank**
Account Number: **88618083**
Ifscode : **IDIB05GB001**
Branch : **Head office**

Only those Bidders or their Representatives (Maximum 2 persons) who have registered with the Bank will be allowed to participate in the pre-bid meeting. The purpose of the meeting will be to clarify the doubts raised by the probable bidders.

Such Bidders who have not chosen to attend the pre bid meeting are required to submit the DD/transfer- cost of Bid Document along with technical bid documents.



Section - II Instructions to Bidders

1 - SUBMISSION OF BIDS

Bidders satisfying the technical and commercial conditions specified in this Request for Proposal (RFP) and ready to **for supply ,installation and maintenance of servers and related software at DC and DR sites** with the scope of work of the RFP may submit their bids in the formats as per **Annexures**. The bid should be submitted in a sealed cover super scribed as under:

“QUOTATION FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SERVERS AND RELATED SOFTWARE AT DC AND DR SITES”

The bids in sealed covers should be handed over to contact official as per schedule of events and bid details of this RFP in Bank's Information Technology Department, Head Office, Chittoor against acknowledgement on or before the date and time mentioned in the Schedule for bidding process given in schedule of events and bid details of this RFP.

Any bid received by the Bank after the deadline for submission of bids will be rejected. In the event of the specified date and time for the submission of bids, being declared a holiday for the Bank, the bids will be received up to the appointed time on the next working day.

All enquiries from the bidders, related to this RFP must be directed in writing exclusively to the contact person mentioned in schedule of events and bid details of the RFP. The preferred mode of delivering written questions to the aforementioned contact person would be through email followed by letter in writing. In no event Bank will be responsible in ensuring receipt of inquiries.

Extension of submission date and time will be at the sole discretion of the Bank.

2- BID FEE

The bidder shall submit the bid along with a Demand Draft in favor of Saptagiri Grameena Bank payable at Chittoor for Rs.5,000/- (Rupees Five Thousand only) (non-refundable) as bid fees. Bid submitted without the DD will not be considered. (or) The bidder may transfer funds online to the following account through NEFT mode:

Account Name : **Saptagiri Grameena Bank**
Account Number : **88618083**
Ifscode : **IDIBOSGB001**
Branch : **Head office**

Bidder has to intimate the UTR number through mail and proof of online transfer to be submitted along with technical bid documents.

3 - AMENDMENT OF BIDDING DOCUMENTS



3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the Bidding Documents by amendment(s).

3.2 The Amendment(s) if any will be communicated through mail and it will be binding on all the bidders. Signed copy of the amended document should form part of the Technical Bid.

4- TWO BID SYSTEM

Sealed Envelopes Containing Technical Proposal (Technical Bid) should be clearly superscribed as **“QUOTATION FOR SUPPLY, INSTALLATION AND MAINTENANCE OF SERVERS AND RELATED SOFTWARE AT DC AND DR SITES”**. All the documents constituting the Technical Bid should be submitted in **hard copy except commercial Bid. No commercial information should be available in the Technical Bid**. The Technical Bid should be submitted at the address given below.

Saptagiri Grameena Bank,
Head Office,
D. No: 19-565/11,
3rd Floor, Sai Yashus,
Opp. Sri Venkateswara Theatre,
Vellore Road,
Chittoor, Andhra Pradesh - 517002

Contact Numbers : 08572-227992

Mobile Numbers : Mr. Raghav Vellore (HOD-ITD) – 8886644004
Mr. J D R Kishore (Asst Manager – ITD) -8886644006

Email: edp@sgbank.in

The envelope shall bear the project name and a statement: **“DO NOT OPEN BEFORE” 20.04.2022**, to be completed with the time and the date specified below.

Formation of Technical Bid :

- I. Language of communication will be English.
- II. Bidder's Information & Technical Bid as per format. (Annexure - II)
- III. Non-refundable fee of Rs. 5,000/- in the form of a demand draft issued by a scheduled commercial bank favouring “Saptagiri Grameena Bank” payable at Chittoor or through online transfer -NEFT.
- IV. Acceptance of the terms and conditions as contained in this document.
- V. Supporting documents i.e., Copies of Purchase Order issued by concerned organizations should be attached.
- VI. Total turnover & Average Turnover for last three years.
- VII. Bid security for Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand only) in the form of Bank Guarantee valid for 120 days from the last date for submission of Tender
- VIII. Power of Attorney given in favour of the person signing the document on behalf of the firm
- IX. Audited balance sheets for the last three years.



Formation of Commercial Bid

- I. After technical evaluation, commercial bids of only the eligible Bidders will be opened and the date and time of commercial bid opening will be communicated to the bidders.
- II. Bidders can send their representative for opening of commercial bids.
- III. The prices should be quoted in Indian Rupees only.
- IV. Commercial bid should include three years 24*7 warranty and subsequently two years cost of AMC for the hardware and software supplied as part of this contract Future releases and upgrades/ patches for statutory/ regulatory changes as required under the directives of Government of India, Reserve Bank of India etc. should be at no cost to the bank till the end of contract period.
- V. Quoted price should include all charges including delivery, installation, implementation, etc. inclusive of all duties, levies, freight, insurance, warranty/AMC/ATS, etc. and exclusive of GST only. Applicable TDS will be deducted from the payment.
- VI. Bank will not pay any other charges including travelling charges / visit charges / hotel stay for any travelling/ training undertaken by the Bidder's staff / personnel throughout the project.
- VII. The price should be firm and not dependent on any variable factors.
- VIII. No price variation will be accepted for increases in customs/excise duty, other taxes, and foreign exchange rate variation or for any other reasons.
- IX. The financial proposal should list all the costs associated with the Assignment.

5- BID SECURITY (EARNEST MONEY DEPOSIT)

5.1 The bidder shall furnish, as part of their bid, a bid security in the form of a bank guarantee issued by a scheduled commercial bank or foreign bank located in India, in the form provided in the bidding documents for a sum of Rs. 1,50,000/- (Rupees One lakh Fifty Thousand only) and valid for One Hundred and twenty days (120) days after the last date of submission of the bid i.e., Bid validity 90 days + 30 days = 120 days from the last date for submission of bid). Bank may seek extension of Bank Guarantee, if required.

5.2 Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank.

5.3 The successful bidder's bid security will be discharged upon the bidders signing the contract and furnishing the performance security.

5.4 The bidder will forfeit the bid security,

If a bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

OR

in the case of a successful bidder, if the bidder fails to sign the contract or to furnish performance security.



Bidder may remit the Bid security amount in the form of online transfer to the following account:

Account Name : **Saptagiri Grameena Bank**
Account Number : **88618083**
IFSC Code : **IDIBOSGB001**

Bidder has to remit the Bid Security amount through online transfer - NEFT/RTGS priorly one or two days before last date of bid submission date to avoid technically unforeseen issues. No interest will be paid to the bidder with respect to Bid Security amount. Any amount received after the Cut-off time will not be entertained and the corresponding bidder will be considered as ineligible.

6- PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for the period of 90 days after the last date for submission of technical bid prescribed. A bid valid for a shorter period shall be rejected by the bank as non-responsive. Bids must clearly state the validity of the bid and its explicit expiration date. Bank may seek the extension of bid validity, if required.

7- AUTHORIZATION TO BID

Responses submitted by a Bidder to this RFP (including response to functional and technical requirements) represent a firm offer to contract on the terms and conditions described in the Tender document. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of bid commitment with the accompanying signature of the official and submit the copy of power of attorney / authority letter authorizing the signatory to sign the bid.

8- DEADLINE FOR SUBMISSION OF BIDS

8.1 Deadline for bid submission is 30.04.2022, 15.00 Hours. The bid document along with required enclosures should be submitted at the place mentioned in clause No. 4 either in person or it can be sent by post but it should reach the concerned officer on or before 15.00 Hrs. on 30.04.2022.

8.2 In the event of the specified date for the submission of bids, being declared a holiday for the bank, the bids will be received up to the appointed time on the next working day.

8.3 The bank may, at its discretion, extend this deadline for the submission of bids by amending the bid documents, in which case all rights and obligations of the bank and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

8.4 Any bid received by the bank after the deadline for submission of bids prescribed by the bank will summarily be rejected and returned unopened to the bidder.



9- OPENING OF BIDS BY BANK

9.1 The bids (PART-I) will be opened in the presence of bidders' representatives if any.

9.2 The bidders' names, bid modifications or withdrawals and the presence or absence of the requisite bid security and such other details as the bank, at its discretion, may consider appropriate, will be announced at the bid opening. No bid shall be rejected at bid opening, except late bids, which shall be returned unopened to the bidder.

9.3 The technically qualified bidders will be intimated on date of opening of commercial bids. Commercial bids will be opened and L1 bidder will be finalized.

10 - FORMAT AND SIGNING OF BID

All pages of the bid, except for non-amended printed literature, shall be initialled by the person or persons signing the bid. Any interlineations, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.

