

Tender ID	CSO/2025/SECURITY/01
Date	25/04/2025

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

INVITES APPLICATIONS FOR EMPANELMENT OF MANUFACTURERS / FIRMS / COMPANIES / DEALERS / VENDORS DEALING WITH SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE INCLUDING MAINTENANCE OF EXISTING INSTALLED SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE) IN THE BRANCHES / OFFICES / CELLS IN THE STATE OF KARNATAKA.

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

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

TELE NO:

Email: - i). agmpre.lhoban@sbi.co.in ii) agm.csdboban@sbi.co.in

NOTICE INVITING APPLICATION

STATE BANK OF INDIA, LOCAL HEAD OFFICE, BENGALURU INVITES APPLICATIONS FROM THE ELIGIBLE VENDORS FOR EMPANELMENT FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING INCLUDING MAINTENANCE OF EXISTING INSTALLED SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE) IN THE BRANCHES / OFFICES / CELLS IN THE STATE OF KARNATAKA.

1	Name of the work	SUPPLY, INSTALLATION, TESTING, COMMISSIONING MAINTENANCE INCLUDING MAINTENANCE OF EXISTING INSTALLED SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE) IN THE BRANCHES / OFFICES / CELLS IN THE STATE OF KARNATAKA.
2	Date and Time where application forms are available	Available from 25/04/2025 to 22/05/2025 03.00 P.M. at https://bank.sbi under “procurement news” link
3	Date, Time, and venue of Pre-bid meeting	09/05/2025 at 11.30 A.M. at Premises & Estate Department / Circle Security Department, SBI, LOCAL HEAD OFFICE, 65 ST MARKS ROAD, BENGALRU - 560001. Any changes in the pre-bid meeting date will be intimated separately in the Corrigendum., please monitor the Bank site for such notices/ corrigendum.
4	Time and last date of submission of application in physical form	Up to 3.00 P.M. on 22/05/2025
5	Place & Address for submission of application form/ contact person /telephone no	Application should be submitted physically in the tender Box at the Address: AGM (PREMISES & ESTATE) STATE BANK OF INDIA, LOCAL HEAD OFFICE, 2 ND FLOOR, NEW ANNEXE BUILDING, 65 ST MARKS ROAD, BENGALURU-560001
6	Date, Time and Place of opening of applications	On 23/05/2025 at 11.00 AM. at Premises Department / Circle Security Department STATE BANK OF INDIA, LOCAL HEAD OFFICE, 65 ST MARKS ROAD, BENGALURU-560001 email id: agmpre.lhoban@sbi.co.in and agm.csdboban@sbi.co.in

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

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

REQUEST FOR PROPOSAL(RFP)

EMPANELMENT OF MANUFACTURERS/ FIRMS/ COMPANIES/ DEALERS/ VENDORS OF SECURITY EQUIPMENT FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE INCLUDING MAINTENANCE OF EXISTING INSTALLED SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE) IN BRANCHES AND VARIOUS OFFICES UNDER THE CONTROL OF SBI BENGALURU CIRCLE

STATE BANK OF INDIA, (a corporate body constituted under the SBI Act 1955 and having one of its Local Head Office, at BENGALURU, hereinafter referred to as 'The Bank' which expression shall include its successor and assignees) intends to prepare a panel of reputed, reliable and experienced Manufacturers/ Firms/ Companies/ Dealers/ Vendors for the supply, installation, testing, commissioning including maintenance of existing installed security equipment (irrespective of make) of the following categories of Security Equipment for its Branches & various offices in the State of Karnataka.:-

SI No.	NAME OF EQUIPMENT / WORK	TECHNICAL SPECIFICATIONS	Page No
(i)	SECURITY ALARM SYSTEM (Integrated Electronic Alarm System- IEAS)	ANNEXURE '6A'	
(ii)	CCTV-CLOSED CIRCUIT TELEVISION SYSTEM	ANNEXURE '6B'	
(iii)	BIOMETRIC ACCESS CONTROL SYSTEM	ANNEXURE '6C'	

Interested parties/ individuals may apply on Form No.-I (Application Form) & Form No.-II (Information Form) for one or more categories. Separate applications will have to be submitted for each category. All existing empanelled vendors must apply afresh. The Application Forms can be downloaded from the Bank's website <https://bank.sbi> under 'Procurement News'.

The completed applications, along with their enclosures & documentary proof, received at the office of the undersigned as per schedule of events shall only be processed. No applications will be entertained thereafter. The above timeline holds good even for all the postal/ courier deliveries. As such the Bank does not hold any responsibility for the any delay during transit, whatsoever.

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

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

AGM (PREMISES & ESTATE)

1. **SCHEDULE OF EVENTS:**

S.No	Schedule of Events	Timelines
01	Application for Empanelment Document Availability	Application for Empanelment can be downloaded from website https://bank.sbi in 'Procurement News' menu from <u>25/04/2025 to 22/05/2025</u>
02	Pre-Bid Meeting	<u>09/05/2025</u> at <u>11:30 A.M.</u> at the Contact Address given below.
03	Last date and time for submission of Applications for Empanelment.	Up to <u>03.00 P.M.</u> on <u>22/05/2025</u> at the Contact Address given below
03	Opening of Applications for Empanelment and preliminary scrutiny of documents	COMMENCES FROM <u>11.00 AM on 23/05/2025</u>
04	Technical Presentation and Product Demonstration	Will be intimated later to the shortlisted applicants by letter/ mail.
05	Contact Address	AGM (PREMISES & ESTATE) STATE BANK OF INDIA, LOCAL HEAD OFFICE, 65, ST. MARKS ROAD, BENGALURU -560001
06	Contact Email	agm.csdboban@sbi.co.in agmpre.lhoban@sbi.co.in

2. **IMPORTANT INSTRUCTIONS**

2.1 All Applications for Empanelment must comply to Eligibility Criteria Clause 5.1 in the Notification.

2.2 Bank reserves the right to change the dates mentioned in this RFP document, which will be uploaded on the website as corrigendum.

2.3 The information provided by the vendors in response to this RFP document will become the sole property of SBI and will not be returned. SBI reserves the right to amend, rescind or reissue this RFP and all amendments will be advised through our website and such amendments will be binding.

2.4 Please note that all the information desired needs to be provided. Incomplete/ hiding information would lead to disqualification/ non-consideration of the proposal.

2.5 Conditional Applications will not be considered and will be rejected summarily.

2.6 Each page of the RFP documents along with its enclosures needs to be signed by the Authorized signatory with company seal affixed.

2.7 Application received after due date and time will not be entertained. Postal delay, if any, will not be considered.

3. DISCLAIMER

3.1 This RFP is not an offer by State Bank of India, but an invitation to receive responses from the eligible bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of State Bank of India with the selected bidder.

3.2 The purpose of this RFP is to provide the Bidder(s) with information to assist in the formulation of their proposals. This RFP does not claim to contain all the information each Vendor may require. Each Vendor should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary, obtain independent advice/clarifications. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

3.3 The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in the bidding process.

3.4 The Bank also accepts no liability of any nature, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

3.5 The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the selected bidder, as the case may be, for the project and Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

3.6 The Bidder is expected to examine all instructions, forms, terms and specifications in the RFP. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

4. SCOPE OF WORK

4.1 Service providers to undertake supply, installation, testing, commissioning, maintenance including maintenance of existing installed security equipment (irrespective of make) as per the Bank's actual requirement in around 1700 Branches/ Other establishments of the State Bank of India in the State of Karnataka. The empanelled vendors are required to arrange quarterly visit of technically competent service engineers/ technicians to maintain all

the specified equipment (as mentioned in the RFP document) in serviceable condition, operational and effective round the clock during the period of contract as per the Bank specification, approved rate and terms & conditions mentioned in the RFP. (No. of Branches for work would depend on the actual requirement of the Bank and may vary for different equipment & actual Number). They must accept to work anywhere in the state of Karnataka, failing which bank shall summarily reject such service provider.

4.2 This would also include Supply, delivery at site, loading/ unloading, any other services associated with maintenance, upgradation, shifting of premises, renovation of premises and installation i.e., cabling, commissioning, software optimization/ customizations, providing warranty/ Post warranty services and any other related accessories/ services as required by the Bank.

5. ELIGIBILITY CRITERIA

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

MINIMUM ELIGIBILITY CRITERIA

(1)	(2)	(3)	(4)	(5)	(7)	(8)
Sl. No	Security Equipment Category	In Business	Application Fee (Rs)	Minimum of Average Business Turn Over in last 03 years (Rs)	EMD to be Enclosed / Security Deposit	Commercial Bid Process
i	Security Alarm System	05 Years	NA	2.5 Cr	Rs 1 Lakh	e-reverse tendering
ii	Close Circuit Television (CCTV)	05 Years	NA		Rs 2 Lakh	e-reverse tendering
iii	Biometric Access Control System	05 Years	NA		Rs 0.5 Lakh	e-reverse tendering

5.2. Please attach self-certified photocopies of the IT Returns and Audited Balance Sheets of last three years as on 31.03.2024. Copies of work order and work completion certificate (MUST) of Government/ PSUs / Public Sector Banks/ Private Banks/ Industries also shall be attached. Additional supporting documents, if required, would be asked for, subsequently.

5.3. The intending Applicant should be a Manufacturer/ Firm/ Company/ authorized Dealer/ Vendors dealing in the field of supply, installation, testing, commissioning including

maintenance of existing installed security equipment (irrespective of make), intend to apply, for a minimum period of **05 years as on 31 March 2024**.

5.4. Further, during the last five years they should have carried out similar nature of work in Government/ Semi Government/ Public Sector Banks/ Public Sector Undertaking (PSUs) / Reputed Financial Institutions (FIs)/ Corporate Offices etc. they are applying for. Following documentary proof should be provided in support of work done:

5.4.1.1. Work Completion Certificate issued by the Competent Authority.

5.4.1.2. Satisfactory Performance Certificates from the clients in original.

5.4.1.3. Work order copies/ agreement shall be submitted by bidders.

5.5. In the absence of above documents / certificates, the Application for Empanelment will be summarily rejected.

5.6. The Vendor desirous of empanelment with the Bank should have an average Annual Turnover for the past three years i.e., 2021-22, 2022-23 and 2023-24 ending 31st March 2024 as per Para 5.1 above.

5.7. Manufacturers/ Firms/ Companies/ Dealers/ Vendors must have valid PAN/TAN/CIN and GSTIN Number and should have complied with all applicable statutory provisions/ obligations.

5.8. If the vendor is Original Equipment Manufacturer (OEM) / Original Device Manufacture (ODM) of the **proposed make** (as per the RFP document) of the system or a subsidiary company of a manufacturer company for such system, proof for the same must be provided.

5.9. If the Manufacturer/ Firm/ Company/ Dealer/ Vendor is authorized supplier of the proposed make (as per the RFP document) of equipment, it shall have back-to-back agreement with each of the equipment Manufacturer, to give direct support for maintenance, spares and upgrades for a minimum period of 5 years (including warranty period) (Annexure-4). The Vendor should have a valid agreement with the OEM / ODM to include all the items including accessories. (Copy to be attached).

5.10. The Manufacturer/ Firm/ Company/ Dealer/ Vendor should have Manufacturer's Authorization Form (MAF) in original with clear validity date. The copy of the same is to be attached with the documents. (Annexure-4). Bank may ask the Manufacturer /authorized dealer to conduct Audit of the products being installed by the System Integrator/vendor, as and when required by the Bank and the cost of such audit to be borne by the vendor.

5.11. The products proposed by the vendor **should be from OEM which** should be **UL** (Underwriters Laboratories Inc) certified / **CE** (*Conformité Européenne* ("European Conformity")) / **BIS** (Bureau of Indian Standard), **ERTL/ETDC** (Electronics Regional Testing Centre/ Electronic Test and Development Centre) certified is desirable. A proof of the same is required to be provided by the vendor.

5.12. The applicant should have an established office in the state of Karnataka having registration Certificate under the Karnataka Shops and Commercial Establishment Act as on 31.03.2024. The self-attested copy of the registration certificate should be provided by the vendor. Further, the applicant should have office/service centre with technical personnel in one or more locations of the Administrative Offices preferably at Administrative Office (AO) Bengaluru South & North area, AO Mysuru area, AO Mangaluru area, AO Hubli area, AO Kalaburagi area and AO Ballari area for providing 24 hours x 7 days post implementation

support /service. However, as and when required the applicant must be prepared to open the additional support offices at new centres from the prospective of providing 24 x 7 days post implementation support. Complete address, contact details like Tele No., Fax No., email ID and Mobile Nos. and documentary evidence for the same should be provided.

5.13. The Manufacturer/ Firm/ Company/ Dealer/ Vendor should have sufficient qualified and trained engineers/ technicians for supervision and execution of work at each of the location mentioned in Para 5.12 (List of technician/ tradesmen along with their qualification to be enclosed).

5.14. The Manufacturers/ Firms/ Companies/ Dealers/ Vendors should have sufficient workshop space & technical equipment for testing/ repairing/ execution/ maintenance of equipment befitting to the quality & quantity of work. The Bank may inspect the facilities of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to verify the genuineness and to ensure the conformity with the details given.

5.15. The proposed security equipment should be of an established brand and should have been in market for the **minimum last 03 years** (Proof to be submitted). Applicants applying either for one or for all security equipment must submit applications **separately** for each security equipment, in sealed envelope along with the relevant documents. super scribed as "Technical Bid" containing all annexures and document put in a large envelope super scribed as **"Expression of Interest/ Request for Proposal" for the Empanelment of for the Supply, Installation, Testing & Commissioning of _____ (including maintenance of existing Security Equipment.)**

e-reverse auction would be conducted for only shortlisted applicants.

6. **WORK COMPLETION CERTIFICATE:** Experience of having successfully completed the relevant security equipment related works during last 5 years as on 31.03.2024, along with self-attested copies of work order and successful work completion certificates (**equipment need to be highlighted in the work order & completion certificate**) must be provided. Original documents must be produced on demand. Non-submission of completion certificate will mean that the required amount of work has not been done and the proposal will be summarily rejected.

6.1. Performance Certificate (in original) from the customer where the installation has been done is to be enclosed/ attached. Please note that equipment wise performance certificate to be submitted. **Existing Vendors of LHO Bengaluru required to submit performance report from respective Modules/ Regional Business Offices which should not be more than 03 months old.**

7. **SOLVENCY CERTIFICATE:** The Manufacturers/ Firms/ Companies/ Dealers/ Vendors should have latest solvency certificate of minimum **Rs 30 (Thirty) lakhs only** certified by a scheduled Bank. **It should not be older than six months from the date of submission.** Please note that submission of original solvency certificate for application for one equipment & photocopies of the same for rest of the applications (with due reference to the original) will be accepted. In case, the applicant is not able to supply the solvency certificate in original, then the copy of the certificate shall be attested by the issuing Bank.

8. **PRODUCT LITERATURE:** Technical Specifications/ Brochure / data sheet of the product offered is to be attached. **User friendly operating instructions and a brief video maximum 10 MB on operation by user to be submitted.**

9. The applications from intending Manufacturer/ Firm/ Company/ Dealer/ Vendor who are under arbitration/ litigation with our Bank or have been blacklisted/ de-listed/ de-empanelled for past 05 years by any Government/ Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutes (FIs)/ Corporate Offices will not be considered for Empanelment. **An Affidavit to this effect needs to be submitted by the vendor as per Bank's requirement.**

10. The Manufacturer/ Firm/ Company/ Dealer/ Vendor applying for empanelment should be empaneled / installed similar equipment/ looking after the supply, installation, testing, commissioning including maintenance of existing installed security equipment (irrespective of make) in **at least three** scheduled commercial Bank of which at least one should be a public sector Bank with valid AMC as on date. **(Vendor should provide reference of the institution they have worked with, and they will qualify only if the Bank get positive feedback from those institutions)**

11. Weightage will be given to the vendor, in matrix for his empanelment with SBI Bengaluru Circle/ other SBI Circles or other Government / PSUs, Banks (Public/ Private sector). (Proof of current empanelment to be submitted). Vendor who is empaneled with a greater number of institutions, will get more marks.

12. **INHERENT COST FOR EMPANELMENT:** The participating Applicants shall bear all the costs associated with or relating to the preparation and submission of their Applications for Empanelment including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by the Bank, or any other costs incurred in connection with or relating to their Application for Empanelment. The Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant regardless of the conduct or outcome of the Empanelment process.

13. **THE APPLICATIONS FOR EMPANELMENT**

13.1. The Manufacturer/ Firm/ Company/ Dealer/ Vendor is expected to examine all instructions, forms, terms & conditions and specifications in the Application for Empanelment. Failure to furnish all information required for the Empanelment process or to submit an application not substantially responsive to the Empanelment process in every respect will be at the Manufacturer/ Firm/ Company/ Dealer/ Vendor's risk and may result in the rejection of the Application.

13.2. The Manufacturer/ Firm/ Company/ Dealer/ Vendor shall indicate the measure of compliance to each paragraph of this RFP. While preparing the compliance report, **if the Manufacturer/ Firm/ Company/ Dealer/ Vendor feels that additional information would be required for enabling full understanding of the Manufacturer/ Firm/ Company/ Dealer/ Vendor's offer, such points should be supplemented by additional description information.**

13.3. All papers / documents/ attachments of the application must be serially numbered, indexed, flagged and self-attested.

13.4. The information provided by the Applicants in response to this RFP will become the property of SBI and will not be returned. Incomplete information in empanelment application may lead to non-consideration of the proposal.

14. CLARIFICATION / AMENDMENT OF BIDDING DOCUMENT

14.1. All the doubts raised by the Manufacturers / Firms/ Company/ Dealers/ Vendors will be clarified during Pre-bid meeting.

14.2. No individual clarification will be sent to the Manufacturer/ Firm/ Company/ Dealer/ Vendor. It is the responsibility of the vendor to check the website before final submission of bids.

14.3. Relaxation in any of the terms contained in the Bid, in general, will not be permitted, but if granted by Bank, the same will be put up on Bank's Website.

14.4. All the Manufacturer/ Firm/ Company/ Dealer/ Vendor must ensure that such clarifications / amendments have been considered by them before submitting the bid. Bank will not take responsibility for any omissions by the Manufacturer/ Firm/ Company/ Dealer/ Vendor.

14.5. 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 Vendor, may modify the Bidding Document, by amendment.

14.6. The empanelment document prepared by the Manufacturer/ Firm/ Company/ Dealer/ Vendor, as well as all correspondence and documents relating to the empanelment process exchanged by the Manufacturer/ Firm/ Company/ Dealer/ Vendor and the Bank and supporting documents and printed literature shall be submitted in English.

14.7. SBI reserves the right to amend, rescind or reissue the RFP at any time prior to the submission of applications. The Bank, for any reason may modify the empanelment document, by amendment which shall be made available to the applicants by way of corrigendum/addendum. The interested applicants are advised to check the Bank's website regularly till the last date of submission of empanelment document specified in the schedule of events and ensure that clarifications/amendments issued by the Bank, if any, have been taken into consideration before submitting the application. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating applicants. Bank will not take any responsibility for any such omissions by the applicants.

14.8. Queries received after the pre bid meeting will not be responded/acted upon.

15. EXTENSION OF DEADLINE FOR SUBMISSION OF APPLICATIONS: The Bank at its discretion may extend the deadline for submissions of applications. A reasonable time will be given, after pre-bid meeting, to incorporate necessary amendments, if any, in preparing the applications.

16. DOCUMENTARY EVIDENCE ESTABLISHING VENDOR'S ELIGIBILITY AND QUALIFICATIONS: The documentary evidence of the Manufacturer/ Firm/ Company/ Dealer/ Vendor's qualifications to perform the Contract, if its application is accepted shall be establish to the Bank's satisfaction that adequate, specialized expertise are available to ensure that the support services are responsive and the Manufacturer/ Firm/ Company/ Dealer/ Vendor will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and after it. The Manufacturer/ Firm/ Company/

Dealer/ Vendor should be in position to provide necessary maintenance services up to next four years under AMC, post warranty.

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

17.1. The Manufacturer/ Firm/ Company/ Dealer/ Vendor shall submit point by point compliance to the technical specifications (as per Annexure-6) and it should be included in the application.

17.2. Any deviations from specifications should be clearly brought out in the application.

18. EARNEST MONEY DEPOSIT (EMD)

18.1. The successfully empaneled Manufacturer/ Firm/ Company/ Dealer/ Vendor have to pay **EMD** as per para 5.1 for the security system for which applicant intends to participate / quote in form of Demand Draft (DD) favouring State Bank of India, payable at BENGALURU at the time of e-reverse tendering. **Vendors registered under MSME & NSIC are not exempted for payment of EMD.**

18.2. The EMD is required to protect the Bank against the risk of the Manufacturer/ Firm/ Company/ Dealer/ Vendor's conduct/performance, which would warrant for the EMD's forfeiture. No interest would be payable on EMD by the Bank.

18.3. The EMD of the unsuccessful Manufacturer/ Firm/ Company/ Dealer/ Vendor shall be returned within 30 days from the date of award of contract to successful Manufacturer/ Firm/ Company/ Dealer/ Vendor and no interest shall be payable on EMD of unsuccessful renderers.

18.4. The successful Manufacturer/ Firm/ Company/ Dealer/ Vendor, EMD will be in turn would be adjusted against the security deposit amount as per Para-5.1 for each of the security item, the Manufacturer/ Firm/ Company/ Dealer/ Vendor intend to be empanelled with. This money will be held up to the existence of contract with the Manufacturer/ Firm/ Company/ Dealer/ Vendor.

18.5. The EMD will be forfeited:

18.5.1. If a Manufacturer/ Firm/ Company/ Dealer/ Vendor makes any statement or encloses any form which turns out to be false / incorrect at any time prior and / or after signing of Contract.

18.5.2. If a Manufacturer/ Firm/ Company/ Dealer/ Vendor does not participate in the e-reverse tendering.

18.5.3. In case the successful applicant fails:

18.5.3.1. To sign the Contract.

18.5.3.2. To perform the contract as per tender specification and instructions.

18.5.3.3. If it is found that the applicant is involved in arbitration/ litigation with our Bank or has been blacklisted/ de-listed/ de-paneled by any Government/ Semi Government/ Nationalized Public Sector Banks/ Public Sector Undertaking (PSUs) / Financial Institutes (FIs)/ Corporate Offices.

18.5.3.4. If it is found that the contract has been signed by misrepresentation or in contravention of the any of the terms of the empanelment process.

18.5.3.5. Withdrawal of a Bid during this interval may result in the Vendor's forfeiture of its EMD.

19. PERIOD OF VALIDITY OF BIDS

19.1. Application shall remain valid for a period of 180 days from the date of opening of the application. An application valid for a shorter period may be rejected by the Bank as non-responsive.

19.2. In exceptional circumstances, the Bank may solicit the Manufacturer/ Firm/ Company/ Dealer/ Vendor's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The EMD provided shall also be suitably extended. A Manufacturer/ Firm/ Company/ Dealer/ Vendor may refuse the request without forfeiting its EMD.

19.3. The Bank reserves the right to call for fresh quotes any time during the validity period, if considered necessary.

20. BIDDING PROCESS (TWO STAGE)

20.1. For the purpose of the present tender, a two-stage bidding process as mentioned below will be followed for each category of security equipment. Hard copies of Bid documents duly filled in with a covering letter as per "**Annexure 1-**" should be submitted along with technical bid as mentioned below –

20.1.1. The RFP-Technical Bid (Hard copy) with all supporting documents should be submitted in a sealed NON-WINDOW envelope containing the name and complete address/contract number of the vendor on the envelope and bear the title "**Technical Bids for the Supply, Installation, Testing & Commissioning** of _____ Equipment" on Technical Bid Envelop.

20.1.2. The Price Bid will be through e-reverse tendering (auction) amongst the top ten bidders who qualifies in Technical Bid and deposited the specified amounts towards Earnest Money Deposit (EMD) for Supply, Installation, Testing & Commissioning of Security equipment in Branches/ Offices located in Karnataka State.

20.2. The bidder should have valid digital signature for participation in e-reverse Tendering (auction).

20.3. In the first stage, TECHNICAL BID will be evaluated as per matrix. Bidders satisfying the technical requirements as determined by the Bank and who accepts the terms and conditions of this document, on positive feedback from referral institutes and demonstration of product shall be short-listed for second stage.

20.4. If adverse feedback is conveyed by the referral Institute/ Office that bidder will be disqualified.

21. DOCUMENTS COMPRISING THE EMPANELMENT APPLICATION

Documents comprising the envelope of Empanelment Applications, should contain the following:

Technical Bid:

Application For Empanelment	- Annexure - 1
Information Form	- Annexure - 2

Check List: Eligibility Criteria	- Annexure - 3
Manufactures/ Producers Authorization Form	- Annexure - 4
Technical Specifications	- Annexure - 6
Annual Maintenance Contract	- Annexure - 7

21.1. Compliance in accordance with the clauses in the Empanelment Document and duly signed by the authorized representative of the Manufacturer/ Firm/ Company/ Dealer/ Vendor and stamped with the official stamp of the Manufacturer/ Firm/ Company/ Dealer/ Vendor on each page of the application document with complete Index and paging (Board resolution authorizing representative to apply and make commitments on behalf of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to be attached).

21.2. Any Application **not containing** the above will be rejected.

21.3. The Empanelment application should be addressed to The AGM (Premises & Estate), SBI, LHO, BENGALURU at the address given in the RFP. All envelopes should prominently indicate the name and address of the Manufacturer/ Firm/ Company/ Dealer/ Vendor on the cover. envelopes, superscribed as "RFP" containing all annexures and document put in a large envelope super scribed as "Request for Proposal" for the Empanelment of

21.4. The Empanelment application shall be typed or written in indelible ink and shall be signed and stamped by the Manufacturer/ Firm/ Company/ Dealer/ Vendor or a person or persons duly authorized to bind the Manufacturer/ Firm/ Company/ Dealer/ Vendor to the Contract. The name and designation of the person or persons signing the Bids with their signature on last page and signature/ initials and stamp should be put on all pages of the Bids, except for un-amended printed literature.

21.5. Any inter-lineation's, erasures or overwriting shall be considered as invalid application. The Bank reserves the right to reject applications not conforming to the above.

21.6. If the envelope is not properly sealed and marked, the application will be rejected.

22. SUBMISSION OF APPLICATIONS

22.1. Applications must be submitted at the address specified, not later than the date & time specified in the RFP.

22.2. In the event of the specified date for submission of applications being declared a holiday for the Bank, the empanelment documents will be received up to the appointed time on the next working day.

22.3. The Bank may, at its discretion, extend the deadline for submission of applications by amending the empanelment documents, in which case, all rights and obligations of the Bank and Manufacturer/ Firm/ Company/ Dealer/ Vendor previously subject to the deadline will thereafter be subject to the extended deadline.

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

24. PRELIMINARY EXAMINATION

24.1. The Bank will examine the applications to determine whether they are complete, required formats have been furnished, the documents have been properly signed, and the empanelment documents are in order.

24.2. Prior to the detailed evaluation, the Bank will determine the responsiveness of each application to the Empanelment Process. For purposes of these Clauses, a responsive application is one, which conforms to all the terms and conditions of the RFP without any deviations.

24.3. The Bank's determination of an applicants' responsiveness will be based on the contents of the application itself, without recourse to extrinsic evidence.

24.4. If an applicant is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Manufacturer/ Firm/ Company/ Dealer/ Vendor by correction of the non-conformity.

25. TECHNICAL EVALUATION

25.1. Only those Manufacturer/ Firm/ Company/ Dealer/ Vendors and Applicants who have been found to be in conformity of the eligibility terms and conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those applicants who do not qualify the eligibility criteria and all terms during preliminary examination will not be taken up for further evaluation.

25.2. The Bank reserves the right to evaluate the applications on technical & functional parameters including site /factory visit and witness demonstration of the system and verify functionalities, response times, etc.

25.3. Bank reserves the right to verify the photocopies of documents submitted by the applicants with the originals.

26. Bank will evaluate the technical and functional specification of all the equipment quoted by the Manufacturer/ Firm/ Company/ Dealer/ Vendor for various criteria stipulated in the RFP.

TECHNICAL BIDS: EVALUATION MATRIX

<u>TECHNICAL BIDS VALUATION MATRIX</u>					
SI No	Parameter	Criteria		Max Marks	Marks Obtained
1	Constitution of the Firm	i	Sole Proprietary – 03 marks	06	
		ii	Partnership – 04 marks		
		ii	Private Limited – 05 marks		
		iii	Public Limited – 06 marks		
2	Average Annual Turnover (ATO) of the Company/ Firm in the last three Financial Year (FY) FY 2021 - 22, FY 2022-23 and FY 2023-24	i	Rs 2.5 Cr – 03 marks	06	
		ii	More than 2.5 Cr up to 5 Cr -04 marks		
		iii.	More than 5 Cr up to 7.5 Cr -05 marks		
		iv.	More than 7.5 Cr – 06 marks		

3	ISO Certification of excellence for the bidding company / Vendor	i.	Yes – 02 marks	02	
		ii.	No – 00 Mark		
4	Solvency Certificate of Rs Rupees Thirty Lakhs. (It should not be older than six months from the date of submission)	i	Minimum 30 Lakhs – 02 marks	06	
		ii	More than 30 lakhs up to 1 Cr – 04 marks		
		iii	More than 01 Cr – 06 marks		
5	Vendor is empanelled with SBI in the last three Financial Year (FY) FY 2021 - 22, FY 2022-23 and FY 2023-24	i	LHO Bengaluru – 06 marks	08	
		ii	Other SBI LHO – 02 marks for each LHO, Maximum 04 marks		
		iii	Government/ other Public Sector Bank -- 01 marks for each Maximum 03 marks		
		iv	Establishment other than above ½ marks each maximum – 02 marks		
6	Number of Branches and Offices of Company/ Firm in Karnataka State. Copy of lease agreement for the office building / Own building with proof	i	SBI AO North & SBI AO South Area, Bengaluru -- 04 marks	14	
		ii	SBI AO Area, Kalaburagi – 02 marks		
		iii	SBI AO Area Ballari -- 02 marks		
		iv	SBI AO Area Mysuru -- 02 marks		
		v	SBI AO Area Mangaluru -- 02 marks		
		vi	SBI AO Area Hubballi -- 02 marks		
7	Referral report from client about Vendor's performance for the last three Financial Years	i.	Satisfactory report – 01 mark each	10	
		ii.	No report/Unsatisfactory report / poor report – minus 01 mark each		
8	Years of experience in the relevant field (SITC and AMC)	i	05 Years – 02 marks	06	
		ii	05 to 10 years – 04 marks		
		iii	More than 10 Years – 06 marks		
9	Vendor has worked / provided services for a minimum of 250 Branches per year, of Public Sector Banks for the last three Financial Years	i.	In Karnataka -06 marks	06	
		ii	Outside Karnataka—03 marks		
10	Vendor is empanelled with minimum 03 Public Sector Banks for last three years.	i	03 Public Sector Bank – 03 mark	06	
		ii	More than 03 Public Sector Bank – 06 mark		
11	Vendor has capabilities to work on all three-security equipment.	i	One equipment – 02 marks	06	
		ii	Two equipment – 04 marks		
		iii	Three equipment – 06 marks		

12	Site visit, Technical Presentation and Equipment demonstration at SBI LHO Bengaluru	i	Site visit – 08 marks	24		
		ii	Technical Presentation – 08 marks			
		iii	Equipment Demonstration – 08 marks			
	Total maximum marks				100	

26.1. Marks under each parameter will be awarded by the committee and the decision of the Committee will be final. The bids of the top ten (10) vendors based on the marks obtained in the evaluation matrix will be considered and asked to submit the opening price for the e-reverse auction.

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

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

27. COMMERCIAL BIDS: Rate fixation of different components of various security System: Through e-reverse tendering. Opening Price of BOQ will be asked only from the shortlisted top ten applicants after evaluation of the RFP.

27.1. The online e-reverse tendering shall be conducted by the Agency authorized by the Bank to conduct the e-reverse tendering process. The short-listed applicant will be trained by the Agency for this purpose, and they should also be willing to abide by the E-business rules framed by the Bank in consultation with Agency. In this connection, the applicants should sign the business rules documents prescribed by the above agency and the Bank. For the purpose of e-reverse tendering, the vendor will **arrange for the digital signature**.

27.2. Those Manufacturer/ Firm/ Company/ Dealer/ Vendors who qualify in technical evaluation (Top 10) will be allowed to participate in e-reverse tendering.

27.3. Bidding **will be done for entire Circle branches/ offices falling under Bengaluru Circle and for AMC charges**.

27.4. The L-1 Manufacturer/ Firm/ Company/ Dealer/ Vendors will be selected based on outcome of the e-reverse tendering.

27.5. **The lowest rate (L1) arrived after e-reverse tendering for each equipment, component parts, AMC service charge etc. would be considered as Bank approved rates for all purposes.**

28. AWARD CRITERIA

28.1. The allocation of work will be done in the following manner provided the Manufacturer/ Firm/ Company/ Dealer/ Vendors are willing to match the L-1 price and are willing to work anywhere in the state of Karnataka.:

28.1.1. **L-1** will be recommended for work in **16%** of Branches/ Offices of Bengaluru Circle.

28.1.2. **L-2 to L-8** will be recommended for work in **12%** of Branches/ Offices of Bengaluru Circle subject their acceptance of L1 rates and terms and conditions of our Bank.

28.1.3. In case any/each of L-2 to L-8 are not willing to work for L1 rates then the offer will pass to the next vendor i.e., L-9, L-10.

28.1.4. In case the no vendor agrees to work in L-1 price, then the entire contract shall be performed by L-1 vendor. In case L-1 shows unwillingness to work, then e-reverse tendering will be done again. The EMD of the L1 vendor who after bidding showed unwillingness to accept the work, will be forfeited and the L-1 Bidder shall not be allowed to participate in tender process for next three years.

28.2. The Bank will award the Contract to the successful Vendor, who is willing to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and are willing to work at lowest evaluated Bid i.e., L-1.

28.3. The Bank reserves the right at the time of award of contract to increase or decrease the numbers of Branches or numbers of security system required or change in location where equipment is to be supplied from what was originally specified while floating the RFP without any change in unit price or any other terms and conditions.

29. NOTIFICATION OF AWARD

29.1. Prior to expiration of the period of Bid validity, the Bank will notify the successful Vendor in writing or by e-mail, that his Bid has been accepted.

29.2. The notification of award will constitute the formation of the Contract. The selected Vendor should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication. Appendix-5

29.3. Upon notification of award to the L-1 to L-8 Manufacturer/ Firm/ Company/ Dealer/ Vendors, the Bank will promptly notify each unsuccessful Manufacturer/ Firm/ Company/ Dealer/ Vendors and will discharge its EMD.

29.4. Although, the work will be allotted up to L-8 vendor, L-9 and L-10 Manufacturer/ Firm/ Company/ Dealer/ Vendors will be empanelled in the bank for 03 years. For this they have to submit their consent letter (Appendix-5). They will not be allotted any work immediately. But in case of unsatisfactory performance by any of the empanelled vendors, the Bank may award work to empanelled vendor if they agree to work in approved L-1 price for the contract period. Or they will be called to participate in future commercial bids for the Security system, that they have been empanelled.

30. SIGNING OF CONTRACT:

30.1. In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the Manufacturer/ Firm/ Company/ Dealer/ Vendors acceptance thereof, would constitute a binding contract between the Bank and the successful Vendor.

30.2. Failure of the successful Manufacturer/ Firm/ Company/ Dealer/ Vendors to sign the agreement with the Bank shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

30.3. The Bank reserves the right either to forfeit the security deposit or to cancel the purchase order or both if the Manufacturer/ Firm/ Company/ Dealer/ Vendors fails to meet the terms of this RFP or contracts entered with them.

30.4. With this empanelment of Manufacturer/ Firm/ Company/ Dealer/ Vendors for supply of security equipment, Banks will not be debarred from its right to call tender for purchase of one or all or any of the security equipment from the open market or from the empanelled Manufacturer/ Firm/ Company/ Dealer/ Vendors if the situation so warranted.

31. SIGNATURES: In the event of the bid being submitted by a Manufacturer/ Firm/ Company/ Dealer/ Vendor, it must be signed separately by each member thereof, or in the event of the absence of any one or more of the partners, it must be signed on his / their behalf by a person holding a power of attorney authorizing him to do so. In the case of authorized person, the copy of letter issued by competent authority to sign on behalf of the company should be enclosed (**with resolution copy**).

32. EMPANELMENT OF THE MANUFACTURER/ FIRM/ COMPANY/ DEALER/ VENDORS:

32.1. Those Manufacturer/ Firm/ Company/ Dealer/ Vendors who qualify in pre-qualification, technical evaluation and e-reverse auction will be eligible for empanelment in the Bank for period of 03 years. The validity of empanelment may be renewed at the discretion of the Bank on the existing terms and conditions for not exceeding five years, provided that the vendor performance is found to be satisfactory during the contract period. That until a formal contract is prepared and executed, this offer, together with the Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between Bank and successful Manufacturer/ Firm/ Company/ Dealer/ Vendor.

32.2. The performance of the Manufacturer/ Firm/ Company/ Dealer/ Vendors will be reviewed on yearly basis. The Manufacturer/ Firm/ Company/ Dealer/ vendors have to submit their consent in writing for working with bank as per the Terms and Conditions of this RFP on their company letter head, signed and affixed with seal by the authorized person (Form – I). It is to note that after the completion of a year if the vendor does not get de-empanelment notice from the Bank it will constitute that the vendor empanelment continues in the Bank for another one year.

32.3. The Manufacturer/ Firm/ Company/ Dealer/ Vendors empanelled with the Bank must have to open an account with State Bank of India in which all transaction with Bank will be routed. If the vendor does not have an account with State Bank of India, the same is required to be opened within 07 days after getting empanelled with the Bank, in the absence of which, they shall not be allowed to participate in the Commercial bid.

32.4. If empanelled Manufacturer/ Firm/ Company/ Dealer/ Vendors does not participate in e-tendering/ online bid or commercial bid subsequently or in future within contract period, then the empanelment of the vendor will be cancelled, and the security money deposited will be forfeited.

32.5. Review of the performance of the empanelled Manufacturer/ Firm/ Company/ Dealer/ Vendors will be done on yearly basis.

33. GENERAL

33.1. The Manufacturer/ Firm/ Company/ Dealer/ Vendor shall present a comprehensive description of the architecture and configuration of the proposed system, identifying salient features and functions that include design proposal with layouts, diagram, etc. Third party equipment offered, as system integrator must be indicated. The selected final vendor must

provide a project execution plan with a technical proposal wherever required or asked by the Bank.