11 - CLARIFICATION OF BIDS

During evaluation of the bids, the Bank may, at its discretion, seek clarification from the Bidder for the bid submitted by the bidder(s). The request for clarification and the response shall be in writing/email, and no change in the prices or substance of the bid shall be sought, offered, or permitted.

12 - AMENDMENTS OF RFP DOCUMENT

Bank reserves the right to amend the RFP any time prior to deadline for submission of bid. The same shall be notified to all the bidders through e-mail/website and such amendments shall be binding on the bidders.

13. SCOPE OF THE PROJECT:

The Scope of the project includes supply, installation and maintenance of Hardware and Software licenses for Production/DR/ UAT servers.

13 - EVALUATION CRITERIA

13.1 General Evaluation

- The Bank will examine the bid to determine whether they are complete, whether the documents have been properly signed and whether the bid is generally in order.
- Bid document must be submitted in a single hard bound file. (No loose pages must be submitted). All pages of the Bid Document must be serially numbered and must be signed in Full (no initials) by the authorized signatory and stamped by Bidder's Official seal. All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party. All documents, addressed to the Bank, should be submitted in Original. (No Photocopies will be acceptable).



- c) All third-party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident. Bidder is also required to substantiate whether the person signing the document is authorized to do so on behalf of his company. Inability of the bidder to prove the genuineness/authenticity of any third-party document may make the bid liable for rejection.
- d) The bank may waive any minor informality, non-conformity, or irregularity in a bid which does not constitute a material deviation.
- e) Prior to the detailed evaluation, the bank will determine the substantial responsiveness of bid documents. For the purposes of these clauses, a substantially responsive quote is one which conforms to all the terms and conditions of the bid documents without material deviations.
- f) The Bank at its discretion may modify any minor criteria in the bid, which does not affect the relative ranking of any Bidder.
- g) Evaluation may include enquiry with the customers/offices where the services of the bidder are rendered, and discussion with them.
- h) Bank reserves the right to negotiate with lowest bidder for further reduction in price under exceptional circumstances.
- i) No extra charges other than those quoted in the Bid will be entertained including Sales Tax / Conveyance / Courier etc.

13.2 Technical Evaluation

- a) Technical bid opening will be done in presence of authorized representatives of all the bidders (if they choose to be present) who have submitted technical bid successfully (both online & in Hard Bound File) within the stipulated time lines set by the Bank.
- b) First of all, the RFP Cost and BID SECURITY/EMD of all bidders will be verified. If any RFP Cost/EMD is not found in order, that bidder will be declared ineligible for further participating in the tender process. After that technical bid will be evaluated based on the eligibility criteria defined in the RFP document. Bids complying with all the eligibility criteria and confirming compliance to all the terms & conditions of RFP document would be further evaluated on technical parameters.
- c) Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for further process.
- d) Bank will determine to their satisfaction whether the bidder selected as having submitted the best evaluated responsive bid is qualified to satisfactorily perform the contract. The decision of Bank will be final in this regard.
- e) The Bank reserves the right to accept or reject any product/ item/ technology/ module/ functionality proposed by the bidder without assigning any reason



thereof. The Bank also reserves the right to reject any Bid, in case any of the Technical Specification is not in compliance to Bank's requirement. Decision of the Bank in this regard shall be final and binding on the bidders.

- f) Arithmetical errors will be rectified as follows:
- If there is any discrepancy in total amount and multiplication of unit rate and Multiplication factor, unit rates will prevail and the total amount shall be recalculated on the basis of Unit rate and multiplication factor.
 - If there is any discrepancy between words and figures, the amount in the words will prevail.
 - The bid determined as not substantially responsive will be liable for rejection by the purchaser and may not be made responsive by the bidder by correction of the non- conformity. The decision of the Bank in this regard will be final. The purchaser may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice to affect the relative ranking of any bidder.

13.3 Commercial Evaluation

- Technically qualified bidders alone will be intimated the date of opening of commercial bids.
- The commercial bids shall be opened in the presence of shortlisted bidders, if they choose to be present. The intimation of time and place of opening of commercial bids will be informed separately to the shortlisted bidders only. If the shortlisted bidders or their duly authorized representatives are not present, the commercial bids will be opened in their absence. No information regarding the Commercial opening will be provided later to the bidders who did not attend the commercial opening, neither telephonically nor through mail.
- After opening of commercial bids as above, commercial evaluation & verification of the bids will be done by the Bank. Any arithmetic errors will be rectified as per the conditions mentioned under preliminary examination.
- The bidders will be required to quote only for all the items required by the Bank. No additional line items bearing the quote will be entertained**
- Price Variation Factor :**
Price variation (both high and low) may also be considered for any particular item i.e. bidder quoting abnormally high or abnormally low prices against any item/s may also be liable for rejection.
- The L-1 price and L-1 vendor will be decided on the basis of least total cost derived as per the commercial bid(Annexure – III).**
- The comparison of prices among the vendors shall be between the total price quoted inclusive of all duties, levies, warranty, installation charges but exclusive of GST only of the goods & services offered etc.



14 - PROPOSAL PROCESS MANAGEMENT

The Bank reserves the right to accept or reject any or all proposals received in response to the RFP without assigning any reasons thereof. Also, the bank reserves the right to revise the RFP, to request one or more re-submissions or clarifications from one or more Bidders, or to cancel the process in part or whole without assigning any reasons.

Additionally, Bank reserves the right to alter the requirements, in part or whole, during the RFP process, and without re-issuing the RFP. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP, subsequent presentations and any other meetings during the process.

15 - LIABILITIES OF BANK

This RFP is not an offer by Bank, but an invitation for bidder responses. No contractual obligation on behalf of Bank whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of Bank and the bidder.

17 - BID AND PROPOSAL OWNERSHIP

The Bid submitted and all supporting documentation/templates are the sole property of **Saptagiri Grameena Bank** and should NOT be redistributed, either in full or in part thereof, without the prior written consent of Bank. Violation of this would be a breach of trust and may, interilic cause the Bidder to be irrevocably disqualified. The proposal and all supporting documentation submitted by the Bidder shall become the property of **Saptagiri Grameena Bank** and will not be returned.

18 - BID PRICING INFORMATION

By submitting a signed bid, the Bidder certifies that the

- Bidder has arrived at the prices in its bid without agreement with any other bidder of this RFP for the purpose of restricting competition.
- Prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
- No attempt by the Bidder, to induce any other bidder to submit or not to submit a bid for restricting competition, has occurred.

19 - DISCLAIMER

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and / or any of its officers, employees.

20 – NEGOTIATION

Under exceptional circumstances, Bank reserves the right to further negotiate on the price offered, with the L1 bidder on the price offered

21 - SIGNING OF CONTRACT

The successful bidder(s) shall mandatorily enter Non-Disclosure Agreement (NDA) and contract with Bank, within 15 working days of the award of the tender or within such extended period as may be permitted by the Bank. The letter of acceptance and such other terms and conditions as may be determined by the Bank to be necessary for the due performance of the work in accordance with the Bid and the acceptance thereof, with terms and conditions shall be contained in a Memorandum of Understanding to be signed at the time of execution of the Form of Contract. If the contract is not signed within the given period (15 working days), the EMD will be forfeited after a grace period of 15 working days. The bidder has to accept all terms and conditions of the Bank and should not impose any of its own conditions upon the Bank. A bidder who does not accept any or all conditions of the Bank shall be disqualified from the selection process at any stage as deemed fit by the Bank.

22 - AWARDING OF CONTRACT

Acceptance of purchase order should be submitted within 7 days of purchase order along with authorization letter. If accepted purchase orders not received within 7 days from the date of order of placement, otherwise it will be considered as accepted. If for any reason L1 bidder backs out after issuance of purchase order or the purchase order issued to the L1 bidder does not get executed in part / full, the bidder shall forfeit the EMD / Bank shall invoke performance bank guarantee and blacklist the bidder for a period of one year.

23. DELIVERY & IMPLEMENTATION

Total time for Delivery and Installation for hardware should not exceed four (4) Weeks from the date of Purchase Order.

The Software licenses are to be delivered within one (1) week after all the hardware have been installed at the respective sites and are ready for software installation and configuration.

24. UGRADES & UPDATES

The bidder shall be required to provide all future updates and upgrades for the proposed solution at free of cost during contract period. The hardware as well as software stack must be equipped with the latest versions of software/OS/drivers/patches/firmware/upgrades.

26. SERVICE LEVEL AGREEMENT

The selected bidder will also have to enter into a Service level agreement for Service Support and Maintenance of complete solution as per the terms and conditions of the RFP and covering the scope of work and technical requirements. The non-delivery of any services or non-response or any breach of information will lead to penalty. The penalty is applicable in respect of non-delivery of services/ support as per the requirement of this RFP.