33.2. Any functions or features not specifically mentioned in technical specification of the product, but which may be necessary for the completeness and efficient performance of the system as an operating entity shall be indicated by the Manufacturer/ Firm/ Company/ Dealer and explained in detail indicating any price variation. Price of any item or feature not offered by the Vendor as part of basic configuration shall be indicated separately.

33.3. The Manufacturer/ Firm/ Company/ Dealer/ Vendor shall clearly indicate the country of origin, manufacturer of the equipment, testing and certification. The Manufacturer/ Firm/ Company/ Dealer/ Vendor shall arrange to provide testing and certification of the complete system installed.

33.4. All systems and components must be in compliance with certifications as mentioned in the respective specifications.

33.5. The bank may arrange for the OEM/ third party inspection of the products/ equipment provided (as per the RFP document) for the system installed for its meeting the entire RFP criterion. The Manufacturer/ Firm/ Company/ Dealer/ Vendor who wins contract shall provide all the possible assistance in this process. In case it is found that the equipment/hardware/ software supplied is not as per given brands / specifications, SBI will take a suitable action as deemed fit.

33.6. It will be imperative on each of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to fully acquaint themselves with all the local conditions and factors, which can have any effect on the performance of the contract.

33.7. Earthing arrangements and electrical safety for all the equipment shall be the responsibility of the Supplier and to be carried out as per standard procedures.

33.8. The system software should be free of cost along with the system price and in future if any up gradation is required for running of the system than it should be upgraded free of cost.

33.9. Manufacturer/ Firm/ Company/ Dealer/ Vendor should carry out AMC/ installations tasks in close coordination with the Branch Manager, responsible persons at AO/RBO and AO Security Officer, depending on the Bank's requirement.

33.10. The Company shall not subcontract. Any contravention of such clause by the company will automatically treat this contract as terminated and the company will be liable to compensate the Bank for any loss/damages caused due to such unauthorized subcontract/assignment by the company.

33.11. The Bank reserves the right to get the system checked/ serviced/ repaired by any other Company in case the Company awarded with the AMC does not attend the complaint within the stipulated time given above along with initiation of penal action for the delay/negligence by the company. The cost of such services taken from other company will be recovered from the defaulting company.

33.12. Being selected as an empanelled vendor does not guarantee work. Allotment of work & payment terms would be decided by the designated committee. Applicants to note that no negotiation on this issue would be entertained at any level.

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

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

35. TECHNICAL SPECIFICATIONS OF SECURITY EQUIPMENT: All necessary hardware and software required to make the security system will be strictly as per technical specifications given for each of the equipment (Refer Annexure-6 for specification/qualification). The specifications given are as per minimum requirement. Vendors can quote equivalent or higher technical specifications to meet the Bank's requirements. However, no weightage would be given for higher configurations.

36. TERMS AND CONDITIONS OF CONTRACT (TCC):

36.1. **DEFINITIONS:** Certain terms used in this Agreement are defined hereunder. Other terms used in this unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:

36.2. 'The Bank' shall mean the State Bank of India (including its branches and its offices).

36.3. "Vendor" is the bidder who will participate in the tender process and also covers those who will be successfully empanelled in the Bank.

36.4. "Confidential Information" shall have the meaning set forth in Clause 59.

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

36.6. "Documentation" 'Documentation' includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures, Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

36.7. "Intellectual Property Rights" shall mean, , any and all: (a) rights associated with works of authorship, including copyrights & moral rights; (b) Trade Marks; (c) trade secret rights; (d) patents, designs, algorithms and other industrial property rights; (e) other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and (f) registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

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

36.9. "Root Cause Analysis Report" shall mean a report addressing a problem or non-conformance, in order to get to the 'root cause' of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

36.10. 'Services' shall mean and include the Services offered by Vendor including but not limited to Comprehensive Annual Maintenance Contract under this Agreement. Services shall also include the Implementation Services, Training Services and Maintenance Services etc. and other incidental services and other obligation of the service provider shall be provided under this Agreement.

36.11. "The Contract" means the agreement entered into between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

36.12. "The Contract Price" means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.

36.13. "AMC Charges" means the price payable to the Service Provider under the Agreement. The obligations expressed under the AMC shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer's works and back for repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.

36.14. "The Equipment" means all the security hardware / software and / or services which the Vendor is required to supply to the Bank under the Contract.

36.15. "The Services" means those services ancillaries to the supply of the Products, such as transportation and insurance, installation, commissioning, customization, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract.

36.16. "TCC" means the Terms and Conditions of Contract contained in this section.

36.17. "The Project" means supply, installation, testing and commissioning of Security hardware / software & services. It also includes maintenance of the equipment.

36.18. "AO/RBO" means Administrative Office/ Regional Business Office of State Bank of India.

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

37. THE SCOPE OF WORK shall include supply, delivery at site, unloading, any other services associated with the delivery of equipment and installation, cabling, commissioning, software optimization/customizations, providing warranty/Post warranty services (i.e. Annual Maintenance Contract) for the equipment and any other related accessories/services for the complete installation and commissioning of system.

37.1. Annual Maintenance Contract (AMC) of the existing security system. The required back-to-back supported certificate from manufacturer of the existing Security Equipment will be arranged by the vendor.

37.2. VENDOR shall during the period of agreement / contract supply, install maintain

security System installed in the Branches / Offices under the LHO Bengaluru in good working order and for this purpose shall provide the maintenance service.

37.3. Thorough check up, testing, servicing cleaning, inspection, & maintenance etc. of complete security systems and its accessories.

37.4. In case any of the security system requires major repairs, the vendor shall provide a replacement before taking the defective equipment for repairs so that the Branch/ offices remains with functional and operational equipment all the time.

37.5. Vendor will have to provide 04 mandatory Branch visits and on-call visits in case of any Emergency Calls, by the respective branches.

37.6. In case of replacement of equipment, due to unserviceability or for any other reason, Bank may opt for a Buy-back arrangement for the existing equipment on "as is where basis is". For this vendor will quote the Buy-back rates of each equipment during the tendering process.

38. COUNTRY OF ORIGIN / ELIGIBILITY OF GOODS & SERVICES

38.1. All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India. However, goods and related services under the Contract having their origin in India, as per the 'Make in India' initiative will be preferred.

38.2. Manufacturer/ Firm/ Company/ Dealer/ Vendor **WARRANTS THAT THE EQUIPMENT** supplied shall be brand new, free from all defects in fault and material, and manufacture and shall be of the highest grade and quality and consistent with the established and generally accepted standards for material of the type shall be in full conformity with the specifications, drawings and samples, if any, and shall operate properly. VENDOR shall be fully responsible for its efficient operation.

38.3. Vendor further confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used. He also undertakes to produce certificate from the Original Equipment Manufacturers in support of the above statement at the time of delivery / installation.

38.4. In case of default and the Bank finds that the above conditions are not complied with, then the vendor will take back the equipment supplied and return the money paid by Bank, in full within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.

38.5. In case of default and vendor is unable to comply with above at the time of delivery or during installation, for the Security Hardware / Software already billed, he will take back the security equipment without demur, if already supplied and return the money if any paid to him by the Bank in this regard.

38.6. **In event of any information/ data/ particulars proven to be incorrect the Bank will have the to disqualify from the bid and in event of any details submitted turned out to be false during the tenure of AMC the Bank is at discretion to forfeit the EMD/ Security money deposit towards performance security and terminate the AMC.**

38.7. VENDOR further certifies that the sale of the software system to the Bank and use

thereof do not infringe any provisions of the various laws related to patents, trademarks, copy rights or other intellectual property rights. The software will be free uploaded along with the security equipment cost and will be upgraded free of cost in further if required for the smooth functioning of security equipment.

39. USE OF CONTRACT DOCUMENTS AND INFORMATION:

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

39.2. The Vendor shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.

39.3. Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so, required by the Bank.

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

40. PATENT RIGHTS/ INTELLECTUAL PROPERTY RIGHTS:

40.1. THE VENDOR shall warrant that the repair and maintenance service/products offered for sale do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. THE VENDOR shall indemnify SBI from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach or infringement of patent/ copy right /license/trade secret or other property right of any other person or other entity for the hardware/peripherals/equipment sourced either from third parties or from themselves.

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

41. INSPECTION AND QUALITY CONTROL TESTS

41.1. The Bank reserves the right to carry out pre-shipment factory / go down inspection at **the location of vendor** by a team of Bank officials or demand a demonstration of the solution proposed on a representative model in Vendor's office as and when required. The vendor at their cost shall make all necessary arrangements for this purpose. SBI/MSPL/Bank will also conduct the random acceptance testing of equipment's to ascertain the configuration and quality. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank.

41.2. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

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

42.1. Delivery and installation of security equipment should be within **15 days** from date of placing of work order.

42.2. In the event of the equipment not being delivered, installed, tested and commissioned within a period **of 15 days** from date of work Order, a penalty of 01 percent of the total consideration for each week or part thereof the delay, subject to maximum amount of five (05) percent of the total consideration will be charged to vendor.

42.3. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of Security equipment.

42.4. In event of further delay (beyond 5 weeks) in installation or maintenance visit, the Bank reserves the right to cancel the Work Order/ AMC and forfeit the EMD/Security money deposit. In the event of such cancellation, the vendor is not entitled to any compensation. **Please note the installation / maintenance schedule shall be followed strictly as stipulated. Any delay shall be viewed seriously, and penalties levied.**

43. DELIVERY/ INSTALLATION & DOCUMENTATION: -

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

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

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

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

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

44. FOR THE SYSTEM & OTHER SOFTWARE, THE FOLLOWING WILL APPLY:

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

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

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

45. ACCEPTANCE PROCEDURE: On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the installation certificate

(Appendix-6B) signed by the Vendor and the representative of the Bank will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

46. INSURANCE:

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

47. WARRANTY / UPTIME:

47.1. The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied products in the conditions prevailing in India.

47.2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary, will be 12 months from date of installation, commissioning and handing over of the equipment to the Bank.

47.3. Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.

47.4. All of the terms, warranties and benefits granted by VENDOR herein are comparable to or better than the equivalent terms being offered by VENDOR to any of its present customers. If VENDOR shall, during the terms of this Agreement, enter into arrangements with any of its customers providing greater benefits or more favorable terms, this Agreement shall thereupon be deemed to provide the same to the Bank.

47.5. The Vendor shall in addition comply with the performance guarantees specified under the contract if, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.

48. ON-SITE COMPREHENSIVE WARRANTY: The warranty would be on-site and comprehensive in nature and back-to-back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of one year from the date of commissioning and handing over of the equipment to the Bank. The Vendor shall repair or replace worn out or defective parts of the equipment at his own cost including the cost of transport. No charges, fees, accommodation, boarding, etc, shall be paid or provided by SBI to the service engineer or assistants.

49. UPTIME: VENDOR shall guarantee and ensure SYSTEM UPTIME efficiency of 99% for the full configuration of the EQUIPMENT, in every quarter. SYSTEM UPTIME for the purposes of this document is defined as productive and error- free time of the EQUIPMENT

reckoned on a quarterly basis and the SYSTEM UPTIME efficiency shall be computed as under:

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

Total Time

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

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

50. PENALTY

50.1. Without prejudice to any of BANK's other rights and remedies, for every 1 % drop in System uptime from the guaranteed 100% during a quarter, VENDOR shall reimburse to the Bank towards penalty, 1 % of value of the AMC contract amount, limited to 25%, this will be recovered from the AMC charges payable / Retention Money Deposit held by the Bank. Availability will be calculated on a quarterly basis.

50.2. In the event of deficiency being such that the 25% penalty ceiling is breached, the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/Security Deposit as deemed fit and reasonable by the Bank.

50.3. **However**, this penalty shall also not apply in case of delays in restoration of system caused by so called acts of God, War, Earthquake, Tsunamis, Riots, Bandhs, Civil Disturbances, any of which affect either the vendor's nearest service centre or the site of installation.

50.4. Appropriate Penalties will be recovered from the quarterly payment if successful bidder is not able to achieve required Service levels as mentioned below:

S.No	SLA	Target Penalties	
1	Availability/ Uptime of Security System including its accessories 100%	<input type="checkbox"/> 100.00% = NIL <input type="checkbox"/> 98.00% to 99.99%=1 % of AMC Amount <input type="checkbox"/> 97.00% to 97.99%= 2 % <input type="checkbox"/> 96.00 to 96.99% =4 % <input type="checkbox"/> 95.00 to 95.99% = 6 % <input type="checkbox"/> Less than 95% = 10 %	
2	Poor quality of pictures or Face Recognition System	Rs. 1000/- per instance	For CCTV System
3	Adequate number of days recording not available	Rs. 100/- for each day < 180	
4	Complaint resolution	Within time limit as per RFP -Nil Delay of each day in complaint resolution	

		– Rs. 100/- / day	
5	Not carrying out AMC as per schedule	Rs. 500/- for every week of delay	
6	Penalty, once the maximum penalty reached.	Bank may terminate the contract and Forfeit the PBG/EMD/Security Deposit.	

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

51. PREVENTIVE MAINTENANCE: the VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) quarterly of newly installed as well as existing security equipment's.

51.1. Vendor will arrange for all necessary authorization certificates for back to back support for maintenance of the existing security system from the manufacturer of the equipment. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

51.1.1. Free maintenance services during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.

51.1.2. The Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from **09.00 A.M. to 07.00 P.M.** on all working days. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares for 05 years from date of installation of equipment.

51.1.3. The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 99% of the time on a 24x7x365 basis.

51.1.4. In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of **0.5 percent** of the total consideration for each week or part thereof the delay, subject to maximum amount of **five (05) percent** of the total consideration will be charged to vendor. The vendor may provide temporary equivalent replacement which should be in working condition as a workable solution to avoid the above penalty.

51.1.5. Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.

51.1.6. The Bank shall maintain a Security register at its site in which, the Bank's operator / supervisor shall record each event of failure and / of malfunction of the equipment. The VENDOR's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the VENDOR'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. Maintenance visit will be only counted when in the report system and all its accessory will be marks as working properly. The original of the field call report shall be handed over to the Bank's official.

51.1.7. The VENDOR shall provide replacement equipment of similar brand or similar brand with higher make if any equipment is taken out of the premises for repairs.

51.1.8. The obligations expressed under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer's works and back for repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.

51.1.9. Repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.

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

51.1.11. VENDOR shall provide repair and maintenance service, in response to oral, including telephone, notice by the Bank, within 36 hours and also provide a complaint number for tracking the complaint status. VENDOR shall ensure that faults and failures intimated by the Bank at above are set right within 36 hours of being reported.

51.1.12. The vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.

51.1.13. The selected Vendor should carry out all installation/AMC tasks in close coordination with the Security Officer and Chief Manager posted at AO/RBO, depending on the Bank's requirement.

51.1.14. During the period of contract due to any reason if there is shortage of spares or the selected model is not available in the market than the company will provide another model, same brand with equivalent configuration or higher on same rates and terms and conditions which should be accepted by the Bank.

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

52.1. The VENDOR's maintenance personnel shall be given access to the equipment, when necessary, for purpose of performing the repair and maintenance services indicated in this agreement on showing of identity card issued by the vendor to its technician.

52.2. However, if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.

52.3. NO term or provision hereof shall be deemed waived, and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.

52.4. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the security Equipment or to the other electronic equipment of the branch or its property, the VENDOR shall indemnify/pay/reimburse the loss suffered by the BANK to its full present cost.

53. MAINTENANCE AND SUPPORT:

53.1. The Vendor shall clearly state the magnitude of the Vendor's presence in Karnataka and Administrative Office locations to provide 24x7 post implementation support.

53.2. During the warranty period the vendor has to arrange quarterly visits for inspection of the equipment and provide services.

53.3. Annual Maintenance of the existing security system is compulsory to be done by the vendor. If the vendor did not have back to back supported certificate from manufacturer of the existing security equipment than he will arrange for it.

54. ANNUAL MAINTENANCE CONTRACT (AMC)

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

54.2. The AMC charges will be payable subject to satisfactory maintenance services. THE VENDOR shall not increase the AMC rate during contract period excluding the warranty period. The detailed conditions and covenants governing the AMC would be as per specimen agreement given in (**Annexure-7**) to this RFP. THE VENDOR shall be in position to maintain the complete equipment installed by him during the contract period. SBI may change the terms of the future AMCs, if necessary, to meet changing needs, on mutual agreement with THE VENDOR. The AMC agreement will be executed on Banks standard format.

54.3. AMC visit will be construed to be done only when the system is found to be functioning completely/ properly. Vendor will submit maintenance certificate as given in **Annexure-7A**.

54.4. VENDOR shall keep **sufficient standby security equipment and** spares of essential kits or parts of the EQUIPMENT all the time, as may be required to keep the downtime minimal. The VENDOR, if he chooses, may install his own standby system of identical specification/ make, if such systems are acceptable to SBI.

54.5. In case of services rendered by the VENDOR is not satisfactory, the Bank will forfeit the Security money deposit. He will be de-empaneled in the Bank for next 03 years. His work will be allotted to the other empaneled vendor.

54.6. In the event VENDOR decides to discontinue the supply of sub-assemblies, kits of parts, components and spare parts for the EQUIPMENT purchased after the expiry of the said five years, VENDOR shall give 03 months' notice prior to such discontinuance and assist SBI to make alternative arrangements.

54.7. All engineering changes generally adopted hereafter by VENDOR for equipment similar to that supplied, as per the schedule of work, shall be made to the EQUIPMENT at no cost to SBI.

54.8. The contact details of service centre, technicians and Manager i.e. telephone numbers, Mobile No., Fax No., E-Mail id, or service focal point(s) to be provided to the Security Officer, Chief Manager of AO/ RBO/ concerned branch manager. In case, there is any change, updated list should be submitted to the Bank immediately.

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

55. AMC VISIT REPORTS:

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

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

55.3. Second copy to be retained by the vendor.

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

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

56. SECURITY:

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

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

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

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

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

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

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

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

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

58. SUBCONTRACTING

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

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

59. CONFIDENTIALITY

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

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

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

- 60.1. Provide hands on training to the branch staff.
- 60.2. Train bank staff on operations of the system including special features, data retrieval, troubleshooting & routine maintenance of security system.
- 60.3. The training shall be conducted by the vendor within the branch / office premises.
- 60.4. Educate the staff about the reporting channels of faults, as soon as possible after they are discovered, and that details are entered in a fault reporting book.

61. PAYMENT TERMS FOR NEW INSTALLATIONS:

- 61.1. Payment shall be made in Indian Rupees.
- 61.2. 90% of the total amount on installation, commissioning and hand over of the new equipment to the Bank.
- 61.3. Balance 10% after the expiry of defect liability period of one year.
- 61.4. Payments will not be released for any part-shipment or short-shipments.

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

61. PAYMENT SCHEDULE FOR ANNUAL MAINTENANCE CONTRACT:

- 61.1. There will be four quarterly visits for the AMC. The vendors will submit the Quarterly AMC bills along with Service Certificates to the concerned RBO, after carrying out maintenance service visit of all the branches of the region. The quarterly AMC bill will be paid to the vendor by the concerned RBO, after verification of the bills and Service Certificates of all the branches of their region. Penalty clauses will be invoked by the RBOs for any kind of deviation/delay in service/ not carrying out AMC in branches in accordance with the applicable clauses.
- 61.2. On missing one quarterly AMC visit schedule, penalty as applicable and specified in Para 50.4 will be deducted from the AMC bill amount of the vendor or from the Security Deposit Money.
- 61.3. Repetition of missing of quarterly AMC visit will result in de-empanelment of the vendor for minimum period of three years and the work will be allotted to the other empanelled vendor.

62. PRICES:

- 62.1. The quotation must be complete in itself, properly worked out to cover all THE VENDOR'S obligations under the contract and all matters and things necessary for the proper completion of the work, and the rates quoted therein must be correct and sufficient to cover THE VENDOR'S costs, overheads and profits etc, completely for the individual items of work including cost for all necessary materials and labour cost of installation, transportation, travelling, training but GST or duty levied by the Local/State/ Central Government as on the date of submitting quotations, if and as applicable. Price will be inclusive of insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is complete at site and handed over to SBI at site in all respects according to the true meaning and intent of the contract. All the employee of the Vendor who will visit branches/offices etc will have also

be covered in insurance and in case of any eventuality bank will not be held liable for payment towards their insurance.

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

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

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

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

63. CONTRACT AMENDMENTS

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

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

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

64. DELAYS IN THE VENDOR'S PERFORMANCE

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

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

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

65. VENDOR'S OBLIGATIONS

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

65.2. The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to

be done. The Bank would only provide necessary letters for enabling procurement of the same.

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

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

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

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

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

67. SECURITY DEPOSIT:

67.1. An EMD amount as per Para 5.1 for each of the security equipment, Vendor wish to get empaneled shall be deposited in the form of a Demand Draft in favour of the "SBI, LHO Bengaluru", payable at Bengaluru along with signed RFP document for participating in the tender process.

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

68. TERMINATION FOR DEFAULT:

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

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

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

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

68.1.4. Discrepancies/deviations in the agreed processes or

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

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

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

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

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

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

69. TERMINATION FOR INSOLVENCY: The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

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

71. FORCE MAJEURE:

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

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

performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such “eventuality” has come to an end or ceased to exist.

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

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

72. ARBITRATION CLAUSE Except, as otherwise provided elsewhere in the contract, if any dispute, difference, question, or disagreement arises between the parties here to or their respective representatives or assignees, at any time, in connection with this Agreement, including any question regarding the specifications, design, drawings and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in anyway arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions orders, validity, interpretation, application, meaning, scope, operation, interpretation or out of the contract or breach thereof, or effect or termination or these conditions or otherwise concerning the work or the execution or failure to execute the same whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter:

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

72.2. Asst. General Manager, Premises & Estate Dept., 2nd Floor New Annexe Building, State Bank of India, Local Head Office, #65 St. Marks Road, Bangalore shall give his decision

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

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

72.4. Except where the decision has become final binding and conclusive in terms of the contract all disputes of differences arising out of the notified claims of the Bidder(s) as aforesaid and all claims of the Bank shall be referred for adjudication through arbitrations by the Sole Arbitrator appointed by the Chief General Manager. It will not have any objection to any such appointment that the Arbitrator so appointed is a Bank Officer and that he had to deal with the matters to which the contract relates in the course of his duties as Bank Officer. If the Arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another sole arbitrator shall be appointed in the manner aforesaid by the said Chief General Manager. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. It is a term of his contract that the party invoking arbitration shall give a list of disputes together with amounts claimed in respect of each dispute along with the notice for appointment of arbitrator. It is also a term of this contract that no person other than a person appointed by Chief General Manager as aforesaid should act as arbitrator.

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

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

73. RESOLUTION OF DISPUTES:

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

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

74. JURISDICTION:

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

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

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

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

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

Bank's address for notice purposes:

**Assistant General Manager (P&E)
STATE BANK OF INDIA,
LOCAL HEAD OFFICE,
2ND FLOOR, NEW ANNEXE BUILDING,
65 ST MARKS ROAD,
BENGALURU-560001**

Vendor's address for notice purposes

<To be filled in by the Vendor>

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

76. TAXES AND DUTIES

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

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

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

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

77. LIABILITY AND INDEMNITIES:

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

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

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

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

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

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

78. FRAUD AND CORRUPT PRACTICES

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

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

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

78.3.1. "Corrupt practice" means.

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

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

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

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

78.3.4. "Undesirable practice" means.

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

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

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

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

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

PREMISES & ESTATE DEPARTMENT

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

Dear Sir,

REF: YOUR REQUEST FOR PROPOSAL (RFP) DATED FOR EMPANELMENT OF MANUFACTURERS/ FIRMS/ COMPANIES/ DEALERS/ VENDORS OF SECURITY EQUIPMENT FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE INCLUDING MAINTENANCE OF EXISTING INSTALLED SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE) IN BRANCHES AND VARIOUS OFFICES UNDER THE CONTROL OF SBI BENGALURU CIRCLE

Please refer to your advertisement for the captioned work in Newspaper dated _____ on Bank's website.

2. We enclose herewith **Form No.II (Information Form)** as **Annexure '2'**, duly **SIGNED &SEALED** by the authorized signatory of our Firm/ Company/ Dealer/ Vendor along with all the required testimonials. We hereby undertake and confirm that the details submitted are true and correct as per the "**TERMS & CONDITIONS**" of the Request for Proposal (RFP). We further undertake to produce on demand "ORIGINALS" of enclosed testimonials /papers/ documents attached herewith and assist the Bank authorities for the purpose of the empanelment.

3. We undertake to supply, install, commission and maintenance of security equipment including maintenance of the existing security equipment (irrespective of make) at all the Branches and Offices under Bengaluru Circle.

4. We agree to submit **Earnest Money Deposit** as applicable in the form of Demand Draft/ Banker's Cheque, in favour of State Bank of India, payable at Bengaluru.

5. We understand that Bank may prepare panel of Manufacturers/ Firms/ Companies/ Dealers/ Vendors, after scrutinizing the relevant papers, as produced and depending upon their trackrecord and past experience.

6. We also understand that the Bank is not bound to invite all the Manufacturers/ Firms/

Companies/ Dealers/ Vendors for bidding/ tendering for all/ any work and has discretion to invite select list of empaneled Manufacturers/ Firms/ Companies/ Dealers/ Vendors to participate in bidding.

7. In case of our empanelment, we shall participate and submit the commercial bid (Offline/ online) on the date advised to us. We shall also abide by the Business Rules prescribed for the process. We also confirm that our company will arrange for **digital signature** for participating in the reverse auction/bidding.

8. We clearly understand and undertake that mere submission of application does not guarantee us empanelment and Bank's decision in this regard will be final and binding on us.

9. We undertake that we have not been de-paneled from any Bank/ Financial Institution/ Public Sector Undertaking.

10. The Bank reserves the right to accept or reject any or all applications without assigning any reason whatsoever. Mere fulfillment of the criteria does not necessarily ensure short listing/empanelment.

Yours faithfully,

(Authorized Signatory)

(Seal of Manufacturer/Firm/ Company/Dealer/Vendor)

Date: Place:

FORM NO. II INFORMATION FORM**DETAILS OF MANUFACTURERS/ FIRMS/ COMPANIES / DEALERS / VENDORS
SEEKING PRE-QUALIFICATION AND EMPANELMENT FOR SUPPLY, INSTALLATION,
MAINTENANCE, OF EXISTING SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE)**

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

10	Various latest Registration Nos/Certificates (Latest attested copies to be enclosed)	(a) PAN No.: _____ (b) IT Registration No: _____ (c) GST No. _____ (d) Service Tax No. _____ (e) ESI No. _____ (f) EPF No. _____		
11	Bank Details (Latest Solvency certificate worth minimum Rs 30 Lacs to be enclosed)	Account No _____ Name of the Bank _____ Branch Address _____ <hr/> Branch Code _____ Tele No. _____ (With STD Code) Mobile No. _____ Email id. _____		
12	Details of latest Registration / empanelment with different Banks/ PSUs/ Financial Institutes (Enclose documentary proof giving latest actual work carried out)	Enclose the details of clients and work experience as per Formats enclosed at Annexures '2A' and '2B' .		
13	No. of Installations & AMCs carried out in past 3 years	Enclose the details with proof on separate sheet		
14	Details of relative(s) employed in S.B.I., if any.	Name: _____ Relation: _____ Branch/Office: _____ Address: _____ Tele & Mobile No: ____		
15	(a) Copies of IT Returns (last three years) (b) GST Return (last one year)	Enclosed: Yes/No		
16	Annual Turnover of last THREE yrs. (Please enclose copies of Audited Profit and Loss, Balance Sheet and Turnover Certificate along with Auditor's Note)	(Rs. in Lakhs)	As at close of business as on	
			31.03.2022	31.03.2023
	Turnover / Sales			31.03.2024

		Other Income			
		Profit before Tax			
		Profit after Tax			
		Capital & Reserves			
17	<p>Indicate whether blacklisted and / or blacklisting proceedings pending with any earlier clients.</p> <p>Details with reasons thereof. If abandoned the services by dishonouring the agreement.</p>				
18	<p>Indicate Details of Pending or Past Litigation, if any, within the last 3 years with details and Explain Reasons. Also mention any claims/ complaints received in the last three years.</p>				
19	<p>Indicate Details of any Bankruptcy / Winding-up Proceedings Initiated Against the Bidder or its tie-up Partner/ subsidiary at any point in time.</p>				
20	<p>List of documents enclosed (self-certified copies)</p>	<p>1 _____</p> <p>2 _____</p> <p>3 _____</p> <p>4 _____</p> <p>5 _____</p> <p>6 _____</p> <p>7 _____</p> <p>8 _____</p>			
11.	Additional Details if any				

DECLARATION

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

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

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

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

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

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

Date: (Authorized Signatory)Place:

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

DETAILS OF CLIENTS

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

WORK EXPERIENCE

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

DETAILS OF TRAINED ENGINEERS / TECHNICIANS

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

ELIGIBILITY CRITERIA: CHECK LIST

LIST OF ENCLOSURES		
S. No.	Particulars	Enclosed Yes/ No
1.	The Manufacturer/ Firm/ Company/ Dealer/ Vendor is in field of supplying, installation & maintenance of security system business for a minimum period of 05 years as on 31/03/2024	
2	Company/ Manufacturers/ Firms/ Dealers/Vendors Profile submitted.	
3	In last three years' installation of system done in Government/Semi Government/Nationalized Public Sector Banks/Public Sector undertaking/ Financial Institutions/Corporate Offices	
4	Address proof with Complete Contact details submitted	
5	Company having required turn over and documents submitted (Balance Sheet and IT Return Copy)	
6	Performance Certificate from customer whose work order shown	
7	Latest Banker's Solvency Certificate (in original) worth minimum Rs. 30 lacs along with Banking details submitted	
8	Technical Specifications/Brochure of the product(s) offered submitted	
9	Latest attested copies of GST Registration	
10	Copy of PAN Card (issued by Income Tax Department)	
11	A valid Direct Authorized Dealer Certificate from OEM/ ODM. Back to back support certificate for 05 years .	
12	Copy of SLA of the vendor with OEM/ODM	
13	Copies of ISO Certification, if any	
14	CE and UL/ BIS certificate of the product offered	
15	List of Support offices or Sub offices / dealers submitted. Proof of the office existence	
16	List of qualified technicians / tradesmen submitted with proof	
17	Copy of registration and partnership deed (if applicable) in support of constitution / In case of Limited Company, copy of Power of Attorney for signing the application and the Certification of Incorporation, Memorandum of Articles of Association & Board resolution authorizing representative to apply and make commitments on behalf of the Manufacturer/ Firm/ Company/ Dealer/ Vendor to be attached	
18	Registration certificate wherein the nature of business of the Bidder is mandatory	

Annexure-4
(Ref Para 5.9 & 5.10)

No.
Date:

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

Dear Sir,

SUBJECT: MANUFACTURERS'/PRODUCERS' AUTHORISATION FORM

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

SI No	Product	Company	Model No	Remarks

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

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

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

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

Thanking you,
Yours faithfully,

Authorized Signatories

(To be furnished on Vendor's letter head)

Annexure -5

Letter No:

Date:

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

Dear Sir,

**EMPANELMENT OF VENDORS FOR SUPPLY, INSTALLATION, COMMISSIONING,
TESTING, CERTIFICATION AND MAINTENANCE OF SECURITY SYSTEM IN STATE
BANK OF INDIA, KARNATAKA CIRCLE: ACCEPTANCE OF OFFER**

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

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

Yours faithfully,

(Signature of the Vendor)
Stamp

TECHNICAL SPECIFICATION OF SECURITY EQUIPMENTS

S. No	Name of Equipment / Work	Technical Specifications
1	Security Alarm System	Annexure '6A'
2	Closed Circuit Television (CCTV) System	Annexure '6B'
3	Biometric Access Control System (BACS)	Annexure '6C'

TECHNICAL SPECIFICATIONS- (ANNEXURE 6A)
INTEGRATED ELECTRONIC SECURITY ALARM SYSTEM (IEAS)

SI No.	Security Alarm System	SPECIFICATIONS	Compliance Yes/ No
1.	Technical Specification for Security Alarm System		
(a)	Micro- controller Based Control Panel with on board LCD, LED & Keypad and inbuilt Auto-dialler	8 Zone expandable up to 48 Zone Tamper proof/ wire cut detection. Provision of wireless zone and CMS/HMS compatible.	
(b)	External Features Body	(i) Protected from dust, water, vermin etc. (ii) 18 SWG M S Cabinet, epoxy Coated. (iii) Locking of panel by Allen Head screw on sides / internal lock (iv) Bracket mounted. (v) Provision for battery compartment inside the panel	
(c)	LCD Display	(i) Date and Time (ii) Zone Status (open/ isolated/ active) (iii) Signal Strength (iv) Device Setup Menu (v) Hooters health status	
(d)	LED indication	(i) Zone status (ii) Battery Low Indication (iii) Battery Present and charging indication	
(e)	Keypad on front panel	(i) Health test button (Display each item status LCD) (ii) Silent button (Password protected) (iii) Reset button (Password protected)	
(f)	Wireless module	Provision for Cordless Switch to activate the alarm system	
(g)	Real Time Clock	Show real time and date.	
(h)	Data Logger	Minimum 1000 log reports (All events involving the system)	
(i)	Automatic arming & disarming	Automatic switching from day to night mode & Vice-versa at pre-set time with manual override.	
(j)	Hooter wire cut detection	Yes	
(k)	Auto Reset after activation	Sounding gets automatically put off after a period of 3 to 6 minutes (programmable with the help of keypad) and thereafter the entire system should get reset.	
(l)	Wire cut trigger.	Activate the alarm system for 3 minutes thereafter the affected switch/zone to get isolated/bypassed with display/blinking of LCD panel indicating the defect.	
(m)	Delay to activate	Yes (For panic switches and PIR Sensors programable 0 to 99 seconds)	
(n)	Should support two external hooters and one internal.		

(o)	Hooters	(i) Min 90 dB for internal and 110 dB for External (With inbuilt battery compartment) (ii) 4 wired with tamper loop. (iii) ABS body (iv) Weatherproof. (v) Wall mounting facility (vi) Operates on 12V DC.	
(p)	Power Supply	UPS supply (Mains) and self-battery backup (12V 7AH) with recharging facility	
(q)	Current Rating	Minimum 3 amps	
(r)	Compatibility	Panic Switch wired/wireless, PIR Sensors, Magnetic Sensors (Door/Shutter), Light/Occupancy Sensors and Multifunction Sensor (Glass Break, Vibration etc)	
(s)	Auto Reset after activation	03 to 05 minutes (Day & Night Mode)	
(t)	ON/OFF function	Through Keypad and optional reset key	
2.	In-built Auto Dialler		
(a)	Compatibility	Triad GSM, VoLTE and PSTN	
(b)	Storage and dialling	(i) Provision for storage and dialling minimum five (05) Telephone / mobile numbers with recording message up to 20 Seconds duration. (ii) Message recording facility at local end (Branch end). (iii) Ability to generate SMS alerts in addition to autodialling to the pre-fed numbers	
(c)	Re-dialling	(i) Message should be repeated at least twice before dialling the 2 nd number. (ii) If number not responded, facility to re-dial the number after completing the cycle	
(d)	Display	Provide signal strength and status indication on display screen	
(e)	Simulation/Testing	Provisioning of a TEST button for simulating SMS as well as voice calls to a desired number by user without triggering / opening the main panel.	
3.	Dual Technology PIR Sensor		
(a)	Dual Technology (IR & Microwave)		
(b)	Detection coverage horizontal angle 150 degrees		
(c)	Detection Range: Up to minimum 15 Meters		
(d)	Sensitivity range: Low/ Med/ High		
(e)	Wall mounting facility.		
(f)	Pet / rodents immunity.		
(g)	Provision for calibration to adapt changes in ambient temperature due to various seasons.		
4.	Wiring		
(a)	2 Core and 4 Core Multi strand 0.5sqmm/0.75sqmm/1sqmm, flexible, ISI marked.		
(b)	PVC insulated copper wire for connection of panic switches and other sensors respectively		

(c)	Rigid PVC conduit 2 mm ISI mark. Fixed with metal saddling at every 02 ft distance.	
5.	Magnetic Sensor (For Door)	
(a)	ABS body	
(b)	4 wired with tamper loop (NC circuit)	
(c)	Operating Gap: 5mm	
6	Magnetic Sensor (For Shutter)	
(a)	Metallic body	
(b)	4 wired with tamper loop (NC circuit)	
(c)	Operating Gap: 5mm	
7.	Multi-Function Sensor	
(a)	Capable of vibration detection, metal cutting and glass breaking	
(b)	ABS body	
(c)	Sensitivity range: Low/ Med/ High	
8.	Panic Switch	
(a)	Sturdy built	
(b)	Micro Switch Technology	
(c)	In-built tamper Switch	
(d)	Wire cut detection	
9.	Light/Occupancy sensor	
(a)	Microwave sensor	
(b)	Detection through doors, panes of glass, thin walls.	
(c)	Detection angle: 360/180 degree and detection length: 12 meters	
(d)	Detection distance: Up to 15 metres	
(e)	Sensitivity Adjustment: Yes	
(f)	Identify: Day & Night	

**OEMs OF THE CCTV SYSTEM GENERAL CONDITIONS FOR THE BRANDS TO BE
QUOTED BY APPLICANTS**

1. The OEMs should be profit make company and should have growth in the previous financial statements.
2. Proposed OEM for any technology should not have filed for bankruptcy and should be profitable for at least last three consecutive financial years.
3. The OEM providing CCTV cameras and NVRs should be operating in the business of manufacturing CCTV equipment's for more than 03 years.
4. The OEMs should have installed minimum 10,000 IP cameras of 2 MP cameras in India during last three financial years.
5. **The MAC address of IP cameras must be registered in the quoted OEM brand.**
6. The OEMs should have all requisites certification of international repute to ensure security system is not compromised. It should be ISO certified for its manufacturing process and information security management system. The registration certificate wherein the nature of business of the OEM is mandatory.
7. The OEMs should have presence in India for last 3 years with fully equipped centre.
8. Applicants to provide necessary certificates from OEM as mentioned above and provide a certificate from authorised signatory of the OEM that the applicant would be authorised to stock sufficient number of CCTV components i.e. DVR, NVR and cameras as specified for at least 5 years to cater the Bank's requirement if empanelled and OEM would supply the same.
9. **No End-of-Life Models as on bidding date and No lite Versions to be Quoted.**
10. **ER Certification by STQC is mandatory for all IP cameras models.**