27 - OTHER TERMS AND CONDITIONS

- i. The cost of preparing the proposal including visit / visits to the bank is not reimbursable.
- ii. The bank is not bound to accept any of the proposals submitted and the bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason there for.
- iii. All pages of the bid document, clarifications/amendments if any should be signed by the authorized signatory and kept with Part-I. A certificate to the effect that the authorized signatory has the authority to bind the company, should also be attached along with the part-I.

**



SECTION III CONDITIONS OF CONTRACT

1. DEFINITIONS

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

- a. "**Applicable Law**" means the laws and any other instruments having the force of law in India.
- b. "**Bank/Purchaser**" means Saptagiri Grameena Bank
- c. "**Vendor/ Supplier**" means the company which provides supplies goods and services to Bank delivers as per this contract/tender
- d. "**Contract**" means the agreement entered into between the Bank and the successful bidder, as recorded in the Contract Form signed by the parties, including all the attachments and appendices thereto and all documents incorporated by reference therein;
- e. "**Contract Price**" means the price payable to the successful bidder under the Contract for the full and proper performance of its contractual obligations;
- f. "**Goods**" means all of the deliverables or other materials which the Company should deliver as per this contract;
- g. "**The Services**" means those services ancillary to the supply of the Goods, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the supplier covered under the contract;
- h. "**Party**" means the Bank or the Company, as the case may be and Parties means both of them.
- i. "**Personnel**" means persons the employees of the successful bidder and assigned to the performance of the Services or any part thereof.
- j. "**The Project Site**" where applicable, means the place of delivery of equipment's.

2. USE OF CONTRACT DOCUMENTS AND INFORMATION;

2.1 The Vendor/supplier shall not, without the bank's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the banks in connection therewith, to any person other than a person employed by the vendor / supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

2.2 The vendor/supplier shall not, without the banks' prior written consent, make use of any document or information pertaining to this contract except for purposes of performing the contract.

3. PATENT RIGHTS

The vendor/supplier shall indemnify the banks against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.



4. PERFORMANCE SECURITY

- 4.1** Within 15 (fifteen) days of the acceptance of purchase order issued for the project by the Bank, the successful Bidder shall furnish the performance security for 3 % of contract amount in the form of a Bank Guarantee in the format enclosed (Annexure IV), valid for 63 months with further 3 months claim period.
- 4.2** The proceeds of the performance security shall be payable to the Bank as compensation for any loss resulting from the Successful bidder's failure to complete its obligations under the Contract.
- 4.3** The performance security will be discharged by the Bank and returned to the Successful bidder not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract.
- 4.4** In the event of contract period being extended the Successful bidder has to extend the performance security to cover the contract period.
- 4.5** Failure of the successful Bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

5. PAYMENT TERMS

- a) **On Delivery:** Eighty (80)% of the price of the Systems delivered will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy.

Eighty (80)% of the price of the software delivered will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative.

- b) **On Installation:** Twenty (20)% of the price of the Systems and software delivered and installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative.

TDS will be deducted for the payment, if applicable.

Payments will be made only after submission of PBG and signing of SLA (including Dos & Don'ts) and NDA by Successful Bidder. Sign-off will be given only after successful implementation as per the scope of work & testing deployed in our Bank.

6. MAINTNATANCE AND SUPPORT (SLA):

During the Warranty the Supplier should respond within 2 hours to call logged and commence repair work within 4 hours. If the problem is not sorted out within next 4 hours penalty @ Rs.1,000 for every additional two hours or part thereof will be levied from the successful bidder (i.e., after 8 hours from time of logging call) and the accumulated penalty will be



deducted from the payment due to the vendor. If no payment is due for the penalty calculated and agreed upon should be paid to the bank by successful bidder before the expiry of the contract. If the successful bidder fails to pay the penalty by end of contract period, bank may invoke the performance guarantee for the sum equivalent to the amount receivable by the bank. If standby is provided, then the faulty hardware/software must be repaired or replaced with equal or higher configuration within 2 working days excluding the day of reporting. All the software/Equipment supplied should be with 24*7 supports, irrespective of holidays. The supplier shall provide a local number / National toll free number which can be accessible round the clock from all the delivery locations, for registering/reporting any maintenance requirements. An escalation matrix with timelines has to be provided. During the warranty and AMC, the supplier shall provide and install updates and upgrades (including new software version release) for all products supplied under this contract along with customisation and documentation at no additional cost to the bank (it includes future upgrades/updates/version changes). If the same failure happens for the same equipment more than once in a month, the cumulative downtime for penalty will be taken from the time of logging of call to till the equipment is brought up for all calls except the first call.

Bank has right to waive the Penalty on genuine grounds

7. LIQUIDATED DAMAGES

The liquidated damages will be an estimate of the loss or damage that the bank may have suffered due to delay in performance of the obligations (under the terms and conditions of the contract) by the vendor/supplier and shall be liable to pay the Bank as liquidated damages at the rate of 0.5% for delay of every week or part thereof. Once the penalty crosses 10 % of the contract price, the Bank reserves the right to cancel the contract or take any other suitable penal action as deemed fit. Without any prejudice to the Bank's other rights under the law, the Bank shall recover the liquidate damages, if any, accruing to the Bank, as above, from any amount payable to the vendor/supplier either as per the Contract, executed between the Bank and the Vendor/supplier pursuant hereto or under any other Agreement/Contract, the Bank may have executed/shall be executing with the Vendor/supplier.

8. COMPREHENSIVE ONSITE WARRANTY AND AMC

All the hardware equipment's supplied and installed will be under a comprehensive onsite warranty of three years from the date of installation and comprehensive onsite AMC has to be renewed for subsequent two years after warranty period.

1.The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current model(s) and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier, that may develop under normal use of



the supplied Goods in the conditions prevailing in the country of final destination.

II. This warranty shall remain valid for 36 months for Hardware after the Goods have been installed at the final destination indicated in the Contract, or for forty two (42) months for the hardware after the date of receipt of shipment at the destination, whichever period concludes earlier. The Purchaser shall promptly notify the Supplier in writing of any claims arising under this warranty.

III. Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Purchaser.

IV. If the Supplier, having been notified, fails to remedy the defect(s) within a reasonable period, the Purchaser may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the Purchaser may have against the Supplier under the Contract.

9. INSPECTION AND TESTS:

I. The Purchaser or its Representative/s shall have the right to inspect and / or test the Goods to confirm their conformity to the Contract specifications. The Purchaser shall notify the Supplier in writing, in a timely manner, of the identity of any Representatives retained for these purposes.

II. Any charges payable to the Purchaser's Representative designated for inspection shall be borne by the Purchaser.

III. The inspections and tests may be conducted on the premises of the Supplier or its subcontractor(s), at point of delivery and / or at the Goods' final destination. If conducted on the premises of the Supplier or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the Purchaser.

IV. Should any inspected or tested Goods fail to conform to the Specifications, the Purchaser may reject the Goods, and the Supplier shall either replace the rejected Goods or make alterations necessary to meet specification requirements at no additional cost to the Purchaser.

V. The Purchaser's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival in the destination shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods' shipment.

10. PACKING

Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between equipment and connecting to power supplies. The Supplier will test all hardware and software operations and accomplish all adjustments necessary successful and continuous operation of the hardware and software



at all installation sites. Data/electrical cabling will be done by the Bank. Supplier has to provide the power cables required to install the systems being supplied.

11. DELIVERY SCHEDULE

Total time for Delivery and Installation for hardware should not exceed four (4) Weeks from the date of Purchase Order.

The Software licenses are to be delivered within one (1) week after all the hardware have been installed at the respective sites and are ready for software installation and configuration.

12. PLACE OF DELIVERY

The servers should be delivered as per the Bank's discretion.

13 DELIVERY AND DOCUMENTS

Delivery of the goods shall be made by the Supplier in accordance with the terms specified in the schedule of requirements. Road permits will not be given / arranged by the purchaser. The supplier has to make his own arrangements to deliver the equipment at the site provided by Bank.

The details of shipping and / or other documents to be furnished by the Supplier are as follows.

- Copy of the Supplier Invoice showing contract number, goods, description, quantity, unit price, total amount;
- Delivery Note, acknowledgement of receipt of goods from the Consignee;
- Insurance Certificate (Transit/Storage cum Erection);
- Manufacturer's / Supplier's Warranty Certificate;
- License Certificates.

14 INSURANCE

The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.

The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. For any damage to the delivered goods due to non-availability of storage cum erection policy, the supplier has to bear the losses.

15 INCIDENTAL SERVICES

15.1 The Supplier is required to provide the following services.

- a. Performance or supervision of on-site assembly and / or start-up of the supplied Goods;
- b. Furnishing of tools required for assembly and / or maintenance of the supplied goods;



c. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied Goods;

15.2 Performance or supervision or maintenance and / or repair of the supplied Goods, for a period of time agreed by the parties, provided that this service shall not relieve the Supplier of any warranty obligations under this contract; and Prices charged by the Supplier for the incidental services, should form part of the price quoted.