CLOSE CIRCUIT TELEVISION SYSTEM**TECHNICAL SPECIFICATIONS**

Sl. No	Item	List
(a)	HD DVR 16 CHANNEL	Annexure- 6 “B1”
(b)	4/8/16/32 CH Network Video Recorders (NVR)	Annexure- 6 “B2”
(c)	<u>Camera:</u>	
	(i) 2 Megapixel High Resolution Pin Hole IP IR Camera	Annexure- 6 “B3”
	(ii) 2 Megapixel IP IR Dome Varifocal Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card	Annexure- 6 “B4”
	(iii) 2 Megapixel IP IR Varifocal Bullet Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card	Annexure- 6 “B5”
	(iv) 2 Megapixel IP IR Dome fixed lens Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card	Annexure- 6 “B6”
	(v) 2 Megapixel IP IR fixed lens Bullet Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card	Annexure- 6 “B7”
	(vi) 2 Megapixel HD IR Dome fixed lens Camera	Annexure- 6 “B8”
	(vii) 2 Megapixel HD IR Bullet fixed lens Camera	Annexure- 6 “B9”
	(viii) 5 Megapixel Fisheye Camera	Annexure- 6 “B10”
(d)	<u>Other Components:</u>	Annexure- 6 “B11”
	(i) Hard Disk (Surveillance grade)	
	(ii) Monitor (Surveillance grade)	
	(iii) Cable HDMI	
	(iv) Cable RG-6	
	(v) Cable Cat-6	
	(vi) Electrical Wire	
	(vii) PVC Conduit	
	(viii) 6 U Rack / 4 U Rack / 2 U Rack	
	(ix) Network Switches	
	(x) SMPS	

HD XVR FOR 16 CHANNELS 8 SATA

Sl. No	Parameter	Specification	Remark	Compliance Yes/ No
1.	Compatibility	Analog, AHD, HDCVI, TVI, CVBS, IP, Audio in/out IP video output, tamper proof.		
2.	Main Processor	Embedded Processor		
3	Operating System	LINUX		
4	Analog / HD Camera Input	Minimum 16 Video Channel, BNC interface Minimum 2MP		
5	IP Camera Input	8 Channels, each channel should support Minimum 2MP IP Cameras		
6.	Recorder Video Output	2 VGA, 2 HDMI		
7.	Recorder Audio Input	16 audio channel, BNC or RCA		
8	Recorder Audio Output	1 audio channel, BNC or RCA		
9	Recorder Bidirectional Talk	1 channel Input, BNC, 1 channel Output, BNC or RCA		
10	Video/Audio Compression	H.265+/G.711A respectively (per channel) or higher		
11	Image Resolution	CIF, D1, 720P, 1080P or higher, real-time recording @ 25 fps in all channels with selectable fps simultaneously.		
12	Video Encoding Bit Rate	Analog video: 32~2048Kb/s or higher, IP video: 32~4096Kb/s or higher		

13	Recording Mode	Manual, Schedule (General, Continuous), Video Detection, Motion Detection, Video loss, Tampering, Alarm, Camera blank, Stop Recording. FIFO and auto overwrite.		
14	Recording Interval	Pre-record: 1 sec ~ 30 sec., post-record: 10 sec ~ 300 sec		
15.	Display Screen Mode	1,4,8,9, ALL		
16.	Camera Scheduling	Supported (continuous/ motion/ event based)		
17.	On Screen Display	Date, Time, Camera Title, Video loss alert, motion detection alert, recording, camera lock alert, camera tampering, camera masking.		
18.	System Resources	Pentaplex function: recording, playback, live view, backup, remote access over IP network		
19.	Recorder Control Options	Video Front panel, IR Based remote control, Keyboard (both RS232c and IP), IP network, USB/ wireless mouse		
20.	Encoding Stream	CIF; 2CIF; 4CIF; HD1; D1; 1080P or higher, real time recording @ 25 fps in all channels with selectable fps		
21.	Image Quality	6 levels (VBR/ CBR)		
22..	Recording Priority	Manual; Alarm; Motion Detection & Regular		
22.	HDD Support	Surveillance should support up to 10 TB		
24.	Alarm Input	16		

25.	Functionality	Support multiple VCA events for both analogue/HD and IP cameras.		
26.	Relay Output	Minimum 4		
27.	Water Marking	Supported		
28.	Playback Channel	1/4/9/16		
29.	Recorded Data Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm.		
30.	Playback Options	Play, Digital zoom (any size), Pause, Rewind, Slow motion, shift to Next file, shift to Previous file, one clicks Previous camera, one click Next camera, Full screen mode, Replay, Backup selection, Fast forward, Shuffling and masking. Provision for support of the 3 rd party cloud storage (Dropbox / Google drive / Microsoft one drive).		
31.	Operation Over Network	Monitor, Playback, File download, Log information, System setting,		
32.	Hard Drive Storage Option	16 Channel 8 SATA. Should support up to 10 TB per SATA port.		
33.	e-SATA	1 Port		
34.	USB Interface	Minimum 2 Ports (one should be 3.0)		
35.	Serial Interface	1 RJ45 RS-232 interface; 1 RS-485interface,1 RS-485 keyboard interface		

36.	Duplex type	Recorder should be able to playback recorded footage without having to stop recording		
37.	Power Supply	AC 100~240 V, 50/60 Hz		
38.	Working Environment	All Indoor weather conditions		
39.	Certificate	UL, FCC, CE, ERTL & BIS		

NVR FOR 4/8/16/32 CHANNEL

Sl. No	Parameter	Specification	Compliance Yes/ No
1.	Compatibility	IP cameras, tamper proof	
2.	Main Processor	Embedded	
3.	Operating System	Embedded LINUX	
4.	Video Input	4/8/16/32	
5.	Camera Input	Should support up to 12 MP	
6.	Bandwidth	Incoming 256 Mbps: Outgoing 256 Mbps	
7.	Video Output	Minimum 1 VGA and 1 HDMI simultaneous	
8.	Audio	1 IN and 1 OUT	
9.	Two-way-audio	1 channel Input, BNC, 1 channel Output, RCA	
10.	Display Screen Mode	1, 4, 8, 9, 16, 25, 36	
11.	Digital Zoom on Live	Yes	
12.	Snapshot	Yes	
13.	Camera Scheduling	Supported (continuous/ motion/ event based)	
14.	On Screen Display	Date, Time, Camera Title, Video loss alert, motion detection alert, recording, camera lock alert, camera tampering, camera masking.	
15.	Video/Audio Compression	Minimum H.265+ or better / G.711A or higher	
16.	Image Resolution	1080P(2MP) or higher, real-time recording @ 25 fps in all channels with selectable fps simultaneously.	
17.	Encoding Stream	1080P(2MP) or higher, real time recording @ 25 fps in all channels with selectable fps simultaneously. Should support up to 8 MP.	
18.	Video Encoding Bit Rate	IP video: 32~4096Kb/s or higher	
19.	Image Quality	6 levels (VBR) or equivalent.	

20.	Recording Mode	Manual, Schedule, Regular, Motion detection, Camera blank, Video loss. Stop Recording	
21.	Recording Priority	Manual; Alarm; Motion Detection & Regular	
22.	Recording Interval	Pre-record: Up to 30 sec., post-record: 10 sec to 300 sec	
23.	Alarm Input	Supported Minimum 4	
24.	Event	Motion Detection, View tampering, Tripwire, Object Intrusion, Audio Exception, Missing Object Detection, Suspicious Object, Loitering, Object Counting, Recording Start, Recording Fail, Camera Offline, Camera Online	
25.	Relay Output	Supported Minimum 1	
26.	Water Marking	Supported	
27.	Playback Channel	1,2,4,9,16, 25, All	
28.	Recorded Search Mode	Video Time & Date, Exact search (with Date, Hour, Minute and Second accuracy), Motion Detection, Alarm	
29.	Playback Options	Play, Digital zoom (any size), Pause, Rewind, Slow motion, shift to Next file, shift to Previous file, one click Previous camera, one click Next camera, Full screen mode, Replay, Backup selection, Fast forward, Shuffling. Provision for Support of the 3 rd party cloud storage (Dropbox/Google drive/Microsoft one drive)	
30.	Operation Over Network	Monitor, Playback, File download, Log information, System setting.	
31.	Network protocols	HTTP; HTTPS; TCP/IP; IPv4/IPv6; UPnP; SMTP; NTP; DHCP; DNS; DDNS; FTP; Alarm Server, IP search	
32.	Hard Drive Storage Option	For 4 Channel -- 2 SATA, 8 Channel -- 2 and 4 SATA, 16 Channel -- 8 SATA, 32 Channel -- 8 SATA. Should support, up to 12 TB per SATA port. Also 1 e-SATA interface.	
33.	USB Interface	Minimum 2 Ports (one should be 3.0)	

34.	Serial Interface	1 RS-485 (full duplex), 1 RS-232	
35.	Power Supply	AC 100~240 V, 50/60 Hz	
36.	Working Environment	All Indoor weather conditions	
37.	Duplex type	Recorder should be able to playback recorded footage without having to stop recording	
38.	Certificate	CE, FCC, UL & BIS	
39.	Compatibility	ONVIF registered for relevant profiles.	
40.	HDD quality	Surveillance (2 /4 /6 /8 /10 /12 TB)	

2 MEGA PIXEL FIXED LENS PIN HOLE IP CAMERA

Sl. No	Feature	Specification	Compliance Yes/ No
1.	Image Sensor	1/2.8” Progressive Scan CMOS	
2.	Lens	3.7mm / 2.8 mm	
3.	Effective pixels	1920x1080 Pixel or above	
4.	Resolution	1920x1080	
5.	Min. illumination	Colour-0.002Lux @ (F1.2, AGC ON)	
6.	Electronic shutter	Auto, 1/3s to 1/100,000 sec	
7.	No of Stream Profile	Minimum 3	
8.	Video Compression	H.265 or higher all streams	
9.	Bitrate Type	CBR, VBR	
10.	Day & Night Switch	Day, Night, Auto, Schedule	
11.	WDR	True WDR 120 dB or higher	
12.	Image Enhancement	BLC, HLC, defog, 3D DNR	
13.	Video output	RJ 45 10 M/100 M self-adaptive Ethernet port	
14.	Audio	1 input (line in)	
15.	Basic event	Motion detection, video tampering alarm, exception (HDD full, HDD error, network disconnected)	
16.	Smart Event	Intrusion detection, line crossing detection, region entrance detection, region existing detection, scene change detection	
17.	Power supply	DC12V	
18.	Power consumption	Up to 1.5 Watts max	
19.	Certification	UL & BIS	

**2 MEGAPIXEL IP IR DOME VARIFOCAL CAMERA WITH INBUILT MICRO
SD/SDHC/SDXC CARD SLOT FOR MIN 256 GB MEMORY CARD**

Sl. No	Feature	Specification	Compliance Yes/ No
1.	Image Sensor	1/1.8” 2 MP progressive scan CMOS or higher	
2.	Effective pixels	1920x1080 Pixel or above	
3.	Minimum Illumination	0.01Lux @ F1.4 (AGC ON); 0Lux with IR on	
4.	Focal Length (lens)	2.8~12mm(motorized) or more	
5.	Min. IR Range	30m	
6.	Day/Night	Auto (ICR) / Colour / B/W	
7.	No of Stream Profile	Minimum 3	
8.	Available Resolution	1920x1080, 720P, D1, VGA, 2CIF, CIF	
9.	Bit Rate	32 kbps - 8Mbps	
10.	Bitrate Type	CBR, VBR	
11.	Video Compression	H.265 or higher all streams	
12.	Frame Rate	1-30 fps @ 2MP	
13.	Electronic Shutter	Auto/Manual, 1/15s ~1/100000s	
14.	Adaptive Streaming	Yes	
15.	Audio IN / OUT	1 IN and 1 OUT	
16.	Two-way Audio	Supported	
17.	Audio Compression	G.726 and G.711μ	
18.	Compatibility	ONVIF S, G and T or latest Make of the camera should be listed in ONVIF website	
19.	WDR	True WDR (Minimum 120 dB or higher)	
20.	White Balance	Auto/Manual	
21.	S/N Ratio	More than 70dB	
22.	Image Enhancement	BLC, HLC, 3D DNR, Smart IR, HVS-Forensics	

23.	Event	Motion detection, video tampering alarm, exception, Scene change detection	
24.	Face Capture	Yes	
25.	Video Analytics	Should support line crossing, intrusion detection, region entrance detection, region exiting detection, loitering, trespassing or abnormal action.	
26.	Network Protocol	IPv4, IPv6, HTTP, HTTPS, SSL/TSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPoE, DDNS, FTP, 802.1X, QoS, Bonjour, ARP, WebSocket, Websockets	
27.	Network Ethernet	RJ-45 (10/100Base-T)	
28.	Protection	IP67, Lighting protection, surge protection and voltage transient	
29.	Vandalism Protection	IK 10 rated (outer glass should be dome type, turret shape not to be quoted)	
30.	Certification	CE, FCC, UL & BIS	
31.	Memory card	Minimum 256 GB	
32.	Certification	UL, CE, BIS	

**2 MEGAPIXEL HD IR VARIFOCAL IP BULLET CAMERA WITH INBUILT MICRO
SD/SDHC/SDXC CARD SLOT FOR MIN 256 GB MEMORY CARD**

Sr No	Parameters	Specifications	Compliance Yes/ No
1.	Image Sensor	1/1.8” 2 MP progressive scan CMOS or higher	
2.	Effective Pixels	1920x1080 Pixel or above	
3.	Min. Illumination	0.01 Lux @ (F1.2, AGC ON), 0 Lux with IR	
4.	Lens	2.8 - 12 mm motorized	
5.	Day & Night	Automatic (ICR) / Colour/ B/W	
6.	No of Stream Profile	Minimum 3	
7.	Available Resolution	1920x1080, 720P, D1, VGA, 2CIF, CIF	
8.	IR Range	≥ 30 mtr	
9.	Bit Rate	128 kbps - 8Mbps	
10.	Bitrate Type	CBR, VBR	
11.	Video Compression	H.265 or higher	
12.	Video Frame Rate	1080P@30fps	
13.	Adaptive Streaming	Yes	
14.	Audio IN / OUT	1 IN and 1 OUT	
15.	Two-way Audio	Supported	
16.	Audio Compression	G.726 and G.711μ	
17.	Compatibility	ONVIF S, G and T or latest Make of the camera should be listed in ONVIF website	
18.	Sync System	Internal	
19.	White Balance	Automatic / Manual	
20.	WDR	True WDR 120dB or higher	
21.	S/N Ratio	More than 70Db	
22.	Shutter Time	1/15 s to 1/100000 s	

23.	Image Enhancement	BLC, HLC, 3D DNR, Smart IR, HVS-Forensics	
24.	Video Analytics	Should support Line crossing, intrusion detection, region entrance detection, region exiting detection, loitering, trespassing or abnormal action.	
25.	Network Protocol	IPv4, IPv6, HTTP, HTTPS, SSL/TSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPoE, DDNS, FTP, 802.1X, QoS, Bonjour, ARP, WebSocket, Websockets	
26.	Network Ethernet	RJ-45 (10/100Base-T)	
27.	Protection	IP67, Lighting protection, surge protection and voltage transient	
28.	Vandalism proof	1K 10 rated	
29.	Memory card	Up to 256 GB	
30.	Certifications	UL, CE, BIS	

**2 MEGAPIXEL IP IR DOME FIXED LENS CAMERA WITH INBUILT MICRO
SD/SDHC/SDXC CARD SLOT FOR MIN 256 GB MEMORY CARD**

Sl. No	Feature	Specification	Compliance Yes/ No
1.	Resolution	2MP (1920 x 1080)	
2.	Image Sensor	1/2.8” Progressive scan CMOS or better	
3.	Min. Illumination	Colour 0.0 1Lux @ (F1.6, AGC ON), 0 Lux with IR	
4.	Lens	Fixed focal length 2.8mm / 3.6 mm /6 mm	
5.	Aperture	F1.0	
6.	IR Range	Minimum 30 mtrs	
7.	Day & Night (IR) Switching	Automatic / Manual /Schedule	
8.	Audio IN / OUT	1 IN and 1 OUT	
9.	Two-way Audio	Supported	
10.	Audio Compression	G.726 and G.711μ	
11.	Memory card	Up to 256 GB	
12.	No of Stream Profile	Minimum 3	
13.	Available Resolution	1920x1080, 720P, D1, VGA, 2CIF, CIF	
14.	Video Bit Rate	32 kbps to 8 Mbps	
15.	Bit rate control	CBR/VBR	
16.	Wide Dynamic Range	True WDR-120 dB or higher	
17.	SNR	≥ 70 db	
18.	Video Compression	H.265 or higher on all streams	
19.	Frame rate	1-30fps	
20.	Adaptive Streaming	Yes	
21.	Compatibility	ONVIF Profiles S, G and T	

22.	Image Enhancement	BLC, HLC, 3D DNR, Smart IR	
23.	Sync System	Internal	
24.	White Balance	Automatic,	
25.	Basic Event	Motion detection, video tampering alarm, exception	
26.	Face Capture	Yes	
27.	Video Analytics	Line Crossing detection, intrusion detection, region entrance detection, region exiting detection, Audio Exception.	
28.	Synchronization	Internal synchronization	
29.	Network Ethernet	RJ-45 10M /100M self-adaptive Ethernet port	
30.	Protocols	IPv4, IPv6, HTTP, HTTPS, SSL/TSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPoE, DDNS, FTP, 802.1X, QoS, Bonjour, ARP, WebSocket, Websockets	
31.	Protection	IP67, Lighting protection, surge protection and voltage transient	
32.	Vandalism Proof	IK 10 rated (outer glass should be dome type, turret shape not to be quoted)	
33.	Mac id	Should be in the name of OEM	
34.	Certifications	UL & BIS	

**2 MEGAPIXEL FIXED IP IR BULLET CAMERA WITH INBUILT MICRO SD/SDHC/SDXC
CARD SLOT FOR MIN 256 GB MEMORY CARD**

Sl. No.	Parameters	Specifications	Compliance Yes/No
1.	Resolution	2MP (1920 x 1080)	
2.	Image Sensor	1/2.8” Progressive scan CMOS or better	
3.	Min. Illumination	Colour 0.0 1Lux @ (F1.6, AGC ON), 0 Lux with IR	
4.	Lens	Fixed focal length 2.8mm / 3.6 mm /6 mm	
5.	Aperture	F1.0	
6.	IR Range	Minimum 30 mtrs	
7.	Day & Night (IR) Switching	Automatic / Manual /Schedule	
8.	Audio IN / OUT	1 IN and 1 OUT	
9.	Two-way Audio	Supported	
10.	Audio Compression	G.726 and G.711μ	
11.	Memory card	Up to 256 GB	
12.	No of Stream Profile	Minimum 3	
13.	Available Resolution	1920x1080, 720P, D1, VGA, 2CIF, CIF	
14.	Video Bit Rate	32 kbps to 8 Mbps	
15.	Bit rate control	CBR/VBR	
16.	Wide Dynamic Range	True WDR-120 dB or higher	
17.	SNR	≥ 70 db	
18.	Video Compression	H.265 or higher on all streams	
19.	Frame rate	1-30fps	
20.	Adaptive Streaming	Yes	
21.	Compatibility	ONVIF Profiles S, G and T	
22.	Image Enhancement	BLC, HLC, 3D DNR, Smart IR	
23.	Sync System	Internal	
24.	White Balance	Automatic,	

25.	Basic Event	Motion detection, video tampering alarm, exception	
26.	Face Capture	Yes	
27.	Video Analytics	Line Crossing detection, intrusion detection, region entrance detection, region exiting detection, Audio Exception. Loitering	
28.	Synchronization	Internal synchronization	
29.	Network Ethernet	RJ-45 10M /100M self-adaptive Ethernet port	
30.	Protocols	IPv4, IPv6, HTTP, HTTPS, SSL/TSL, TCP/IP, UDP, UPnP, ICMP, IGMP, SNMP, RTSP, RTP, SMTP, NTP, DHCP, DNS, PPPoE, DDNS, FTP, 802.1X, QoS, Bonjour, ARP, WebSocket, WebSocket	
31.	Protection	IP67, Lighting protection, surge protection and voltage transient	
32.	Vandalism Proof	IK 10 rated	
33.	Mac id	Should be in the name of OEM	
34.	Certifications	UL & BIS	

2 MP HD FIXED LENS IR DOME CAMERA

Sl. No	Parameters	Specifications	Compliance Yes/NO
1	Image Sensor	1/2.7” CMOS Progressive scan	
2	Effective Pixels	2MP 1920(H)X1080(V)	
3	Min. Illumination	0.005 Lux @ (F1.2, AGC ON), 0 Lux with IR	
4	Shutter Time	1/25(1/30) s to 1/100,000 s	
5	Lens	2.8mm/ 3.6mm/ 6mm	
6	Angle Adjustment	Pan: 0 - 360°, Tilt: 0 - 75°, Rotation: 0 - 360°	
7	S/N ratio	Minimum 65dB	
8	IR Range	Minimum 30 meters	
9	Day & Night	Auto with IR CUT FILTER	
10	BLC Mode	BLC/ HLC / WDR	
11	Synchronization	Internal synchronization	
12	Video Frame Rate	25/30fps @1080p, 25/30fps@720p	
13	HD Video Output	BNC HD video output (switchable TVI/AHD/CVI/CVBS)	
14	CVBS Output	Can Connect to any existing or HD DVR	
15	WDR	Minimum 120dB True WDR	
16	Weatherproof Ratings	IP67	
17	Vandal Proof rating	IK10 Vandal proof (outer glass should be dome type, turret shape not to be quoted)	
18	Certifications	UL / CE / FCC, BIS	

HD TRUE WDR IR BULLET CAMERA FIXED

Sl. No	Parameters	Specifications	Compliance (Yes/No)
1	Image Sensor	2.0MP 1/2.7” CMOS Progressive Image Sensor	
2	Effective Pixels	1920(H)*1080(V)	
3	Min. Illumination	0.005 Lux @ (F1.2, AGC ON), 0 Lux with IR	
4	Shutter Time	1/25(1/30) s to 1/50,000 s	
5	Lens	2.8mm/ 3.6mm/ 6mm	
7	Angle Adjustment	Pan: 0 - 360°, Tilt: 0 - 75°, Rotation: 0 - 360°	
8	Day & Night	Auto with IR CUT FILTER	
9	Synchronization	Internal synchronization	
10	Video Frame Rate	25/30 fps @1080p, 25/30fps@720p	
11	HD Video Output	4 in 1 video output (switchable TVI/AHD/CVI/CVBS)	
12	CVBS Output	Can Connect to any existing or HD DVR	
13	WDR (Wide Dynamic Range)	Minimum 120dB	
14	S/N ratio	Minimum 65dB	
15	BLC Mode	BLC/ HLC / WDR	
16	Weatherproof Ratings	IP67	
17	IR Range	Minimum 30 meters	
18	Vandal Proof	Yes	
18	Certifications	UL / CE / FCC, BIS	

5MP IP IR Fisheye Camera

S No	Parameters	Specifications	Compliance (Yes/NO)
1	Resolution	2592(H) x1944 (V)	
2	Image Sensor	1/2.8inch Progressive scan CMOS	
3	Min. Illumination	0.001lux@F2.0, AGC ON: 0 lux with IR	
4	Lens	1.1 mm should achieve 180° view	
5	Aperture	F2.0 (Max)	
6	IR Range	Up to 30m	
7	Field of View	H: 180°; V: 180°; D: 180°	
8	Day & Night (IR) Switching	Auto (ICR)/ Colour/ B/W	
9	Audio IN / OUT	1 IN and 1 OUT	
10	Audio Compression	G711A / U	
11	Alarm Input –Output	1 alarm input, 1 alarm output (12 VDC, max. 30 mA)	
12	Display Mode	Minimum 18 Display mode	
13	Memory card	Up to 256 GB	
14	No of Stream Profile	3 streams	
15	Available Resolution	5M (2592 × 1944); 3M (2048 × 1536); UXGA (1600 × 1200); 1.3M (1280 × 960); 720p (1280 × 720); D1 (704 × 576/704 × 480); VGA (640 × 480); CIF (352 × 288/352 × 240)	
16	Video Bit Rate	256 kbps – 10 Mbps	
17	Bit rate control	VBR (five level adjustable)/CBR	
18	Wide Dynamic Range	120dB	
19	Video Compression	H265/ H264/ MJPEG	
20	Frame rate	Main stream (2592 × 1944 @1–25/30 fps) sub stream (704 × 576 @1–25 fps/704 × 480 @1–30 fps) third stream (1280 × 720 @1–25/30 fps)	
21	Compatibility	ONVIF	
22	Image Enhancement	BLC, HLC, 3D DNR, Smart IR	
23	Sync System		
24	White Balance	Auto/Natural/Street Lamp/ Outdoor/ Manual/ Regional Custom	
25	Event	Motion detection, dynamic analysis, intrusion detection, line crossing detection	
26	Video Analytics	Video tampering alarm, HDD full, HDD error, network disconnected, IP address conflicted, illegal login	
27	Network Ethernet	RJ45	
28	Protocols	UDP, IPv4, IPv6, DHCP, NTP, RTSP, PPPoE, DDNS, SMTP, FTP, SNMP, UPnP, HTTP, HTTPS, 802.1x, QoS	
29	Mac id	Should be in the name of OEM	
30	Certifications	CE, FCC, UL, BIS	

OTHER COMPONENTS OF CCTV**HARD DISK DRIVE**

SI No.	Specification	4TB/6TB/8TB/10TB	Compliance (Yes/No)
1	Interface	SATA 6 Gb/s	
2	Recording Technology	CMR	
3	Drive Bays Supported	Up to 16	
4	Camera supported	Up to 64	
5	RV sensors	Yes	
6	Cache	256 MB	
7	Warranty	01 Year	
8	Rescue Data Recovery Service	01 Year	

MONITOR

SI No.	Specification	22"/32"/42"	Compliance (Yes/No)
1	Size	22"/32"/43"	
2	Aspect Ratio	16:9	
3	Resolution	Minimum 1920X1080	
4	Viewing Angle	178/178	
5	Connectivity	HDMI	
6	Flicker Safe	Yes	
7	Colour Weakness	Yes	
8	Smart Energy Saving	Yes	
9	Warranty	01 Year	

CAT-6 CABLE

SI No.	Parameters	Specifications	Compliance (Yes/No)
1	Category	Category – 6 / Cat 6 Cable (Armoured/Unarmoured))	
2	Conductor	23 AWG Solid Bare Copper	
3	Insulation Material	High Density Polyethylene	
4	Solid Pair	4 Pair Twisted together	
5	Cable Diameter	0.58 ± 0.05 mm	
6	Conductor Resistance	9.2 Ω/100 mtrs Max	
7	Mutual Capacitance	≤5.6nF for 100 mtrs	
8	Insulation Resistance	100 M Ω	
9	Impedance	100 Ω @ 250MHZ	
10	Sheath / Outer Jacket	Fire Retardant PVC Compound (FRPVC) (CMR rated as per UL 1666)	
11	Standards	ANSI/TIA-568.2D & ISO/IEC 11801 Ed. 2.0 UL 1581 VW1, EN0256-2-1, RoHS	

POWER CABLE

SI No.	Parameters	Specifications	Compliance (Yes/No)
1	Conductor Material	Plain Annealed Copper (Class 5 to IEC 60228)	
2	Sheath Material	PVC (Type T12 to BS EN 50363)	
3	Current Rating	3A	
4	Voltage Rating	300/300V	
5	Conductor Resistance	39.0 Ω /KM (Maximum)	
6	Cross Sectional Area	0.5 mm ²	
7	American Wire Gauge	20 AWG	
8	Number of Cores	2	
9	Number of Strands	16	
10	Compliance	BASEC	
11	Standards	BS EN 50525-2-11 Section 4.1 Table B.1	

WALL MOUNT RACK

SI No.	Parameters	Specifications	Compliance (Yes/No)
1	Standard	Conforms to DIN 41494 or equivalent standard	
2	Dimension	6U: 450 mm X 550 mm X 350mm 4U: 450 mm x 550 mm X 255 mm 2U: 400 mm x 400 mm X 150 mm	
3	Construction	Welded	
4	Front Door	Lockable front toughened Glass Door	
5	Cable Routing	Top and bottom with Cable Manager	
6	Power Cable	6 Power Socket Cable	
7	Cooling Fan	Two with timer	
8	Mounting Tray	Minimum 01	

PoE Switch

SI No.	Parameters	Specifications	Compliance (Yes/No)
1	Standard and Protocol	IEEE 802.3i, IEEE 802.3u, IEEE 802.3ab, IEEE 802.3af, IEEE 802.3at, IEEE 802.3x, IEEE 802.1q, IEEE 802.1p	
2	Interface	4/8/16/24/32 10/100/1000Mbps RJ45 Ports AUTO Negotiation/AUTO MDI/MDIX	
3	Uplink ports	2, RJ 45(10/100 Mbps)	

4	Fan Quantity	Fanless	
5	PoE ports (RJ45)	Standard 802.3af compliant	
6	Switching Capacity	16 Gbps	
7	Packet Forwarding Rate	11.9 Mpps	
8	MAC Address Table	4K	
9	Surge Protection	2 KV for Ports and 6 KV for Power Supply	
10	Power transmission	328 Ft with compatibility for PoE extender	
11	Certification	TEC (Mandatory) , FCC, CE, RoHS,	

BIOMETRIC ACCESS CONTROL SYSTEM(BACS) AND TIME MANAGEMENT**1. (a). TECHNICAL FEATURES: BIOMETRIC READER**

S No.	BIOMETRIC READER	SPECIFICATIONS	Compliance Yes/ No
(a)	Biometric Type	Fingerprint with 32-bit high-end microprocessor CPU	
(b)	Optical Sensor	500 DPI	
(c)	LCD Display and Optical Sensor	In built	
(d)	Recording	IN and OUT time	
(e)	Storage	Up to 1000 fingerprints and 1,00,000 logs of transaction records	
(f)	Identification speed	less than or equal to about 1 sec	
(g)	Enrolment and Registration Time	Less than 3 seconds for finger	
(h)	USB	Easy using USB memory stick	
(i)	Data Transfer	Provided with a USB port that allows administrator to transfer data and easy data transfer using USB memory stick.	
(j)	Data transfer mode	User friendly programming without connection to PC and have provision to generate data log in through PC.	
(k)	Power Requirement	5V to 12 V DC	
(l)	Operating Temperature	0°C to 45°C	
(m)	Operating humidity	20% to 80%.	
(n)	FAR (False Rejection)	0.1 % or less	
(o)	FRR (False Acceptance)	< 0.001%	

1.(b)TECHNICAL FEATURES: MAGNETIC LOCKS

S No.	MAGNETIC LOCKS	SPECIFICATIONS	Compliance Yes/ No
(a)	Body	Anti-Rust Surface with Zinc Plating	
(b)	Suitable for	Wooden door, Glass door, Aluminium door, Fireproof door, Vault Door	
(c)	Holding force	600lbs/1200 lbs	
(d)	Current drain	300mA at 12VDC	
(e)	Safety mode	Power-on to lock; Power-off to open	
(f)	Type	Hanging	
(g)	Relock Time Delay (RTD)	Adjustable relock delay from 0.5 to 30 seconds)	
(h)	Input voltage	12VDC / 24 VDC	
(i)	indication	Green/red LED for lock status	

(j)	Accessories	L Bracket, U Bracket, ZL Bracket	
(k)	Certifications	UL & CE/BIS	
(l)	Request-to-open, Auto-relock if no Action		

BILL OF QUANTITIES (BOQ)**ANNEXURE-“A”****BOQ: INTEGRATED ELECTRONIC SECURITY ALARM SYSTEM (IEAS)**

The rate quoted will be inclusive of all cost towards labours, transportation, levies, all other duties exclusive of GST. GST will be paid extra as applicable.

S. No.	Item (As items must be as per given specifications)	Make and Model	Qty/Unit	Rate in INR Without GST
1)	8 Zone Control Panel with inbuilt triad (PSTN, GSM & Volte) Auto- dialler (Micro- controller Based Control Panel with inbuilt LCD indication) and wireless zone		01 no	
2)	Zone Expander 8 Zone		01 no.	
3)	Triad (PSTN, GSM & Volte) auto dialler		01 no.	
4)	Remote control switch		01 no.	
5)	Panic Switch wired/micro switch		01 no.	
6)	Emergency panic switch with hooter		01 no.	
7)	Conduit PVC pipes Internal Dia 20 mm,		Per Mtr	
8)	PIR Sensors (Dual tech) -wired		01 no.	
9)	PIR Sensors (Dual tech)- wireless		01 no.	
10)	Normal door magnetic Sensor		01 no.	
11)	Shutter door magnetic Sensor		01 no.	
12)	Light/Occupancy Sensor		01 no.	
13)	Multi-function Sensor (vibration & glass break sensor):		01 no.	
14)	Internal Hooter (min 90 dB)		01 no.	
15)	External Hooter (min 110 dB)		01 no.	
16)	Wires 2 Core Multi strand .05 sq. mm. (ISI marked)		Per Mtr	
17)	Wires 4 Core Multi strand .05 sq. mm. (ISI marked)		Per Mtr	
18)	Rechargeable maintenance free battery- (12v 7A) from reputed brand.		01 No.	
19)	Rewiring charges		Per Branch	
20)	Reinstallation charges (shifting and installation at same/alternate premises)		Per Branch	
21)	AMC (including existing IEAS of all makes)		Per Branch	

BOQ: FOR CCTV SYSTEM

The rate quoted will be inclusive of all cost towards labours, transportation, levies, all other duties exclusive of GST. GST will be paid extra as applicable.

S.No	Item Description	Make & Model No.	Quantity/ Unit	Rate (INR) without GST
1.	NVR 4 Channel 2 SATA		1 No	
2.	NVR 8 Channel 2 SATA		1 No	
3.	NVR 8 Channel 4 SATA		1 No	
4.	NVR 16 Channel 8 SATA		1 No	
5.	NVR 32 Channel 8 SATA		1 No	
6.	DVR 16 Channel 8 SATA		1 No	
7.	2 Megapixel Pin Hole IP IR Camera		1 No	
8.	2 Megapixel IP IR Dome Varifocal Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card		1 No	
9.	2 Megapixel IP IR Dome fixed lens Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card		1 No	
10.	2 Megapixel HD IR Varifocal IP Bullet Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card		1 No	
11.	2 Megapixel IP IR Dome fixed lens Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card		1 No	
12.	2 Megapixel HD IR fixed lens IP Bullet Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card		1 No	
13.	2 Megapixel IP IR Dome fixed lens Camera with inbuilt Micro SD/SDHC/SDXC card slot for min 256 GB memory card		1 No	
14.	HDD 4TB (Surveillance Grade)		1No	
15.	HDD 6TB (Surveillance Grade)		1No	

16.	HDD 8TB (Surveillance Grade)		1No	
17.	HDD 10TB (Surveillance Grade)		1No	
18.	HDD 1TB Portable External hard drive		1 No	
19.	HDD 2TB Portable External hard drive		1 No	
20.	Micro SD card 256 GB for IP camera. (Surveillance Grade)		1 No	
21.	Micro SD card 128 GB for IP camera.(Surveillance Grade)		1 No	
22.	22" LED Colour Monitor with HDMI & VGA support		1 No	
23.	32" LED Colour Monitor with HDMI & VGA support		1 No	
24.	43" LED Colour Monitor with HDMI & VGA support.		1 No	
25.	Wall mount device for CCTV monitor		1.No	
26.	VGA cable with connector		Per Mtr	
27.	HDMI cable with connector		Per Mtr	
28.	Pen Drive 32 GB of reputed brand		1 No.1.	
29.	Pen Drive 64 GB of reputed brand		1 No.1.	
30.	Cat 6 Cable (Armoured)		Per Mtr	
31.	Cat 6 Cable (Unarmoured)		Per Mtr	
32.	POE switch 4 Port with 02 Uplink Port		01 No.	
33.	POE switch 8 Port with 02 Uplink Port		01 No.	
34.	Conduit PVC pipes Internal Dia 20 mm		Per Mtr	
35.	SMPS 12 Volt DC 2 amps		1 No	
36.	Hooter (min 110db)		1 No	
37.	VGA splitter 2 Port		1 No	
38.	HDMI Extender		1 No	
39.	VGA Extender		1 No	
40.	USB Extender		1 No	
41.	USB Extension Cable 10 Mtrs		1 No	
42.	Rack 6U		1 No	

43.	Rack 4U		1 No	
44.	Rack 2U		1 No	
45.	Mouse wireless		1 No	
46.	RJ 45 Connector		1 No	
47.	DC Connector		1 No	
48.	RCA Connector		1 No	
49.	Installation Charge		Per Branch	
50.	Charges for making back up recording/Data retrieval		Per Branch	
51.	Charges for shifting of full system:			
	<u>Within premises:</u>		Per Branch	
	<u>Outside premises:</u>		Per Branch	
52	AMC (including existing CCTV system of all makes)		Per Branch	

Remarks: - It would be obligatory for service provider to provide all related software free of cost as and when required. All the in-built Security features available to be activated in the Branches.

ANNEXURE-“C”**BOQ: FOR BIOMETRIC ACCESS CONTROL SYSTEM & TIME MANAGEMENT**

The rate quoted will be inclusive of all cost towards labours, transportation, levies, all other duties exclusive of GST. GST will be paid extra as applicable.

FOR SPECIFIED BRANCHES
(TO BE INSTALLED AT GRILL DOORS/WOODEN DOORS/GLASS DOORS/GATES
ETC.)

S. No	Description of items	Make and Model	Qty/Unit	Rate in INR without GST
1.	Biometric Reader (With dual authentication)		01 No.	
2.	Exit switch		01 No.	
3.	PVC Conduit (IS-9357-1983), Internal. Dia 20”), ISI Marked		Per Mtr	
4.	Power Cable 2 core 0.5mm ISI marked.		Per Mtr	
5.	Power supply 12V,1AMP		01 No.	
6.	U Bracket		01 No.	
7.	L Bracket		01 No.	
8.	ZL Bracket		01 No.	
9.	Single EM Lock 600 LBS		01 No.	
10.	Double EM Lock 1200 LBS		01 No.	
11.	Installation charges		01 No.	
12.	Rewiring charges		Per Branch	
13.	Reinstallation charges (shifting and installation at same/alternate premises)		Per Branch	
14.	AMC charges per year		Per Branch	

SERVICE LEVEL AGREEMENT FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING AND MAINTENANCE INCLUDING MAINTENANCE OF EXISTING INSTALLED SECURITY EQUIPMENT (IRRESPECTIVE OF MAKE) IN BRANCHES AND VARIOUS OFFICES UNDER THE CONTROL OF SBI BENGALURU CIRCLE

THIS AGREEMENT is made on the BETWEEN M/s having its Registered Office at hereinafter called "**Vendor**" represented by Mr (Which term shall unless repugnant to the context mean its successors and permitted assignees), who is duly authorized by The Company to sign and execute the Agreement on ONE PART

And

STATE BANK OF INDIA incorporated under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Madam Cama Road, Mumbai, one of its Local Head Office at 65, St. Mark's Road, Bengaluru hereinafter called "**SBI**" unless repugnant to the context means its successor, transferee, assigns, etc. and is represented by _____ on the other part.