16 CHANGE ORDERS

16.1 The Purchaser may at any time, by a written order given to the Supplier make changes within the general scope of the Contract in anyone or more of the following

- a. the method of shipment or packing;
- b. the place of delivery; and / or
- c. the Services to be provided by the Supplier;

16.2 If any such change causes an increase or decrease in the cost of, or the time required for, the Supplier's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Supplier for adjustment under this clause must be asserted within thirty (30) days from the date of the Supplier's receipt of the Purchaser's change order.

17 DELAYS IN THE SUPPLIER'S PERFORMANCE

I. Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.

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

18 TERMINATIONS FOR DEFAULT

18.1 The Banks, without prejudice to any other remedy for breach of contract, by 15 days written notice of default sent to the vendor/supplier, may terminate this Contract in whole or in part:

- a. if the Vendor/supplier fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Banks;

or

- b. if the vendor/supplier fails to perform any other obligation(s) under the Contract.

or

- c. If the Vendor/supplier, in the judgment of the Banks has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Banks, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Banks of the benefits of free and open competition.

18.2 In the event the Banks terminates the Contract in whole or in part, the Banks may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the bidder shall be liable to the Banks for any excess costs for such similar Goods or Services. However, the Bidder shall continue performance of the Contract to the extent not terminated.

19. FORCE MAJEURE

19.1 The Bidder shall not be liable for penalty or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.

19.2 If a Force Majeure situation arises, the Bidder shall promptly notify the Bank in writing of such condition and the cause thereof. Unless otherwise directed by the Bank in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.

19.3 Similarly, Bank shall also be not liable for any delay or failure in providing required infrastructure or support to the bidder to perform its obligations under the contract where such delay or failure is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the Bank and not involving the Bank's fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods and epidemics.



20. TERMINATION FOR CONVENIENCE

20.1 The quality of services given by the bidder & progress of the project will be reviewed monthly and if the services are not found satisfactory, the Bank reserves the right to terminate the contract by giving 90 days' notice to the bidder, including 15 days during period. The decision of the Bank regarding quality of services shall be final and binding on the bidder. The Bank shall have the right to terminate/cancel the contract with the selected bidder at any time during the contract period, by giving a written notice of 90 days, for any valid reason, including but not limited to the following:

- Excessive delay in execution of order placed by the Bank
- Discrepancies / deviations in the agreed processes and/or products
- Failure of vendor (successful bidder) to complete implementation of appliance within the time as specified in the RFP document
- Violation of terms & conditions stipulated in this RFP.
- Exceeding any of the threshold limit of Delay as per the penalty clause

The bidder should provide the backup of the data to migrate to the new system in the format requested by the bank in the event of termination.

21. SETTLEMENT OF DISPUTES

21.1 If any dispute or difference of any kind whatsoever shall arise between the banks and the in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

21.2 If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the banks or the Vendor/supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

21.3 Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

The dispute resolution mechanism to be applied shall be as follows:

(a) In case of dispute or difference arising between the Banks and Vendor/supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Banks and the Bidder; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the Arbitrator appointed subsequently, the Presiding Arbitrator shall be



appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

(b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association, shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

(c) Arbitration proceedings shall be held at Chittoor, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(d) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the Arbitral Tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

(e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(f) Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties seek redressal/other legal recourse.

(g) Notwithstanding any reference to arbitration herein,

- i. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- ii. The banks shall pay the Vendor/supplier any payments due to the Vendor/supplier.

21.3 Submitting to arbitration may be considered as an additional remedy and it does not preclude the Parties to seek redressal/other legal recourse.

22. SUB CONTRACTING

The supplier will not subcontract or delegate or permit anyone other than the suppliers' personnel to perform any of the work, service or other performance required of the supplier under this agreement without the prior written consent of the Bank.

23 RIGHT TO AUDIT

Bank has the right to conduct audits, by serving advance reasonable written notice, on the Supplier whether by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the Supplier in conjunction with the services performed for the bank restricted to two per year. The Supplier should allow the Reserve Bank of India (RBI) or persons authorized by it



to access the Bank's documents and other necessary information given to, stored or processed by the Supplier within a reasonable time. The Supplier should permit RBI to cause an inspection to be made of and its books and account by one or more of its officers or employees or other persons subject to reasonable written notice provided to Supplier.

24 CONFIDENTIALITY

The Bidder will be exposed by virtue of the contracted activities to internal business information of Bank, affiliates, and/or business partners. Disclosure of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the Bidder, pre-mature termination of the contract, or legal action against the Bidder for breach of trust. Successful bidder has to enter into Non-disclosure agreement (as per Annexure- VIII) the Bank against all actions, proceedings, claims, suits, damages and any other expenses for causes attributable to the successful bidder. The successful bidder shall also indemnify the Banks against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof without any limitation

25 INSTALLATIONS

The Supplier is responsible for all unpacking, assembling, wiring, installations, cabling between equipment and connecting to power supplies. The Supplier will test all hardware and software operations and accomplish all adjustments necessary for successful and continuous operation of the hardware and software at all installation sites. Data/electrical cabling will be done by the Bank. Supplier has to provide the power cables required to install the systems being supplied.

26 TRAINING

For each hardware and software installed, the Supplier is required to provide training to the designated Bank's personnel to enable them to operate effectively. At least two Bank staff have to be trained on the administration of all the installed.

27 TECHNICAL DOCUMENTATION

The Technical Documentation involving detailed instruction for operation and maintenance is to be delivered with every unit of the hardware/software supplied. The language of the documentation should be English.

28. INDEMNITY CLAUSE

If at the time of your supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified in that behalf.



29 IT ACT 2000

The equipment to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

30 LIMITATION OF LIABILITY

Supplier's aggregate liability under the contract shall be limited to the contract value. This limit shall not apply to third party claims for

a. IP Infringement indemnity.

b. Bodily injury (including Death) and damage to real property and tangible property caused by supplier's negligence. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase order placed by bank on the supplier that gave rise to claim, under this tender.

31 AUTHORIZATION LETTER FROM OEM

The bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (OEM). If bidder is OEM and they quote their own product, then Manufacturer's Authorization Form (MAF) need not be submitted.

32. EXIT REQUIREMENTS

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Successful bidder shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

33. BANK'S RIGHT TO VARY QUANTITIES AT TIME OF AWARD

The Bank reserves the right to increase or decrease the quantities mentioned in the bidding document up to an extent of 25% of quantity mentioned in the bid without any change in unit price and other terms and conditions. If Bank decides to place "Repeat Order", the same shall be placed by the Bank within 6 months from the date of Purchase Order.

34. IT ACT 2000

The Licenses provided as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/ Reserve Bank India guidelines issued from time to time.



35 COST OF BIDDING

The Bidders shall be responsible for all of the costs associated with the preparation of their bids and their participation in the bidding process. The Bank will not be responsible or in any way liable for such costs regardless of the conduct or outcome of the bidding process.

36 GENERAL TERMS

I. The cost of preparing the proposal including visit/visits to the Bank by the bidder is not reimbursable.

II. The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.

III. Bank reserves the right to negotiate with the lowest quoted (LI) Bidder under exceptional circumstances.

IV. Either the Agent on behalf of the Principal or the Principal directly could bid in a tender but not both.

V. All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (POA proof to be submitted). A certificate of authorization should also be attached along with the bid.

VI. The bid should be valid for 90 days from the date of submission of bid.

VII. Any other equipment, devices, software required to install above hardware need to be provided and installed without any financial implications.

VIII. All the hardware/software supplied should be under back to back support from respective OEM, OEM letter for the same to be submitted.

IX. All equipment's supplied should be factory assembled.

X. Call logging facility to be made available on 24*7 basis.

XI. Make and Model of the quoted products should be furnished.

XII. Part numbers for Hardware and System Software components should be furnished

XIII. Supplier has to install and reinstall (if needed) all the hardware necessary Software and licenses without additional cost to the bank.

XIV. Supplier has to specify exact total Power, AC and Rack Space requirements for all the hardware quoted along with this quote.

XV. Supplier has to provide technical documents, brochure etc. For all the items quoted to prove future scalability requirements

XVI. As and when OS/Storage Patches, New Firmware Version is announced, Supplier has to inform the bank and install the same without any financial implications during Warranty and AMC period.

XVII. Any future releases/Version upgrades of OS/Storage and related system software, firmware of the systems to be installed/re-installed/upgraded without any financial implications during Warranty and AMC period.



XVIII. The laying of Fiber cables, rack cable dressing and labeling should be done neatly without any financial implications.

XIX. Detailed documentation of installation and solution has to be provided after successful installation.

37 ELIGIBILITY CRITERIA

S.No.	Eligibility Criteria	Supporting Documents to be submitted	Compliance (Yes/No)
1.	The bidder should be registered with Registrar of companies/firms in India for at least 5 years as on 31.03.2022	Certificate of incorporation or any other certificate of registration issued by competent authority from Government of India.	
2.	The Annual turnover should be more than Rs. 5 crores for the last three audited balance sheets of the bidder. The Bidder should be Net profit earning organization in the last three audited balance sheets of the bidder. (FY 2018-19, FY 2019-20 & FY 2020-21)	Provide CA Certificate and Audited Financial statements (Balance sheet & Profit & Loss statement) for the last three (3) Financial years. The CA certificate provided in this regard should be without any riders or qualification	
4.	The Bidder should have supplied minimum of 2 Intel Processor based (Blade/Rack mountable) servers of the make quoted in the bid to Banks/ Financial Institutions/ Government Organizations in India in each of the last three financial years	Copies of Purchase Orders issued to the bidder to be submitted.	
5	OEM(s) should provide a letter, on Equipment/Solution support and availability of spares during the contract period of FIVE years.	OEM(s) letter to be submitted	
6	OEM(s) should also provide certificate that all Equipment's offered are not 'End of Life/Sale' in the next two years and 'End of support' for a minimum of 5 years.	OEM(s) certificate to be submitted	
5.	The bidder/OEM should have support center in Chennai/ Hyderabad	The Postal Address of the service center along with proof of address should be provided with the bid.	



Note:

- Either OEM or Authorized Agents (SI) on behalf of OEM can bid in tender but not both.
- Bidder should submit detailed response along with documentary proof for all of the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids not meeting the above eligibility criteria will be rejected.
- Technical Evaluation will be done by Bank's technical evaluation committee and the decision of the committee will be final.
- Bidders to submit relevant documentary evidence for all parameters mentioned.
- Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means during site visit.

Section IV
SCOPE OF THE PROJECT

1. BRIEF DESCRIPTION

The name of the assignment is “**Supply, Installation, maintenance of Servers and related Software at DC and DR sites**”.

- 1.1 The successful bidder has to coordinate and interact with Saptagiri Grameena Bank team only for all activities. Saptagiri Grameena Bank will be making payment for the cost of the hardware and software to be supplied. All other charges including the management charges, equipment maintenance charges etc will be paid by Saptagiri Grameena Bank as and when they are due.
- 1.2 All the communications in this project must be in English only.

2. DELIVERY SCHEDULE

The equipments should be delivered within 4 weeks from the date of issue of purchase order and installed within 1 week from the date of delivery. On delivery the Program Manager / Account Manager of successful bidder is expected to contact the respective in-charge, plan the installation in coordination with Saptagiri Grameena Bank team and should complete the installation within the schedule.

3. DELIVERABLES FROM THE BIDDERS

Consolidated Hardware Requirement		
SNo.	Description	Requirement
1	Rack Servers (4 Cores /128 GB)	5

Consolidated Software License Requirement			Remarks
SNo.	Description	License Requirement	
1	Windows Server 2012 R2 Standard Edition (4 Core Pack or higher)	5	20 Cores
2	Windows Server CAL	25	5 Servers

TECHNICAL SPECIFICATIONS

Parameter	Specification	Complied/ Not Complied
Model Name	All the relevant product brochures and manuals must be submitted	
Processor	Intel® Xeon® CPU GOLD 5222 3.80 GHz/ 4 Core 16.5 MB cache	
Core/processor	4 Cores and 1 Processor upgradable to 2 processors	



CPU Frequency	3.80 GHz or Higher	
L3 Cache	16.5 MB or Higher	
No of CPU-Min	1 Processor	
No of Sockets-Max	2	
Chipset	Suitable Intel C620 from OEM or Higher	
DIMM Slots	16 or Higher	
Memory Configuration	The System has to be supplied with at least 128 GB RDIMM (operating @2933 MHz or higher) using 32GB DDR4 Modules	
Memory Maximum	The System has to support a maximum Memory of 512 GB or Higher with support for memory mirroring and memory rank sparing	
RAID Controller	Integrated RAID Controller with Support for RAID Levels 0,1,10	
HDD	The system should support at least 4 Nos of 2.5 inch Hot Plug Hard Disks or Higher	
HDD Required	The System Should be Supplied with 2 Nos of 1 TB SATA 6G 7.2K RPM SFF SSD to be configured in RAID-1 with hot spare	
I/O Expansion Slots	4 PCI-Express 3.0 Slots or Higher with at least 2 free slots	
Network	4 Nos of 1 Gbps Ethernet ports. All Ethernet Adapters shall be of 10/100/1000 Mbps auto sensing for each server in automatic Fail-over / Redundant / Trunking / Link aggregation and auto switching mode.	
USB	4 or more USB Ports to be supported	
Video Controller	On Board Video Controller of at least 16 MB	
Optical Drive	DVD Read Write Drive	
Rails	Should provide rack mounting kit and Rails to mount the server on RACK.	
Form Factor	2U or lesser	



Remote Management Hardware	The server should have dedicated management Ethernet port. OEM management software Web-based user interface, should automatically detect supported systems as they are added to the network, remotely installs an operating system onto bare-metal systems across the network. One-to-one systems management solution in two ways: from an integrated, Web browser-based Graphical User Interface (GUI) and from a command line interface (CLI) through the operating system. Server Administrator should be designed for system administrators to manage systems locally and remotely on a network. Server Administrator should allow system administrators to focus on managing their entire network by providing comprehensive one-to-one systems management. Software web based update should be scheduled for availability of new updates and configure e-mail task to notify for new updates. Active Directory authentication and authorization, OS-independent continuous video console, Should Support virtual; floppy, CD, and DVD media. Virtual media encryption, E-mail and SNMP alerting. Auto Alerts on Failure of physical components like FAN, CPU, Memory, etc. Standard BMC with IPMI 2.0 support and Remote Management Hardware to be offered. Predictive Failure Analysis (PFA) on max no. of components (should at least include processor, memory and Disk).	
OS Certification	Windows Server 2012 R2 or Latest Server Operating System, SUSE Enterprise Linux 10 and Higher, RHEL Linux 5 and higher, VMWARE ESX Server latest edition	
Redundancy	The System should be supplied with Redundant hot swappable Fans and redundant Power Supplies in 1 + 1 mode	
System Driver & Utilities	The drivers for the system should be supplied on a Flash Card/CD/DVD Media	
Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit & Cable Management ARM. Accessories to connect to IP-KVM Switch, network switch, SAN (1 No. Optic fibre dual Channel), etc. should be supplied	
Compliance	Energy efficiency with star rating compliance with 80 plus platinum certification.	
Benchmark	Server quoted should have published SPEC benchmark with the quoted processor.	

1.10 EVALUATION OF BIDS AND AWARDING THE CONTRACT

The bank follows two bid process for this tendering process.

i) Evaluation of Bids

The Bank's purchase committee will take into account the following factors and based on such evaluation the qualified bidders will be short-listed:

- a) Compliance of terms and conditions stipulated in RFP duly supported by certified documentary evidence wherever required.
- b) Review of written reply, if any, submitted in response to the clarification sought by the Bank, if any.



ii) Determination of L1 bidder

Only qualified bidders as per clause as stated below will be considered for determination of L1 bidder.

Price Variation Factor

Price variation (either high or low) may also be considered for any particular item i.e. bidder quoting abnormally high or abnormally low prices against any item/s may also be liable for rejection.

The L-1 price and L-1 vendor will be decided on the basis of least total cost derived as per the commercial bid(Annexure – III).

There will normally be no negotiation on the price. As such, bidders in their own interest should quote the most competitive prices. The Bank reserves the right to reject L1 bid if the same is found unreasonable.

If, for any reason, the Work order given to the L1 Bidder does not get executed or the L1 bidder backs out, the Bank at its discretion may award the Contract to L2 /other bidders.

GENERAL MANAGER

Section V
Bid Formats

ANNEXURE I

OFFER COVERING LETTER

The General Manager,
Saptagiri Grameena Bank,
Head Office,
D. No: 19-565/11, 3rd Floor
Opp. Sri Venkateswara Theatre,
Vellore Road,
Chittoor, Andhra Pradesh - 517002
Dear Sir,

Sub: Your RFP No. HO/ITD/1015/2022 dated 20.04.2022- quotation for Supply, installation, maintenance of Servers and related Software at DC and DR sites

With reference to the above RFP, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for providing said Service as detailed in your above referred RFP.

We confirm that the offer is in conformity with the terms and conditions as mentioned in the above-cited RFP and agree to all the terms and conditions of the RFP and subsequent amendments made, if any.

We also understand that the Bank is not bound to accept the bid / offer either in part or in full and that the Bank has right to reject the bid / offer in full or in part or cancel the entire tendering process without assigning any reasons whatsoever.

Authorized Signatory

Signature:
Name:
Designation:
Place:
Date:
Seal:

ANNEXURE – II

1. TECHNICAL BID

Ref No: HO/ITD/1015/2022 dt 20.04.2022

To
Saptagiri Grameena Bank,
Head Office,
D. No: 19-565/11, 3rd Floor
Opp. Sri Venkateswara Theatre,
Vellore Road,
Chittoor, Andhra Pradesh - 517002

Date:

Having examined the Bidding Documents including Addenda Nos.(insert numbers), the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Supply, installation, maintenance of Servers and related Software at DC and DR sites and submit our technical Bid as follows:

- I) Supply of equipments
- II) Installation of Hardware and corresponding software

We offer all requirements specified in the work description the deliverables specified in the Bid.

We offer to Supply, Install & Maintain of Hardware, Software and Solution for DC and DR Site project, and submit our technical Bid as follows:

1. SPECIFICATIONS OF THE EQUIPMENT

Consolidated Hardware Requirement		
SNo.	Description	Requirement
1	Rack Servers (4 Cores /128 GB)	5

Consolidated Software License Requirement			Remarks
SNo.	Description	License Requirement	
1	Windows Server 2012 R2 Standard Edition (4 Core Pack or higher)	5	20 Cores
2	Windows Server CAL	25	5 Servers

Parameter	Specification	Complied/ Not Complied
Model Name	All the relevant product brochures and manuals must be submitted	



Processor	Intel® Xeon® CPU GOLD 5222 3.80 GHz/ 4 Core 16.5 MB cache	
Core/processor	4 Cores and 1 Processor upgradable to 2 processors	
CPU Frequency	3.8 GHz or Higher	
L3 Cache	16.5 MB or Higher	
No of CPU-Min	1 Processor	
No of Sockets-Max	2	
Chipset	Suitable Intel C620 from OEM or Higher	
DIMM Slots	16 or Higher	
Memory Configuration	The System has to be supplied with at least 128 GB RDIMM (operating @2933 MHz or higher) using 32GB DDR4 Modules	
Memory Maximum	The System has to support a maximum Memory of 512 GB or Higher with support for memory mirroring and memory rank sparing	
RAID Controller	Integrated RAID Controller with Support for RAID Levels 0,1,10	
HDD	The system should support at least 4 Nos of 2.5 inch Hot Plug Hard Disks or Higher	
HDD Required	The System Should be Supplied with 2 Nos of 1 TB SATA 6G 7.2K RPM SFF SSD to be configured in RAID-1 with hot spare	
I/O Expansion Slots	4 PCI-Express 3.0 Slots or Higher with at least 2 free slots	
Network	4 Nos of 1 Gbps Ethernet ports. All Ethernet Adapters shall be of 10/100/1000 Mbps auto sensing for each server in automatic Fail-over / Redundant / Trunking / Link aggregation and auto switching mode.	
USB	4 or more USB Ports to be supported	
Video Controller	On Board Video Controller of at least 16 MB	
Optical Drive	DVD Read Write Drive	
Rails	Should provide rack mounting kit and Rails to mount the server on RACK.	
Form Factor	2U or lesser	



Remote Management Hardware	The server should have dedicated management Ethernet port. OEM management software Web-based user interface, should automatically detect supported systems as they are added to the network, remotely installs an operating system onto bare-metal systems across the network. One-to-one systems management solution in two ways: from an integrated, Web browser-based Graphical User Interface (GUI) and from a command line interface (CLI) through the operating system. Server Administrator should be designed for system administrators to manage systems locally and remotely on a network. Server Administrator should allow system administrators to focus on managing their entire network by providing comprehensive one-to-one systems management. Software web based update should be scheduled for availability of new updates and configure e-mail task to notify for new updates. Active Directory authentication and authorization, OS-independent continuous video console, Should Support virtual; floppy, CD, and DVD media. Virtual media encryption, E-mail and SNMP alerting. Auto Alerts on Failure of physical components like FAN, CPU, Memory, etc. Standard BMC with IPMI 2.0 support and Remote Management Hardware to be offered. Predictive Failure Analysis (PFA) on max no. of components (should atleast include processor, memory and Disk).	
OS Certification	Windows Server 2012 R2 or Latest Server Operating System, SUSE Enterprise Linux 10 and Higher, RHEL Linux 5 and higher, VMWARE ESX Server latest edition	
Redundancy	The System should be supplied with Redundant hot swappable Fans and redundant Power Supplies in 1 + 1 mode	
System Driver & Utilities	The drivers for the system should be supplied on a Flash Card/CD/DVD Media	
Accessories	The system has to be supplied with standard documentation, cables, Rack Mount Kit & Cable Management ARM. Accessories to connect to IP-KVM Switch, network switch, SAN (1 No. Optic fibre dual Channel), etc. should be supplied	
Compliance	Energy efficiency with star rating compliance with 80 plus platinum certification.	
Benchmark	Server quoted should have published SPEC benchmark with the quoted processor.	

i. The equipments supplied under the bid and its components will not be declared end of sale for next Three years. If end of sale date for any of the equipments and components issued within 3 years, we will replace the equipment free of cost with equivalent new equipment. - **Complied / Not Complied.**

ii. . We offer the Management services including service desk etc as per the SLA - **Complied / Not Complied**

List of deviations from the required specifications:

- 1)
- 2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We offer a warranty period of **THREE YEARS** from the date of satisfactory commissioning and AMC for **TWO YEARS** further to the expiry of warranty.



We agree for insuring the systems during transit and covering of storage cum erection risk for a period of SIX months from the date of delivery at the destination.
We enclose the technical brochures for the models quoted.

We submit that we should abide by your terms and conditions governing the quotations mentioned in the bidding document.

We submit that we abide by the details given above.

We undertake, if our bid is accepted, to complete the services in accordance with the delivery schedule specified in the bid.

If our bid is accepted, we will obtain the guarantee of a bank in a sum equivalent to 3% of total contract amount for the due performance of the contract, valid for a period of 63 months(further three months claim period), in the form of a Bank Guarantee, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it should remain binding upon us and will be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your notification of award, should constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any bid you may receive.

We clarify/confirm that we comply with the qualification criteria of the bidding documents.

Dated this..... day of 20.....

....., Mobile No.

Email:

Signature

(In the Capacity of)

..... Duly authorized to sign bid for and on behalf of (give below the Name & Address of Bidder)



ANNEXURE – III
COMMERCIAL BID

Date:

To

Saptagiri Grameena Bank,
Head Office,
D. No: 19-565/11, 3rd Floor
Opp. Sri Venkateswara Theatre,
Vellore Road,
Chittoor, Andhra Pradesh - 517002

Dear Sir,

Sub: RFQ for Supply, Installation and maintenance of Servers and related software at DC and DR sites

Ref: Your RFQ No. HO/ITD/1015/2022 dt 20.04.2022

I.COST OF HARDWARE

SNo.	Item Description	Qty (A)	Unit Price with 3 years warranty in Rs. (B)	AMC Price		Total Price (Rs.) # E=A*(B+C+D)
				4th Year AMC(C)	5th Year AMC(D)	
1	Rack Servers (4 Cores /128 GB)	5				
TOTAL						

II.COST OF SOFTWARE

Sno	Item Description	Qty (F)	Unit Price in Rs. (G)	AMC/ATS Cost of Software in Rs.					Total Price (Rs.) # N=F*G+M
				1st year Cost per Unit (H)	2nd year Cost per Unit (I)	3rd year Cost per Unit (J)	4th year Cost per Unit (K)	5th year Cost per Unit (L)	
1	Windows Server 2012 R2 Standard Edition(4 core or higher) with Five years ATS	5							
2	Windows CAL	25		NIL					
TOTAL									

III. SUMMARY



S.No	Description	Amount in Rupees
1	Cost of Hardware (E) (As per Total of item I)	
2	Cost of Hardware (N) (As per Total of item II)	
	Grand Total (Total of SNo. 1 & 2)	

Total Rupees in words: _____ only

Price is inclusive of all duties, levies, freight, insurance, warranty etc, but exclusive of GST only. TDS if any will be deducted from the payment.

We submit that we shall abide by the details given above and the conditions given in your above letter.

Notes:-

1. The rates quoted in commercial bid should be inclusive of all taxes excluding GST. However, the rate of applicable GST should be informed and charged separately in the invoice generated.
2. Any column left blank by the bidder will result in disqualification of the bid.
3. L1 cost will be decided as per the total of above table.
4. The multiplication factor as mentioned in above table is only indicative and for the purpose of deriving the Total Cost for determining the L1 bidder. The actual quantity of any item ordered may vary according to the requirement of the Bank.

We certify that the services quoted above meet all the specifications as per Scope of Work and terms and conditions of the RFP No. HO/ITD/1015/2022 dated 20.04.2022 and prices quoted are all-inclusive as mentioned in RFP. We also confirm that we agree to all the terms and conditions mentioned in this RFP No. HO/ITD/1015/2022 dated 20.04.2022

Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal:



VENDOR PROFILE

S.No.	Particulars	To be furnished by the Bidder
1	Name and address of the Bidder	
2	Year of establishment	
3	Constitution of the bidder	
4	Telephone Number	
5	Fax Number	
6	E-mail ID	
7	Name and designation of the personnel authorized to submit bids on behalf of the Bidder and can make commitments to the Bank (Copy of Power of Attorney / resolution authorizing the official for signing the Bid to be submitted)	
8	His/Her telephone number Mobile number e-mail address	
9	Name and designation of the personnel authorized to take decisions on behalf of the Bidder and can make commitments to the Bank	
10	Telephone number Mobile number e-mail address	
11	Name and designation of the personnel authorized to enter into contract on behalf of the Bidder and can make commitments to the Bank (Copy of Power of Attorney / resolution authorizing the official for signing the contract to be submitted)	
12	His/Her telephone number Mobile number e-mail address	
13	Profile of key personnel involved in	



	the Project (domain specific and others) with their CVs (Information in respect of skill and expertise specifying technical and banking knowledge/solutions should be mentioned) Service/support for similar project assignment by the personnel Track record	
14	Details of Tender Fee submitted	
15	Details of EMD submitted	
16	Turnover for the year 2018-19 (Rs Crores)	
17	Turnover for the year 2019-20 (Rs Crores)	
18	Turnover for the year 2020-21 (Rs Crores)	

(in case of any proof which is not identifiable, the decision of the Bank would be considered final and binding upon the bidders)

ANNEXURE- IV
CONTRACT FORM

THIS AGREEMENT made theday of....., 202... Between Saptagiri Grameena Bank of India (hereinafter "the Purchaser") of the one part and..... (Name of Supplier) of..... (City and Country of Supplier) (hereinafter called "the Supplier") of the other part :

WHEREAS the Purchaser invited bids for certain Goods and ancillary services viz..... (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of..... (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:

SL. NO.	BRIEF DESCRIPTION OF GOODS & SERVICES	QUANTITY TO BE SUPPLIED	UNIT PRICE	TOTAL PRICE

TOTAL VALUE:
DELIVERY SCHEDULE:



IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For Saptagiri Grameena Bank)
in the presence of:.....

Signed, Sealed and Delivered by the
said (For the Supplier)
in the presence of:.....

ANNEXURE – V

PROFORMA OF BANK GUARANTEE (PERFORMANCE)

Bank Guarantee No. _____ Date _____ :

To :Saptagiri Grameena Bank, Chittoor, Andhra Pradesh, INDIA :

WHEREAS (Name of Vendor) hereinafter called "the Vendor") has undertaken, in pursuance of Contract No..... dated,..... 20... to supply.....(Description of Goods and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Vendor's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of (Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until theday of.....20.....

Signature and Seal of Guarantors

.....

Date.....201.....

Address:.....

.....

NOTE :

- 1. Vendors should ensure that seal and code no. of the signatory is put by the bankers, before submission of the bank guarantees.**
- 2. Bank guarantees issued by banks located in India shall be on a Non-Judicial Stamp Paper of requisite value**

ANNEXURE - VI

ESCALATION MATRIX

Support Issues:

SI No	Name	Level/Designation	Response time	Office address	Contact details (email & phone)
1		First Level Contact	1 hours		
2		Second Level Contact	4 hours		
3		Support Head	12 hours		
4		Company Head/MD/CEO	Beyond 12 hours		

Business Issues:

SI NO	Name	Level/Designation	Response time	Office address	Contact details (email & phone)
1		First Level Contact	24 hours		
2		Second Level Contact	48 hours		
3		Business Head	72 hours		
4		Company Head/MD/CEO	Beyond 72 hours		

Bank can contact the next level in the escalation matrix if the response is not received or no solution is provided for the issue within the time frame mentioned.

We will inform the Bank immediately as and when any changes are affected in the escalation matrix.

Authorized Signatory

Signature:

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE – VII

LETTER OF AUTHORISATION/UNDERTAKING

To

**The General Manager,
Saptagiri Grameena Bank,
Head Office,
D.no 19/565-11,
Vellore Road,
Chittoor – 517002.**

Dear Sir,

1. We hereby confirm that we agree to all the RFP terms and conditions of the RFP No HO/ITD/1015/2022 dated 20.04.2022., its Annexure's, amendments made to the RFP without any pre-conditions. Any presumptions, assumptions, deviations given or attached as part of technical document (technical bid) be treated as null and void.
2. We confirm that the undersigned is authorized to sign on behalf of the company and the necessary support document delegating this authority is enclosed to this letter.
3. We also agree that you are not bound to accept the lowest or any bid received and you may reject all or any bid without assigning any reason or giving any explanation whatsoever.

For _____
Signature: _____
Name: _____
Designation: _____

Authorized Signatory

Signature:
Name:
Designation:

Place:
Date:
Seal:



ANNEXURE - VIII

NON-DISCLOSURE AGREEMENT

Sub: RFP for supply, installation, maintenance of Servers and related software for DC and DR sites

Ref: Your HO/ITD/1015/2022 dated 18/04/2022

This Agreement made at _____, on this ____ day of _____ 20__ .BETWEEN _____ a company incorporated under the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as "_____ " which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the ONE PART;

AND

_____, a body corporate constituted under the Regional Rural Bank Act,1976 and having its Head Office at _____ (hereinafter referred to as "_____" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the OTHER PART

And are hereinafter individually referred to as party and collectively referred to as "the Parties". Either of the parties which discloses or receives the confidential information is respectively referred to herein as Disclosing Party and Receiving Party.

WHEREAS:

The Parties entered to a contract and established business relationship between them. In the course of such business relationship, it is anticipated that both the parties may disclose or deliver to either of the Parties certain or some of its trade secrets or confidential or proprietary information, for the purpose of enabling the other party to evaluate the feasibility of such business relationship (hereinafter referred to as "the Purpose").

NOW, THEREFORE, THIS AGREEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

1. Confidential Information:

"Confidential Information" means all information disclosed/ furnished by either of the parties to another Party in connection with the business transacted/to be transacted between the Parties and/or in the course of discussions and negotiations between them in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof.

Either of the Parties may use the Confidential Information solely for and in connection with the Purpose.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show:



- a) is now or subsequently becomes legally and publicly available without breach of this Agreement by
- b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to
- c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without
- d) was developed by or for the Receiving Party independently and without reference to any Confidential

2. Use of Confidential Information:

- a) Each party agrees not to use the other's confidential information for any purpose other than for subsequent agreement between the Parties hereto.
- b) The bidder shall not commercially use or disclose for commercial purpose any confidential information authorized above. The company shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Company agrees to notify the Bank immediately if it learns of any use or disclosure of the Bank's confidential information in violation of the terms of this agreement.
- c) The bidder shall not make news release, public announcements, give interviews, issue or publish or written approval.

3. Non-disclosure:

The Receiving Party shall not commercially use or disclose any Confidential Information or any materials derived there from to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to have access to and knowledge of the Confidential Information solely for the Purpose authorized above. The Receiving Party may disclose Confidential Information to consultants only if the consultant has executed a Non-disclosure Agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these. The Receiving Party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing Party's Confidential Information in violation of the terms of this Agreement. Further, any breach of non-disclosure obligations by such employees or consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

Provided that the Receiving Party may disclose Confidential information to a court or governmental agency pursuant to an order of such court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure

4. Publications:

Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this



Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.

5 Term:

This Agreement shall be effective from the date hereof and shall continue till termination of business relationship between the Parties. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

Notwithstanding anything to the contrary contained herein the obligations of Receiving Party respecting disclosure and confidentiality shall continue to be binding and applicable without limit in time except and, until such information enters the public domain

6.Title and Proprietary Rights:

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.

7.Return of Confidential Information:

Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.

8. Remedies:

The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.

9. Entire Agreement, Amendment, Assignment:

This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and supersedes any and all prior oral discussions and/or written correspondence or agreements between the parties. This Agreement may be amended or modified only with the mutual written consent of the parties. Neither this Agreement nor any right granted hereunder shall be assignable or otherwise transferable.

10. Governing Law and Jurisdiction:

The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Chittoor.

11. General:

The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.

12. Indemnity:

The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party etc., officers, employees, agents or consultants.

IN WITNESS WHEREOF, the Parties hereto have executed these presents the day, month and year first hereinabove written.

For and on behalf of

Name of Authorized signatory:
Designation:



ANNEXURE – IX
SELF DECLARATION – BLACKLISTING

**The General Manager,
Saptagiri Grameena Bank,
Head Office,
D.no 19/565-11,
Vellore Road,
Chittoor – 517002.**

Dear Sir,

We hereby certify that we have not been blacklisted in any Central Government / PSU / Banking / Insurance company in India as on date of the RFP.

Authorized Signatory

Name:

Designation:

Place:

Date:

Seal:



ANNEXURE – X

MANUFACTURER'S AUTHORIZATION FORM

Note: This authorization letter should be printed on the letterhead of all the Original Equipment Manufacturers (OEM) and should be signed by a competent person having the power of attorney to bind the manufacturer.

RFP: Reference No.

Date

e:

To,
Saptagiri Grameena Bank,
Head Office,
D.no 19/565-11,
Vellore Road,
Chittoor – 517002.

Dear Sirs,

Sub: Supply, Installation & Maintenance of Hardware and related Software for DC and DR Site

Ref: RFP No. HO/ITD/1015/2022 dated 20.04.2022

We are established and reputable manufacturers/producers of _____
having factories/ development facilities at _____
_____ (address of factory/ facility)
do hereby authorize M/s _____ (Name and address of the
bidder) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend full warranty for our Solution, Products and services offered by the above firm against this Bid Invitation throughout the contract period. We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

We further certify that, in case the Authorized Partner is not able to meet its obligations as per contract during contract period, we, as the OEM, shall perform the said obligations with regard to their items through alternate & acceptable service provider. We also undertake to sign the ESCROW agreement alongwith the successful bidder.

Yours faithfully,
(Signature)

Name of Authorized Signatory:

Designation:

Date:

Name and address of the manufacturer:

Company Seal:

.....
Note: This letter of authority should be on the letterhead of the Manufacturer.



Annexure XI - BID SECURITY FORM

Whereas(hereinafter called "the Bidder") intends submit its bid dated (date of submission of bid) for the supply of (name and/or description of the goods) (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that we (name of bank) of (name of country), having our registered office at (address of bank) (hereinafter called "the Bank"), are bound unto Saptagiri Grameena Bank in the sum of _____ for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this ____ day of _____ 20 ____.

THE CONDITIONS of this obligation are:

1. If the Bidder
 - (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
 - (b) does not accept the correction of errors in accordance with the Instructions to Bidders; or
2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the _____.

.....

(Signature of the Bank)

- NOTE :**
1. Successful Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.
 2. Bank Guarantee issued by banks located in India should be on a Non-Judicial Stamp Paper of requisite value.



Annexure -XII
INTEGRITY PACT

INTEGRITY PACT Between

Saptagiri Grameena Bank hereinafter referred to as “The Bank”

And

..... **Hereinafter referred to as “The Bidder/Contractor”**

Preamble

The Bank intends to award, under laid down organizational procedures, contract(s) for The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidders(s) and / or Contractor(s).

In order to achieve these goals, the Bank will appoint an independent External Monitor (IEM), who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Bank

- (1) The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Bank will exclude from the process all known prejudiced persons.
- (2) If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitment of the Bidder(s)/Contractor(s)

- (1) The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.
 - (a) The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.



- (b) The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- (c) The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- (d) The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
- (e) The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- (2) The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3– Disqualification from tender process and exclusion from future contracts

If the Bidder (s) / Contractor (s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder (s) / Contractor (s) from the tender process.

Section 4– Compensation for Damages

- (1) If the Bank has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Bank is entitled to demand and recover the damages equivalent to Earnest Money Deposit /Bid Security.
- (2) If the Bank has terminated the contract according to Section 3, or if the Bank is entitled to terminate the contract according to Section 3, the Bank shall be entitled to demand and recover from the Contractor liquidated damages of the contract value or the amount equivalent to performance Bank Guarantee.

Section 5 – Previous Transgression

- (1) The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
- (2) The Bidder agrees that if he makes incorrect statement on this subject, bidder is liable to be disqualified from the tender process or the contract, if already awarded, is liable to be terminated for such reason.
- (3) The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.

- (4) The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
- (5) Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
- (6) If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/Contractors/Sub-Contractors

- (1) The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
- (2) The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
- (3) The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) /Contractor(s)/Sub contractor(s)

If the Bank obtains knowledge of conduct of a Bidder, Contractor or Sub-contractor or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or of the Bank has substantive suspicion in this regard, the Bank will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor / Monitors

- (1) The Bank appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Authority designated by the Bank.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentations of the Bank including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidders)/Contractors(s)/Subcontractors(s) with confidentiality.
- (4) The Bank will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Bank and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Bank and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard



submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

- (6) The Monitor will submit a written report to the Authority designated by the Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Bank and, should the occasion arise submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to Authority designated by the Bank, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Authority designated by the Bank has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (8) The word '**Monitor**' would include both singular and plural.

Section 9 – Pact Duration

This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded on whomsoever it may be.

If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

Section 11 – Other provisions

- (1) This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e Chennai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
- (4) Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
- (6) Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.



The parties hereby sign this Integrity Pact aton

(For & On behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)
Place _____
Date _____

(Office Seal)
Place _____
Date _____

Witness 1:
(Name & Address) _____

Witness 1:
(Name & Address) _____

Witness 2:
(Name & Address) _____

Witness 2:
(Name & Address) _____



ANNEXURE – XIII

PROFORMA OF INSTALLATION CERTIFICATE FOR ISSUE BY THE BANK AFTER SUCCESSFUL COMMISSIONING OF EQUIPMENT

Ref: Your HO/ITD/1015/2022 dated 20/04/2022

Sub: Certificate of Commission of equipment
Ref: Purchase Order No.

1. This is to certify that the equipment as detailed below has/have been received

in good condition along with all the standard and special accessories (subject to remarks in Para No.2) and a set of spares in accordance with the Contract/Specifications. The same has been installed and commissioned

- Contract No. _____ dated _____
- Description of the equipment _____
- Quantity _____
- Date of Delivery _____
- Date of commissioning and proving test _____

2. Details of accessories/spares not yet supplied and recoveries to be made on that account:

S.No. Description Amount to be recovered

3. The proving test has been done to our entire satisfaction and operators have been trained as per contract terms.

4. The supplier has fulfilled its contractual obligations satisfactorily * or

The supplier has failed to fulfil its contractual obligations with regard to the following:

-
-

Signature _____
Name _____
Designation with date and stamp _____

***Explanatory notes for filling up the certificates:**

- The supplier has adhered to the time schedule specified in the contract in dispatching the documents pursuant to Technical Specifications.
- The supplier has supervised the commissioning of the equipment in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the system.

In the event of documents having not been supplied or installation and commissioning of the equipment have been delayed on account of the supplier, the extent of delay should always be mentioned.



ANNEXURE -XIV
UNDERTAKING OF AUTHENTICITY (to be provided by OEM)

Sub: Supply, Installation, and maintenance of hardware and software for DC and DR for Saptagiri Grameena Bank
Ref: Bid Document No. HO/ITD/1015/2022 dated 20.04.2022.

This has reference to Goods and Services being quoted to Saptagiri Grameena Bank vide our Quotation No. _____ Dated_____

We hereby undertake that all the components/parts/assembly/software used in the Servers and other supplies under the above, like Hard disk, Monitors, Memory etc shall be original new components/parts/ assembly /software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software are being used or shall be used.

We also undertake that in respect of licensed operating system asked by Saptagiri Grameena Bank in the purchase order shall be supplied along with the authorized license certificate (eg. Product Keys on Certification of Authenticity in case of Microsoft Windows Operating System) and also that it shall be sourced from the authorized source (e.g Authorised Microsoft Channel in case of Microsoft Operating System).

Should Saptagiri Grameena Bank require, we shall produce certificate from our OEM supplier in support of above undertaking at the time of delivery/installation. It will be our responsibility to produce such letters from our OEM supplier's at the time of delivery or within a reasonable time.

In case of default and we are unable to comply with above at the time of delivery or during installation, for the servers and other supplies already billed, we agree to take back servers and other supplies if already supplied and return the money if any paid to us by Saptagiri Grameena Bank in this regard and our EMD/BG get forfeited.

We (system OEM Name) also take full responsibility of both Parts & Service SLA as per the content even if there is any defect by our Authorized Service Centre/Reseller etc.

Authorized Signatory

Name:
Designation
Place
Date

PS: (The above declaration has to be given by the company secretary duly Signed on the Letter Head of the Company)



ANNEXURE - XV
FORMAT FOR PRE-BID QUERIES

Sl No	RFP Point No/Title	Page No in RFP	Details Provided in RFP	Query / Changes Requested

CHECK LIST

Bidders have to ensure the submission of the bids enclosing the below mentioned documents with details filled in completely, wherever required. All these documents (except demand draft) should be duly signed by the bidder or the person authorized to sign on behalf of the bidder.

The bids received without any of these documents or with incomplete details will summarily be rejected.

SI No.	Document
1	Complete RFP document (including amendments) duly signed by Authorize signatory on every page, for having read and understood all the terms and conditions of the RFP.
2	Annexure – I : Offer Covering Letter
3	Annexure – II : Technical Bid
4	Annexure – III : Commercial Bid
5	Annexure – IV : Contract Form
6	Annexure – V : Performance Security Guarantee
7	Annexure – VI : Escalation Matrix
8	Annexure – VII: Letter Of Authorisation/Undertaking
9	Annexure – VIII: Non Disclosure Agreement
10	Annexure – IX : Self Declaration – Black Listing
11	Annexure – X: Manufacturer's Authorization Form
12	Annexure – XI : Bid Security Form
13	Annexure – XII :Integrity Pact
14	Annexure – XIII: Proforma Of Installation Certificate For Issue By The Bank After Successful Commissioning Of Equipment
15	Annexure – XIV : Undertaking Of Authenticity
16	Annexure – XV: Format For Pre-Bid Queries