WHEREAS

SBI has issued a Request for Proposal (RFP) dated inviting proposals from the prospective Manufacturers/ Firms/ Companies/ Dealers/ Vendors for supply, installation, testing, commissioning and maintenance including maintenance of existing installed security equipment (irrespective of make) of _____ (system) installed in its branches/offices in the state of Karnataka, more fully described in the said RFP & Manufacturers/ Firms/ Companies/ Dealers/ Vendors has participated in the above empanelment/ tender process and was selected for supply, installation, testing, commissioning and maintenance including maintenance of existing installed security equipment (irrespective of make) for complete _____ (system) along with its accessories as defined in scope of work.

WHEREAS

The Vendor has agreed to provide the supply, installation, testing, commissioning and maintenance including maintenance of existing installed security equipment (irrespective of make) for security system at different branches/ offices / any other premises of the Bank in the state of Karnataka, where Security System has been installed.

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

1. TERMS AND CONDITIONS OF CONTRACT (TCC)

1.1 **DEFINITIONS:** Certain terms used in this Agreement are defined hereunder. Other

terms used in this unless otherwise specifically defined, those terms, acronyms and phrases in this Agreement that are utilized in the information technology services industry or other pertinent business context shall be interpreted in accordance with their generally understood meaning in such industry or business context, unless the context otherwise requires/mentions, the following definitions shall apply:

1.1.1 'The Bank' shall mean the State Bank of India (including its branches/ offices/ cells).

1.1.2 "Vendor" (implies and means Manufacturer/ Firm/ Company/ Dealer/ Vendor/) is the Applicant who will participate in the tender process and also covers those who will be successfully empaneled in the Bank.

1.1.3 "Authorized Representative/ Signatory" means/ implies that the person duly authorised by "Vendor" for participating for entire empanelment and bidding process and for signing the contract.

1.1.4 "Confidential Information" shall have the meaning set forth in Clause 24.

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

1.1.6 "Documentation" 'Documentation' includes, User Manuals, Installation Manuals, Operation Manuals, Design documents, Process documents, Technical Manuals, Functional Specification, Software requirement Specification, On-line tutorials/ System configuration documents, System/ database administrative documents, Debugging/diagnostics documents, Test procedures, Review Records/Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable etc.

1.1.7 Intellectual Property Rights" shall mean, any and all:

- a) "Rights associated with works of authorship, including copyrights & moral rights.
- b) Trademarks.
- c) Trade secret rights.
- d) Patents, designs, algorithms and other industrial property rights.
- e) Other intellectual and industrial property rights of every kind and nature, however designated, whether arising by operation of law, contract, license or otherwise; and
- f) Registrations, initial applications, renewals, extensions, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

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

1.2 “Root Cause Analysis Report” shall mean a report addressing a problem or non-conformance, in order to get to the ‘root cause’ of the problem, which thereby assists in correcting or eliminating the cause, and prevent the problem from recurring.

1.3 ‘Services’ shall mean and include the Services offered by Vendor including but not limited to Comprehensive Annual Maintenance Contract under this Agreement. Services shall also include the Implementation Services, Training Services and Maintenance Services etc. and other incidental services and other obligation of the service provider shall be provided under this Agreement.

1.4 “The Contract” means the agreement entered into between the Bank and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.

1.5 “The Contract Price” means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations.

1.6 “AMC Charges” means the price payable to the Service Provider under the Agreement. The obligations expressed under the AMC shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer’s works and back for repair/adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.

1.7 “The Equipment” means Security system hardware / software and / or services which the Vendor is required to supply to the Bank under the Contract.

1.8 “The Services” means those services ancillaries to the supply of the Products, such as transportation and insurance, installation, commissioning, customization, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract.

1.9 “TCC” means the Terms and Conditions of Contract contained in this section.

1.10 “The Project” means supply, installation, testing and commissioning of Security hardware / software & services. It also includes maintenance of the equipment.

1.11 “AO/RBO” means Administrative Office/ Regional Business Office of State Bank of India.

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

2. THE SCOPE OF WORK shall include Supply, Delivery at site, Unloading, any other services associated with the delivery of equipment and Installation, Cabling, Commissioning, Software optimization/ customizations, Providing warranty/ Post warranty services (i.e., Annual Maintenance Contract) for the equipment and any other related accessories/ services for the complete installation and commissioning of system.

2.1 Annual Maintenance Contract (AMC) of the existing Security systems. The required back to back supported certificate from manufacturer of the existing Security system will be arranged by the vendor.

2.2 VENDOR shall during the period of agreement / contract supply, install maintain Security System installed in the Branches / Offices under the BENGALURU LHO in good working order and for this purpose shall provide the maintenance service.

2.3 Thorough check up, testing, servicing cleaning, inspection, & maintenance etc. of complete Security system and its accessories.

2.4 In case any of the Security system requires major repairs, the vendor shall provide a replacement before taking the defective equipment for repairs so that the Branch/ Office remains with functional and operational equipment at all the time.

2.5 Vendor will have to carry out monthly visit to Currency Chest, 04 mandatory quarterly visits to all other establishments. and on-call visits in case of any Emergency Calls, by the respective establishment.

2.6 In case of replacement of equipment, due to unserviceability or for any other reason, Bank may opt for a Buy-back arrangement for the existing equipment on "as is where basis is". For this vendor will quote the Buy-back rates of each equipment during the tendering process. Payment of Buy-back will be adjusted in the bills payable to the vendor for new installation.

3. COUNTRY OF ORIGIN / ELIGIBILITY OF GOODS & SERVICES:

3.1 All goods and related services to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in India. However, goods and related services under the Contract having their origin in India, as per the 'Make in India' initiative will be preferred.

3.2 Manufacturer/ Firm/ Company/ Dealer/ Vendor WARRANTS THAT THEEQUIPMENT supplied shall be **brand new, free from all defects** in material, and manufacture and shall be of the highest grade and quality and consistent with the established and generally accepted standards for material of the type shall be in full conformity with the specifications, drawings and samples, if any, and shall operate properly. Manufacturer/ Firm/ Company/ Dealer/ Vendor shall be fully responsible for its efficient operation.

3.3 Vendor further confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs / ODMs of the products and that no refurbished / duplicate / secondhand components /parts/ assembly / software shall be supplied or shall be used. He

also undertakes to **produce certificate from the Original Equipment Manufacturers/ Original Device Manufacturers in support of the above statement at the time of delivery / installation.**

3.4 In case of default and the Bank finds that the above conditions are not complied with, then the vendor will take back the equipment supplied and return the money paid by Bank, in full, within seven days of intimation of the same by the Bank, without demur or any reference to a third party and without prejudice to any remedies the Bank may deem fit.

3.5 In case of default and vendor is unable to comply with above at the time of delivery or during installation, for the Security system Hardware / Software already billed, he will take back the Security equipment without demur, if already supplied and return the money if any paid to him by the Bank in this regard.

3.6 In event of any information/ data/ particulars proven to be incorrect the Bank will have the right to disqualify the Manufacturer/ Firm/ Company/ Dealer/ Vendor from the Empanelment and in event of any details submitted turned out to be false during the tenure of AMC, the Bank is at discretion to forfeit the EMD/ Security Money Deposit towards Performance Guarantee and terminate the AMC.

3.7 VENDOR further certifies that the sale of the software system to the Bank and use thereof do not infringe any provisions of the various laws related to patents, trademarks, copy rights or other intellectual property rights. The software will be free, uploaded along with the Security system cost and will be upgraded free of cost further if required for the smooth functioning of equipment.

4. USE OF CONTRACT DOCUMENTS AND INFORMATION

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

4.2 The Vendor shall not, without the Bank's prior written consent, make use of any document or information except for purposes of performing the Contract.

4.3 Any document, other than the Contract itself, shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Vendor's performance under the Contract, if so, required by the Bank.

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

5. PATENT RIGHTS / INTELLECTUAL PROPERTY RIGHTS:

5.1 The VENDOR shall warrant that the repair and maintenance service/products offered

for sale do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. THE VENDOR shall indemnify SBI from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach or infringement of patent/copy right /license/trade secret or other property right of any other person or other entity for the hardware/ peripherals/ equipment sourced either from third parties or from themselves.

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

6. INSPECTION AND QUALITY CONTROL TESTS

6.1 The Bank reserves the right to carry out pre-shipment factory / go-down inspection at **the locations of the vendor** by a team of Bank Officials or demand a demonstration of the solution proposed on a representative model in Vendor's/ Bank's office. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank.

6.2 Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

7. DELIVERY/ INSTALLATION SCHEDULE & PENALTY FOR DELAYED DELIVERY/ INSTALLATION

7.1 Delivery and installation of Security system should be within 15 days from date of placing of work order.

7.2 In the event of the equipment not being delivered, installed, tested and commissioned within a period of **15 days** from date of work Order, a penalty of **one (01) percent** of the total consideration for each week or part thereof for the delay, subject to maximum amount of **five (5) percent** of the total consideration will be charged to vendor.

7.3 This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of Security system.

7.4 In event of further delay (beyond 4 weeks) in installation or maintenance visit, the Bank reserves the right to cancel the Work Order/ AMC and forfeit the EMD/Security Money Deposit. In the event of such cancellation, the vendor is not entitled to any compensation. **Please note that the installation/ maintenance schedule shall be followed strictly as stipulated. Any delay shall be viewed seriously and penalties levied.**

8. DELIVERY/ INSTALLATION & DOCUMENTATION:

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

8.1.1 2 copies of Vendor's Invoice showing work order number and date, products description along with serial number and part number, quantity, unit price and Total amount, bar code should be pasted in the installation certificate. GST No of the vendor and the Bank also to be mentioned therein. **(Annexure '7B')**.

8.1.2 Manufacturer's / Vendor's Warranty Certificate (In original), User Manuals, CDs etc.

8.1.3 The above documents shall be handed over by the vendor to the branch on handing over the Security system to the branch. Payment will be released after handing of the above-mentioned documents only.

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

9. FOR THE SYSTEM & OTHER SOFTWARE. THE FOLLOWING WILL APPLY:

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

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

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

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

11. INSURANCE: The Security and Fire Safety equipment during defect liability period will be covered under insurance by the vendor. Should any loss or damage occur, the Vendor shall promptly make arrangements for repair and / or replacement of any damaged item irrespective of settlement of claim by the underwriters.

12. WARRANTY / AMC/ UPTIME:

12.1 The Vendor warrants that the products supplied under the Contract are new, unused, of the most recent, should be within four months of manufacturing or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied

products in the conditions prevailing in India.

12.2 Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary, will be 12 months from date of installation, commissioning and handing over of the equipment to the Bank. The same is required during comprehensive AMC also, after expiry of the warranty period.

12.3 Warranty for the System Software/off-the-shelf Software will be provided to the Bank as per the general conditions of sale of such software.

12.4 All the terms, warranties and benefits granted by VENDOR herein are comparable to or better than the equivalent terms being offered by VENDOR to any of its present customers. If VENDOR shall, during the terms of this Agreement, enter into arrangements with any of its customers providing greater benefits or more favourable terms, this Agreement shall thereupon be deemed to provide the same to the Bank.

12.5 The Vendor shall in addition comply with the performance guarantees specified under the contract if, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.

13. **ON-SITE COMPREHENSIVE WARRANTY:** The warranty would be on-site and comprehensive in nature and back to back support from the OEM/ ODM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of one year from the date of commissioning and handing over of the equipment to the Bank. The Vendor shall repair or replace worn out or defective parts of the equipment at his own cost including the cost of transportation. No charges, fees, accommodation, boarding, etc., shall be paid or provided by SBI to the service engineer or assistants.

14. **UPTIME:** VENDOR shall guarantee and ensure SYSTEM UPTIME efficiency of 99% for the full configuration of the EQUIPMENT, **in every quarter**. SYSTEM UPTIME for the purposes of this document is defined as productive and error-free time of the EQUIPMENT reckoned on a quarterly basis and the SYSTEM UPTIME efficiency shall be computed as under:

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

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

DOWN TIME is the aggregate time lost due to EQUIPMENT mal-function, unsatisfactory

operation and improper maintenance during the quarter.

15. PENALTY

15.1. Bank will levy penalty for any deficiency in services or quality of materials supplied without prejudice to any of BANK's other rights and remedies. The penalty will be calculated as per the SLA measure given in the table below:

S.No	SLA	Target Penalties	
1	Availability/ Uptime of Security System including its accessories 100%	<input type="checkbox"/> 100.00% = NIL <input type="checkbox"/> 98.00% to 99.99%=1 % of AMC Amount <input type="checkbox"/> 97.00% to 97.99%= 2 % <input type="checkbox"/> 96.00 to 96.99% =4 % <input type="checkbox"/> 95.00 to 95.99% = 6 % <input type="checkbox"/> Less than 95% = 10 %	
2	Poor quality of pictures or Face Recognition System	Rs. 1000/- per instance	For CCTV System
3	Adequate number of days recording not available	Rs. 100/- for each day < 180	
4	Complaint resolution	Within time limit as per RFP -Nil Delay of each day in complaint resolution – Rs. 100/- / day	
5	Not carrying out AMC as per schedule	Rs. 500/- for every week of delay	
6	Penalty, once the maximum penalty reached.	Bank may terminate the contract and Forfeit the PBG.	

15.2 In the event of deficiency being such that the 25% penalty ceiling is breached, the vendor shall become liable for further penal actions to the extent of termination of his contract with forfeiture of EMD/ RMD/ SMD as deemed fit and reasonable by the Bank.

15.3 However, this penalty shall also not apply in case of delays in restoration of system caused by Natural calamities or so called acts of God, War, Earthquake, Tsunamis, Riots, Bandhs, Civil Disturbances, any of which affect either the Vendor's nearest service center or the site of installation.

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

15.5 Any penalty due during the Warranty period will be adjusted against the 10% Retention Money held by the respective branch for defect liability period or in the security deposit retained by the Bank.

16. PREVENTIVE MAINTENANCE

16.1 The VENDOR shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) quarterly of newly installed as well as existing Security system.

16.2 Vendor will arrange for all necessary authorization certificates for back to back support for maintenance of the existing Security system from the manufacturer of the equipment. During the term of the contract, the VENDOR will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

16.3 Free maintenance services as and when required during the period of warranty. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.

16.4 The Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e., from **09.00 A.M. to 07.00 P.M.** on all working days. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares for 05 years from date of installation of equipment.

16.5 The VENDOR shall ensure that the full configuration of the equipment is available to the BANK in proper working condition viz. uptime of 99% of the time on a 24x7x365.

16.6 In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of **1% percent** of the total consideration for each week or part thereof the delay, subject to maximum amount of **five (05) percent** of the total consideration will be charged to vendor. The vendor may provide temporary equivalent replacement which should be in working condition as a workable solution to avoid the above penalty.

16.7 Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.

16.8 The Bank shall maintain a Security Register at its site in which, the Bank's authorized official/ any other nominated staff by the Branch/ Office, shall record each event of failure and / or malfunction of the equipment. The Vendor's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the Vendor's engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's authorized Official. Maintenance visit will be only counted when in the report system and all its accessory will be marked as working properly. The original of the field call report shall be handed over to the Bank's official.

16.9 The VENDOR shall provide replacement equipment of similar brand or similar brand with higher make if any equipment is taken out of the premises for repairs.

16.10 The obligations expressed under the warranty expressed above shall include all costs relating to labour, spares, maintenance (preventive, unscheduled), and transport charges from site to manufacturer's works station and back for repair/ adjustment; or replacement at site of any part of the equipment which under the normal and proper use and maintenance proves defective in design, material or workmanship or fails to conform to the specifications given by the purchaser to VENDOR.

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

16.12 VENDOR shall provide repair and maintenance service, **in response to oral, including telephone, notice by the Bank, within 36 hours and also provide a complaint number for tracking the complaint status.** VENDOR shall ensure that faults and failures intimated by the Bank at above are set right **within 36 hours** of being reported.

16.13 The vendor should undertake to implement the observations / recommendations of the Bank's IS-Audit, Security Audit Team or any other audit conducted by the Bank or external agencies and any escalation in cost on this account will not be accepted by the Bank.

16.14 The selected Vendor should carry out all installation/AMC tasks in close coordination with the Security Officer and Chief Manager (Ops) posted at AO/RBO, depending on the Bank's requirement.

16.15 During the period of contract due to any reason, if there is any shortage of spares or the selected model is not available in the market then the company will provide another model, same brand with equivalent configuration or higher on same rates and terms and

conditions which should be accepted by the Bank.

17. TRANSFER OF OWNERSHIP:

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

17.2 The VENDOR's maintenance personnel shall be given access to the equipment, when necessary, for purpose of performing the repair and maintenance services indicated in this agreement on showing of identity card issued by the vendor to its technician.

17.3 However, if Bank desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. THE Bank shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to Bank in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.

17.4 No term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.

17.5 On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the security equipment or to the other electronic equipment of the branch or its property, the VENDOR shall indemnify/ pay/ reimburse the loss suffered by the BANK to its full present cost.

18. MAINTENANCE AND SUPPORT:

18.1 The Vendor shall clearly state the magnitude of the Vendor's presence in Karnataka under Administrative Office locations (viz. Bengaluru, Kalaburagi, Ballari, Mysuru, Hubballi) to provide 24x7 post implementation supports.

18.2 During the warranty period the vendor has to arrange quarterly visits for inspection of the equipment and provide services.

18.3 Annual Maintenance of the existing Security system is compulsory to be done by the vendor. If the vendor does not have back to back supported certificate from manufacturer of the existing Security system, then he will arrange for the same.

19. ANNUAL MAINTENANCE CONTRACT (AMC)

19.1 After expiry of the warranty period, THE VENDOR shall provide maintenance services for the EQUIPMENT at the quoted rate submitted by him in the bidding process, for a period of **two** years (after warranty period), at **quarterly intervals. The first AMC visit will be done within 15 days after the completion of warranty period.** Thereafter the visits to be done

on monthly basis for Currency Chest and quarterly basis for other establishments. **There should be a gap of minimum 70 days between two AMC visits for other establishments.**

19.2 The AMC charges will be payable subject to satisfactory maintenance services. THE VENDOR shall not increase the AMC rates during contract period excluding the warranty period. THE VENDOR shall be in position to maintain the complete equipment installed by him during the contract period. SBI may change the terms of the future AMCs, if necessary, to meet changing needs, on mutual agreement with THE VENDOR.

19.3 AMC visit will be construed to be done only when the system is found to be functioning completely/ properly. Vendor will submit maintenance certificate along with the bills as given in **Annexure '7A'**, to the respective RBOs on Quarterly basis after completing the AMC for the said quarter for all the branches of the RBO, for payment purpose.

19.4 VENDOR shall keep **sufficient standby Security system and spares of essential kits or parts of the EQUIPMENT** all the time, as may be required to keep the downtime minimal. The VENDOR, if he chooses, may install his own standby system of identical specification/ make, if such systems are acceptable to SBI.

19.5 In case of services rendered by the VENDOR is not satisfactory, the Bank will forfeit the Security Money Deposit. He will be de-empaneled in the Bank for next 03 years. His work will be allotted to the other empaneled vendor.

19.6 In the event VENDOR decides to discontinue the supply of sub-assemblies, kits of parts, components and spare parts for the EQUIPMENT purchased after the expiry of the said five years, VENDOR shall give 03 months' notice prior to such discontinuance and assist SBI to make alternative arrangements.

19.7 All engineering changes generally adopted hereafter by VENDOR for equipment similar to that supplied, as per the schedule of work, shall be made to the EQUIPMENT at no cost to SBI.

19.8 The contact details of service center, technicians and Manager i.e. telephone numbers, Mobile No., Fax No., E-Mail id, or service focal point(s) to be provided to the Security Officer, Chief Manager (Ops) of AO/ RBO/ concerned Branch Manager. In case, there is any change, updated list should be submitted to the Bank immediately.

NOTE: In case the Security system requires major repairs, the vendor shall provide a replacement before taking the defective equipment for repairs so that the branch has working Security system all times under advice to Security Officer of the concerned Module/CM (Operations) of AO/ RBO.

20. AMC VISIT REPORTS:

20.1 The vendor will have to provide monthly visit of Currency Chest, 04 quarterly mandatory other branch/office visits and 02 on-call free visits and thereafter, in case of any Emergency / Additional Calls, the Bank will pay the visit charges quoted by the vendor for such emergency / additional visits which is to be certified by the Branch Head. The charges towards emergency / additional visits will be paid along with the quarterly payments on

submission of proper invoices and documentary evidence.

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

20.3 Second copy to be retained by the vendor.

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

20.5 Fourth copy shall be sent to the CM (Ops) at RBO/ AO, as applicable.

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

21. SECURITY

21.1 All the employees of the Vendor/OEM/ODM must always carry/display their identity cards for authentication without which they will not be allowed entry in the Bank. All technicians to also possess a hard copy of AMC and authorization of visit by the vendor.

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

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

21.4 The vendor will submit the list of his technicians along with copy of their police verification report, who will visit the branches for service support to the concerned Security Officer, Chief Manager (Ops) at AO/RBO. Whenever there are changes in the names of the technician, the vendor will submit the fresh list to all concerned.

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

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

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

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

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

23. SUBCONTRACTING:

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

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

24. CONFIDENTIALITY:

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

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

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

- a) Provide hands on training to the branch staff.
- b) Train bank staff on operations of the system including special features, data retrieval, troubleshooting & routine maintenance of Security system.
- c) The training shall be conducted by the vendor within the Branch / Office premises.
- d) Educate the staff about the reporting channels of faults, as soon as possible after they are discovered, and that details are entered in a fault reporting book.

26. PAYMENT TERMS FOR NEW INSTALLATIONS:

26.1. Payment shall be made in Indian Rupees.

26.2. 90% of the total amount on installation, commissioning and handing over of the new equipment to the Bank.

26.3. Balance 10% after the expiry of defect liability/warranty period of one year.

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

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

27. PAYMENT SCHEDULE FOR ANNUAL MAINTENANCE CONTRACT:

27.1 There will be 4 quarterly visits for the AMC. The vendors will submit the Quarterly AMC bills along with Service Certificates to the concerned RBO, after carrying out maintenance service visit of all the branches of the region. The quarterly AMC bill will be paid to the vendor by the concerned RBO, after verification of the bills and Service Certificates of all the branches of their region. Penalty clauses will be invoked by the RBOs for any kind of deviation/ delay in service/ not carrying out AMC in branches in accordance with the applicable clauses.

27.2 On missing of one quarterly AMC visit schedule, penalty, as applicable and specified in Para 15.1 will be deducted from the AMC bill amount of the vendor or from the Security Deposit Money.

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

28. PERIOD OF EMPANELMENT AND PERFORMANCE REVIEW OF THE VENDORS:

28.1 Empanelment of vendors in the Bank will be for a period of 03 years. The validity of empanelment may further extend on the existing terms and conditions, but not more than five years, provided that the vendor performance is found to be satisfactory during the contract period. It is to note that, after completion of one year, if the vendor does not get de-empanelment notice from the Bank it will constitute that the vendor empanelment continues in the Bank for another one year.

28.2 If empaneled vendor does not participate in reverse auction or commercial bid subsequently or in future within contract period, then the empanelment of the vendor will be cancelled and the Security Money Deposited will be forfeited.

28.3 Those vendors whose performance is found unsatisfactory will be removed from the empanelment list of the Bank for three years and penalty will be imposed as deemed fit by the Bank.

29. PRICES: All prices should be quoted in INR (Indian Rupees) exclusive of taxes.

29.1 The quotations whenever called for, must be complete in itself, properly worked out to cover all the vendor's obligations under the contract and all matters and things necessary for proper completion of the work, and the rates quoted therein must be correct and sufficient to cover the vendor's costs, overheads and profits etc., completely for the individual items of work including cost for all necessary materials and labour, cost of installation, transportation,

travelling, training but GST or duty levied by the Local/ State/ Central Government as on the date of submitting quotations, if and as applicable. Price will be inclusive of insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is complete at site and handed over to SBI at site in all respects according to the true meaning and intent of the contract. All the employees of the Vendor who will visit Branches/ Offices/ Cells etc. will also have to be insured and in case of any eventuality Bank will not be liable for payment towards their insurance.

29.2 Prices payable to the Vendor, as stated in the Contract, shall be firm and not subject to change for three years from the date of commencement of the Contract or till such time rates are reviewed by the Bank.

29.3 The Vendor will pass on to the Bank, all fiscal benefits arising out of reductions, if any, in Government (Central/ State) taxes, etc. or the benefit of discounts, if any, announced in respect of the cost of the items for which orders have been placed during that period. However, upward revisions due to market conditions will not be borne by the Bank.

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

30. CONTRACT AMENDMENTS:

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

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

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

31. DELAYS IN THE VENDOR'S PERFORMANCE:

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

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

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

32. VENDOR'S OBLIGATIONS

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

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

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

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

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

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

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

34. EMD/ SECURITY MONEY DEPOSIT:

34.1 In case the shortlisted vendor backs out and refuses to work, the EMD/Security Money Deposit shall be forfeited and the vendor will be debarred for 03 years from taking part in the future security equipment tenders floated by the Bank for its BENGALURU Circle branches.

35. TERMINATION FOR DEFAULT:

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

- a. If the Vendor fails to deliver any or all of the services within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or
- b. If the vendor fails to perform any other obligation(s) under the contract; or
- c. Laxity in adherence to standards laid down by the Bank; or
- d. Discrepancies/deviations in the agreed processes or
- e. Violations of terms and conditions stipulated in this RFP.

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

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

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

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

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

36. FORCE MAJEURE:

36.1 Notwithstanding the provisions of TCC, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, 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.

36.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

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

36.4 Termination for Insolvency: The Bank may, at any time, terminate the Contract by giving written notice to the Vendor if the Vendor becomes Bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Bank.

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

37. ARBITRATION:

37.1 Except where otherwise provided in the contract all questions and disputes relating to the meaning of the specifications, design, drawings and instructions herein before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, designs, drawings, specifications, estimates, instructions, orders or these conditions or otherwise concerning the work or the execution or failure to execute the same, whether arising during the progress of the work or after the cancellation, termination, completion or abandonment thereof shall be dealt with as mentioned hereinafter.

37.2 If the contractor considers that he is entitled to any extra payment or compensation in respect of the works over and above the amounts admitted as payable by the Bank or in case the contractor wants to dispute the validity of any deductions or recoveries made or proposed to be made from the contract or raise any dispute, the Contractor shall forthwith give notice in writing of his claim, or dispute to the Assistant General Manager (P&E) within 30 days from the date of disallowance thereof or the date of deduction or recovery. The said notice shall give full particulars of the claim, grounds on which it is based and detailed calculations of the amount claimed and the contractor shall not be entitled to raise any claim nor shall the Bank be in any way liable in respect of any claim by the contractor unless notice of such claim shall have been given by the contractor to the Assistant General Manager (P&E), SBI, LHO Bengaluru in the manner and within the time as aforesaid. The contractor shall be deemed to have waived and extinguished all his rights in respect of any claim not notified to the Assistant General Manager(P&E), SBI, LHO Bengaluru in writing in the manner and within the time aforesaid.

37.3 The Assistant General Manager(P&E) shall give his decision in writing on the claims notified by the contractor. The contractor may within 30 days of the receipt of the decision of the Assistant General Manager (P&E) submit his claims to the conciliating authority namely the Circle Development Officer for conciliation along with all details and copies of

correspondence exchanged between him and the Assistant General Manager (P&E).

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

37.5 Except where the decision has become final, binding and conclusive in terms of the contract, all disputes or differences arising out of the notified claims of the contractor as aforesaid and all claims of the Bank shall be referred for adjudication through arbitration by the Sole Arbitrator appointed by the Chief General Manager, Bengaluru Circle. It will also be no objection to any such appointment that the Arbitrator so appointed is a Bank Officer and that had to deal with the matters to which the Contract relates in the course of his duties as Bank Officer. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever another sole arbitrator shall be appointed in the manner aforesaid by the said Chief General Manager. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each dispute along with the notice for appointment of arbitrator. It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each dispute along with the notice for appointment of arbitrator. It is also a term of this contract that no person other than a person appointed by such Chief General Manager aforesaid should act as arbitrator. The conciliation and arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under. It is also a term of the contract that if any fees are payable to the arbitrator these shall be paid equally by both the parties. However, no fees will be payable to the arbitrator if he is a Bank Officer. It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees if any, of the arbitrator shall, if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any of the arbitrator) shall be in the discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

38. JURISDICTION:

38.1 APPLICABLE LAW: The Contract shall be interpreted in accordance with the laws of the Union of India and shall be subject to the exclusive jurisdiction of courts at High Court at Bengaluru.

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

38.3 SAVING CLAUSE: No suits, prosecution or any legal proceedings shall lie against the State Bank of India or any employee of the Bank for anything that is done in good faith or

intended to be done in pursuance of this Agreement.

38.4 GOVERNING LANGUAGE: The governing language shall be English.

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

Bank's address for notice purposes:

Assistant General Manager (P&E)
PREMISES & ESTATE DEPARTMENT
State Bank of India, Local Head Office,
2nd floor, New Annexe Building,
65, St. Marks Road
Bengaluru: 560001

Vendor's address for notice purposes

<To be filled in by the Vendor>

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

39. TAXES AND DUTIES

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

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

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

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

40. LIABILITY AND INDEMNITIES:

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

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

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

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

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

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

Duration of the Contract

The Contract duration will be of one year i.e., from _____ to _____

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

Seal of VENDOR affixed in presence of

Shri _____

(VENDOR's authorized representative)

and signed by the duly authorized representative,

Shri Designation .

In the presence, of

Shri

Shri

In terms of Board/ partnership resolution dated

The Bank by its representative

Shri

State Bank of India,

Note: 2. Depending upon the constitution of the Vendor, necessary changes will be made to properly state such constitution.

Annexure 7A
SERVICE REPORT OF CCTV SYSTEM
(AMC Preventive Maintenance / Emergency breakdown call)

Branch Code:	RBO:
Branch Name:	
AMC Period:	Emergency Call Date: Time:
Service Report Date:	Service report time:

Company:
Mail ID:
Technician Name:

Mobile No.

BRANCH WITH LOCKER ROOM: YES/ NO

01	No. of DVR/NVR:	DVR/NVR MAKE:	SATA:
02	LOCATION:	DVR HIDDEN FROM PUBLIC: YES / NO (If exposed to be hidden)	HDD:
03	CAMERAS: IR DOME FIXED: IR DOME VARIFOCAL: IR BULLET FIXED: IR BULLET VARIFOCAL: IP DOME VARIFOCAL: IP BULLET VARIFICAL: FISH EYE CAMERA: TOTAL: OUT OF TOTAL CAMERAS IR CAMERA: NON IR CAMERA:		
04	DATE/YEAR OF INSTALLATION:		RECORDING DAYS:
05	TIME SYNCHRONISATION DONE: YES/ NO		DISPLAY DATE: DISPLAY TIME:
06	RECORDING RESOLUTION: PIXEL: FPS: QUALITY LEVEL: BIT RATE:		
07	LAST THREE-MONTH RECORDING CHECKED INCLUDING NIGHT (Minimum five days to be checked) YES/NO (Dates to be mentioned overleaf)		
08	POWER SUPPLY FROM UPS: YES/ NO (If NO the CCTV system to be put on direct UPS)		
C O V E R A G E	(a) CASH SAFE/BINS	YES /NO	(b) GOLD SAFE YES /NO
	(c) ALL CASH HANDLING AREAS	YES /NO	(d) CASH COUNTERS FROM BEHIND YES /NO
	(e) AREA BEHIND SWO COUNTER	YES /NO	(f) ENTRY TO LOCKER ROOM YES /NO
	(g) ENTRY EXIT OF STRONG/SAFE ROOM	YES /NO	(h) CASH REMITTANCE LOADING UNLOADING CASH MOVEMENT AREA YES /NO
	(i) CHEQUE DROP BOX	YES /NO	(j) SECURITY ALARM PANEL YES /NO
	(k) ALL ENTRY EXIT AREAS OF THE BRANCH	YES /NO	(l) AREA IMMEDIATELY OUTSIDE THE ENTRY EXIT OF BRANCH YES /NO
	(m) ALL CUSTOMER AREA	YES /NO	(m) GOLD APPRAISAL (LOAN) AREA YES /NO
	(n) BM CABIN	YES /NO	(o) FRISKING AREA IN CURRENCY CHEST YES /NO
	(p) ONSITE ATM KIOSK INSIDE/ OUTSIDE	YES /NO	(q) BANK'S PARKING AREA YES /NO
10	MONITOR CHECKED FUNCTIONAL:	YES/ NO	MOUSE CHECKED FUNCTIONAL YES/NO
11	DVR CLEANED:	YES / NO	CAMERAS CLEANED INCLUDING LENS: YES/NO
12	ALL CONNECTORS/ADAPTERS/POWER SUPPLY/CABLING CHECKED & FAULT RECTIFIED: YES/NO		
13	Details of CCTV system installed & maintenance entry made in the security register: YES/ NO		
14	Training/Demo given to the BM/Service Manager/ Authorized official: YES/ NO		
15	Any Other Remarks by Technician:		

UNDERTAKING BY COMPANY TECHNICIAN: The complete CCTV system surveillance including accessories installed in the Branch is as per the Bank specification & is functioning properly with good quality & adequate backup (i.e. **180 days**): **YES/ NO** (If **No** please specify the irregularity and necessary work to be done)

SIGNATURE OF TECHNICIAN WITH SEAL	Rep. of M/s.....Serviced the CCTV system and it is functioning properly with adequate Backup. The system operation is demonstrated by the technician.
	Date: Branch Seal Signature of Branch Manager/Authorized Officer

SERVICE REPORT OF SECURITY ALARM SYSTEM*(AMC Preventive Maintenance / Emergency breakdown call)*

Branch Code:	RBO:
Branch Name:	
AMC Period:	Emergency Call Date: Time:
Service Report Date:	Service report time:

Company:
Mail ID:
Technician Name:
Mobile No.

1	CONTROL PANEL	Make & Model:	(iii) CMS/HMS complaint	YES/NO
	(i)Date of Installation:		(a) LAN Port	YES/NO
	(ii)Location: (Should be out of public sight)		(b) RJ 45 Port	YES/NO
2	Tamper Proof:	YES/ NO	DAY NIGHT MODE FUNCTIONAL: YES/ NO	
3	No. of Panic Switches: LOCATION:			
4	No. of Magnetic Sensors: LOCATION:			
5	No. of PIR Sensors LOCATION:			
6	No. of Vibration Sensors LOCATION:			
7	No. of Occupancy/Light sensors: LOCATION:			
8	No. of Hooters: LOCATION:			
9	System checked: YES/ NO All components working satisfactorily: YES/ NO (if NO specify)			
10	AUTO DIALER INSTALLED	YES/ NO	Inbuilt: External:	PSTN /GSM/VoLTE
	SIM Installed:		SIM mobile No. Tested: YES/ NO	
	Testing Time:		Alert received Mob No. Alert Message time:	
	No of mobile number fed (TOTAL NO:) Branch Manager / Service Manager / Cash In charge / Bank Guard / Landlord / Police Station / Fire Station / Staff staying nearby/ Other (Tick the options)			
11.TRAINING/DEMO (Including trouble shooting) is given to BM/Service Manager/Cash In charge/ Authorised officials: YES/ NO				
12. Any other Remarks by technician:				

UNDERTAKING BY COMPANY TECHNICIAN: The security Alarm system and its accessories installed in the Branch are as per the specification of Bank and functioning properly.

Signature of technician Date: Seal	BM Certificate: Rep of M/s..... has serviced the Security Alarm system in our presence& demonstrated the system. The system and its sensors are fully functional (If Nonfunctional please specify): Date: Branch Seal: SIGNATURE OF BRANCH MANAGER
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SERVICE REPORT OF BIOMETRIC ACCESS SYSTEM

(AMC Preventive Maintenance / Emergency breakdown call)

Branch Code:	RBO:	Company: Mail ID: Technician Name: Mobile No.
Branch Name:		
AMC Period:	Emergency Call Date: Time:	
Service Report Date:	Service report time:	
No of Biometric access system Installed:		Make & Model No details:
No. of EM Lock Installed:		Make & Model:
Date of Installation:		Location of Access Reader: Location of EM Locks:
Type:		System Date Time is as Real time: YES/ NO Synchronization done: YES/ NO
All Indicator LED lights are functional: YES / NO		Log reports checked and found to be OK: YES /NO
Response time set is:		No of users authorised in the system:
Status of Inbuilt Battery:		
Tamper Proof: YES/ NO, If No Remarks		
Connected to direct UPS Supply (Not to plug & Socket arrangement): YES / NO		
EM Lock installed: Single leaf / Double leaf		
Whether EM Lock fixed firmly: YES/ NO		
whether EM Lock fixed on grill gate of Vault: YES/NO (If NO to be shifted to grill gate)		
The total system is cleaned properly: YES / NO		Testing of all parts/sensors is done: YES/ NO
DUAL AUTHENTICATION IS ENABLED SO THAT BOTH THE JOINT CUSTODIANS TO BE AUTHENTICATED: Yes / No		
Training on operation of BACS, New Registration / deletion of old user is given to Branch officials i.e. Branch Manager, Service Manager, Cash In charge, Any other Bank staff, YES/ NO (Tick on respective Bank employee)		
Details of make/model defect and repair / status after maintenance is entered in prescribe page of Security Register: YES / NO:		
Remarks by Technician:		

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

Signature of technician Date: Seal	BM Certificate: Rep of M/s..... has serviced the Biometric access control system in our presence & demonstrated the system. The system and its sensors are fully functional (If Nonfunctional please specify): Date: Branch Seal:
	SIGNATURE OF BRANCH MANAGER

Name of Security Equipment: _____
Date/ Time of Installation: _____

State Bank of India

Branch Name:

Branch Code:

Region:

Branch Address:

Order Letter No/ Mail date: _____ Order Issued by: _____

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

[illegible]

We confirm that the above installed items are as per the Bank specification and as per the guidelines of the Bank. Post installation function of the complete system is tested by the Branch officials and found to be satisfactory. The quantity of materials (No of equipment, Accessories, Spares, length of cable) is verified by the Branch officials.

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

(i) (ii)

(iii) (iv)

For The Company:

.....

Technician Signature: _____

.....

Technician Name

For State Bank of India

Branch Manager Signature

BM Name:

Company Seal:

Branch Seal With date: