



**STATE BANK OF INDIA**  
**LOCAL HEAD OFFICE, LUCKNOW**

REQUEST FOR PROPOSAL FOR EMPANELMENT OF MANUFACTURER/ FIRM/ COMPANY/ DEALER/ VENDOR FOR ANNUAL MAINTENANCE CONTRACT OF EXISTING BIOMETRIC ACCESS CONTROL SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW BIOMETRIC ACCESS CONTROL SYSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE

## **TABLE OF CONTENTS**

<b>Sl.</b>	<b>Particulars</b>	<b>Page No.</b>
01.	Schedule of Events	3-3
02.	Disclaimer	4-4
03.	Request for Proposal (RFP)	5-47
04.	Appendices to RFP (1 to 18)	48-68

## **SCHEDULE OF EVENTS FOR TENDERING PROCESS**

<b>Sl.</b>	<b>Schedule of Events</b>	<b>Timelines</b>
01.	Bid Document Availability	Bidding document can be downloaded from Bank's website <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> under section ~ "SBI in the News" ~ "Procurement News" from 10:00 AM on 20/09/2021 to 05:30 PM on 11/10/2021.
02.	Last date for requesting clarifications	All communications/ queries requiring clarification shall be sent through email to <a href="mailto:agmsec.lholuc@sbi.co.in">agmsec.lholuc@sbi.co.in</a> on/ before 04/10/2021 by 05:30 PM
03.	Pre-Bid Meeting	On 04/10/2021 at 03:30 PM at address given below: State Bank of India, Circle Security Department, 8 <sup>th</sup> Floor, B-Wing, Local Head Office, Moti Mahal Marg, Lucknow (Uttar Pradesh)-226001
04.	Last date of submission of Technical Bids	11/10/2021 by 05:30 PM
05.	Opening of Technical Bids and preliminary scrutiny of documents	12/10/2021 at 11:30 AM
06.	Verification of Documents	To be intimated later
07.	Technical Presentation and Product Demonstration	To be intimated later
08.	Date of Price Bid / e-Tendering	On a subsequent date, which will be communicated to such Vendors who qualify in the Technical Bid.
09.	Finalization of Vendor Empanelment	To be intimated later

## **DISCLAIMER**

- i) This RFP is not an offer by the Bank but an invitation to receive responses/ applications from the eligible vendors. 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 the Bank with the selected vendor.
- ii) The purpose of this RFP is to provide the Vendor(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.
- iii) The Bank, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Vendor 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.
- iv) The Bank also accepts no liability of any nature, howsoever caused arising from reliance of any Vendor upon the statements contained in this RFP.
- v) The issue of this RFP does not imply that the Bank is bound to select a Vendor or to appoint the selected vendor, as the case may be, for the project and Bank reserves the right to reject all or any of the Vendors or Bids without assigning any reason whatsoever.
- vi) The Vendor 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 Vendor's risk and may result in rejection of the Bid.

## REQUEST FOR PROPOSAL (RFP)

State Bank of India, Local Head Office, Lucknow hereinafter referred as “**Bank**”, invites applications (**Technical Bid**) from eligible, established and qualified Manufacturer/ Firm/ Company/ Dealer/ Vendor hereinafter referred as “**Vendor**” for their empanelment for Comprehensive Annual Maintenance Contract of existing Biometric Access Control System and for Supply, Installation, Testing, Commissioning, Maintenance of new Biometric Access Control System (on requirement basis) as per **Technical Specifications** given at **Appendix-11 & Appendix-12** for Branches/ Offices under SBI Lucknow Circle located in the geographical area under following Administrative Offices (AOs)/ Regional Business Offices (RBOs):

STRUCTURE OF SBI LUCKNOW CIRCLE			
NW/AO	RBO	RBO CENTRE	DISTRICTS COVERED
AO LUCKNOW (NW-I)	R-I	LUCKNOW	LUCKNOW
	R-II	LUCKNOW	LUCKNOW
	R-III	LUCKNOW	LUCKNOW
	R-IV	SITAPUR	SITAPUR, LAKHIMPUR
	R-V	AYODHAYA	AYODHAYA, GONDA
	R-VI	BARABANKI	BARABANKI, BAHRAICH, SHRAVASTI
AO BAREILLY (NW-I)	R-I	BAREILLY	BAREILLY
	R-II	BAREILLY	BAREILLY, PILIBHIT
	R-III	BUDAUN	BUDAUN, BAREILLY
	R-IV	SHAHJAHANPUR	FARRUKHABAD, SHAHJAHANPUR
	R-V	BIJNORE	BIJNORE
	R-VI	RAMPUR	BHIM NAGAR (SAMBHAL), RAMPUR
	R-VII	MORADABAD	MORADABAD, JYOTIBA PHULE NAGAR (AMROHA)
AO ALLAHABAD (NW-II)	R-I	PRAYAGRAJ	PRAYAGRAJ
	R-II	PRAYAGRAJ	PRAYAGRAJ
	R-III	FATEHPUR	FATEHPUR, KAUSHAMBI
	R-IV	PRATAPGARH	PRATAPGARH, SULTANPUR
	R-V	RAEBARELI	RAEBARELI, AMETHI
	R-VI	BANDA	HAMIRPUR, MAHOBA, BANDA, CHITRAKOOT
AO KANPUR (NW-II)	R-I	KANPUR	KANPUR
	R-II	KANPUR	KANPUR
	R-III	KANPUR	UNNAO, KANPUR
	R-IV	KANPUR DEHAT	KANPUR DEHAT, JALAUN
	R-V	ETAWAH	AURAIYA, ETAWAH
	R-VI	JHANSI	JHANSI, LALITPUR
	R-VII	HARDOI	HARDOI, KANNAUJ
AO GORAKHPUR (NW-III)	R-I	GORAKHPUR	GORAKHPUR
	R-II	GORAKHPUR	GORAKHPUR
	R-III	DEORIA	DEORIA, KUSHI NAGAR
	R-IV	GORAKHPUR	MAHARAJGANJ
	R-V	BASTI	BASTI
	R-VI	SIDDHARTHA NAGAR	SIDDHARTHA NAGAR, BALRAMPUR
	R-VII	GORAKHPUR	SANT KABIRDAS NAGAR, AMBEDKAR NAGAR
AO VARANASI (NW-III)	R-I	VARANASI	VARANASI
	R-II	VARANASI	VARANASI, SANT RAVIDAS NAGAR (BHADOHI)
	R-III	VARANASI	CHANDAULI, GHAZIPUR
	R-IV	BALLIA	BALLIA, MAU
	R-V	AZAMGARH	AZAMGARH
	R-VI	VARANASI	JAUNPUR
	R-VII	VARANASI	MIRZAPUR, SONEBHADRA

e-Tendering (Price Bid) will be conducted as per requirement of SBI through SBI's Service Provider M/s e-Procurement Technologies Pvt. Ltd, Ahmedabad amongst the vendors, who qualify in Technical Bid as per the criteria specified in the tender document as under:

01.	Broad Scope of Work	<p>1.1 To empanel reliable and reputed vendors for Comprehensive AMC of existing Biometric Access Control System already installed at branches/offices of State Bank of India under Lucknow Circle.</p> <p>1.2 And also, for Supply, Installation, Testing, Commissioning, Maintenance of new Biometric Access Control System (on requirement basis) to include delivery at site, unloading, any other related accessories and services associated with the delivery of equipment, cabling, software optimization/ customization, providing warranty/ post warranty services i.e. Comprehensive Annual Maintenance Contract.</p>
02.	Availability of RFP documents	<p>RFP documents can be downloaded from the Bank's website <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> under section ~ "SBI in the News" ~ "Procurement News" from 10:00 AM on 20/09/2021 to 05:30 PM on 11/10/2021.</p>
03.	Technical Bid	<p><b><u>DATE AND TIME OF SUBMISSION OF TECHNICAL BID:</u></b> On or before <b>11/10/2021 by 05:30 PM.</b></p> <p>The <b>Technical Bid</b> (in hard copy) along with EMD (Demand Draft amounting to Rs 1 Lakh as per Para-10.1 of RFP) and all other supporting documents should be submitted in a sealed cover containing the name and complete address/contact number of the vendor on the cover and bear the title "<b>Technical Bid for Comprehensive AMC of existing Biometric Access Control System and for Supply, Installation, Commissioning &amp; Comprehensive AMC (post warranty) of new Biometric Access Control System (on requirement basis) at branches/ offices of State Bank of India under Lucknow Circle</b>" addressed to the Assistant General Manager (Security), State Bank of India, Circle Security Department, 8<sup>th</sup> Floor, B-Wing, Local Head Office, Moti Mahal Marg, Lucknow (UP)-226001 in the "<b>TENDER BOX</b>" kept at <b>Reception Lobby</b>, Ground Floor, State Bank of India, Local Head Office, Moti Mahal Marg, Lucknow (UP)-226001 on or before 11/10/2021 by 05:30 PM.</p> <p>The NSIC/ MSME registered vendors are exempted from depositing EMD.</p> <p><b><u>DATE AND TIME OF OPENING OF TECHNICAL BID:</u></b> On <b>12/10/2021 at 11:30 AM</b></p> <p>Authorized representatives of vendors having authorization letter issued by the company may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendor's representatives at given date and time.</p> <p>After opening, the Technical Bids will be evaluated on the basis of the minimum eligibility criteria specified in this Tender including deposit of specified amounts for the Earnest Money as mentioned above.</p>

04.	Price Bid	<p>The Price Bid will be conducted through e-Tendering (<a href="https://etender.sbi/">https://etender.sbi/</a>) amongst the vendors who qualify in Technical Bid through SBI Service Provider M/s e-Procurement Technologies Pvt. Ltd, Ahmedabad for finalization of L-1 rates for a period of three (3) years may be further extended up to next two (02) years, subject to satisfactory performance of the firm for Supply, Installation, Testing, Commissioning and maintenance under Annual Maintenance Contract (Comprehensive AMC) of Biometric Access Control System of given technical specification for branches/ offices located in Lucknow Circle.</p> <p><b><u>DATE AND TIME FOR SUBMISSION OF PRICE BID:</u></b> Date and time for submission of Price Bid through e-Tendering will be intimated to the qualified applicants separately through SBI service provider M/s E-Procurement Technologies Pvt. Ltd., Ahmedabad after scrutiny of their Technical Bid. The vendor should have valid digital signature for participation in e-Tendering.</p>
05.	Validity of RFP	<p>RFP shall remain valid for acceptance for a period of three (03) months from the date of e-Tendering (Price Bid). If the vendors withdraw their offer during the validity period or makes modifications in their original offer which are not acceptable to SBI without prejudice to any other right or remedy, SBI shall be at liberty to forfeit the EMD.</p>
06.	Contact details for any clarification	<p>Assistant General Manager (Security), State Bank of India, Circle Security Department, 8<sup>th</sup> Floor, B-Wing, Local Head Office, Moti Mahal Marg, Lucknow (Uttar Pradesh)-226001 LL-0522-2295204/ 2234015 Email: agmsec.lholuc@sbi.co.in (All correspondence relating to this RFP should be sent to above Email Id)</p>
07.	Pre-Bid Meeting	<p>Clarifications can be sought during Pre-Bid Meeting on 04/10/2021 at 03:30 PM. No query will be entertained through Email/ by Post after 04/10/2021 at 05:30 PM.</p>
08.	Contact details of Service Provider for any e-tendering related queries	<p><b><u>Service Provider for e-Tendering (Price Bid):</u></b> e-Procurement Technologies Limited, A-201/208, Wall Street – II, Nr. Gujarat College, Ellis Bridge, Ahmedabad – 380006, Gujarat (INDIA) Email: Khushboo.mehta@eptl.in Web: <a href="http://www.eptl.in">www.eptl.in</a>   M: 9510813528   9328931942   9081000427 Office Hours: (Monday – Friday: 10:00 AM – 07:30 PM (IST) and Saturday: 10:00 AM – 6:00 PM (IST)) (Exclusion: Sunday, Holidays and 2nd and 4th Saturday). <b>Contact details for Vendor support:</b> 1) Dinki, Dinki@eptl.in, 635491566 2) Fahad Khan, fahad@eptl.in, 9904406300 3) Shaikh Nasruddin, shaikh@eptl.in, 9510812960</p>

09.	<p><b>Income Tax &amp; GST:</b> (a) Income Tax/TDS will be deducted at source as per Govt. Guidelines or latest instructions issued by GOI.</p> <p>(b) Reimbursement of GST on work contract will be made only on submission of proper GST invoice as per applicable GST provision. The vendor should comply with the following:</p> <p>(i) Vendor should have GST Registration Number.</p> <p>(ii) Invoice should specifically/separately disclose the amount of GST levied at applicable rate as per GST provision.</p> <p>(iii) Vendor should timely file his/her GST return in accordance with GST provision to enable the bank to claim the credit of GST paid to the Vendor.</p>
10.	<p>In case the Date of submission of EMD, e-Tendering is declared as a holiday, the respective date will be considered on the next working day at the same time. The vendor, who is the authorized representative and participating on behalf of vendor, should have a valid digital signature certificate (DSC) for this tender.</p>
11.	<p>The Bank reserves the right to cancel or postpone or modify the tender at any stage without assigning any reason thereof.</p>
12.	<p>Vendors who do not fulfill the minimum eligibility criteria need not to apply. Any incomplete application and / or not fulfilling the minimum eligibility criteria will be summarily rejected. Moreover, the conditional tenders are liable for rejection and will not be allowed to participate in e-tendering.</p>
13.	<p>Tenders received without EMD shall be summarily rejected, and such vendors shall not be allowed to participate in the online bidding process.</p>
14.	<p>The EMD of the unsuccessful vendors in Technical Bid shall be returned after finalization of Technical Bid process.</p>
15.	<p>All pages of the Technical Bid documents should be serially numbered and shall be signed by the authorized person(s) of the applicant only. The person(s) signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. Covering letter must have the mention of total number of pages submitted in Technical Bid.</p>
16.	<p>Vendors to visit our website, <a href="https://www.sbi.co.in">https://www.sbi.co.in</a> under section ~ "SBI in the News"~"Procurement News" for any corrigendum till last date of submission:  <b>CIRCLE SECURITY DEPARTMENT SBI LHO LUCKNOW</b></p>

## **1. BROAD SCOPE OF WORK:**

1.1 To prepare the panel of reputed and reliable vendors for Comprehensive AMC of existing Biometric Access Control Systems installed at branches/ offices of State Bank of India under SBI Lucknow Circle located in the geographical area of various districts of Uttar Pradesh (**except Agra, Aligarh, Bagpat, Bulandshahar, Etah, Firozabad, Gautambuddha Nagar, Ghaziabad, Hathras, Hapur, Kashganj, Mainpuri, Mathura, Meerut, Mujaffar Nagar, Shamli, Saharanpur districts which fall under SBI Delhi Circle**).

1.2 In addition to the Comprehensive AMC of existing Biometric Access Control Systems, the vendors are also required to provide the rates for supply, installation, commissioning, software optimization/ customizations, providing warranty/ post warranty Comprehensive AMC, if required by the Bank purely on need basis at branches/ offices of State Bank of India under SBI Lucknow Circle.

**2. ELIGIBILITY CRITERIA:** Vendors have to fulfill each of the following minimum eligibility criteria for further evaluation of Technical Bid. Vendor not fulfilling any one of the criteria will result in rejection of Technical Bid:

### **2.1 MINIMUM ELIGIBILITY CRITERIA:**

Security Equipment Category	(1)	(2)	(3)	(4)
	In Business (Period in years)	Total Business Turn Over (Average for last 03 years) (in Rs)	Sum total of Similar work completed in last 03 years (in Rs)	EMD (in the form of DD) to be enclosed (in Rs)
Biometric Access Control System	03	15 Lakh	10 Lakh	01 Lakh

**Note:** Please attach self-certified photocopies of the ITRs and Audited Balance Sheets of last three (03) years, copies of work order/ work completion certificate for Government/ PSUs / Public Sector Banks. Additional supporting documents, if required would be asked for, subsequently. In the absence of certificates, the Bid application will be summarily rejected.

2.2 The intending vendor should be Manufacturer/ Firm/ Company/ Dealer/ Vendor in the field of supply, installation & maintenance for Biometric Access Control System, should have three (03) years' experience as on 31<sup>st</sup> Mar 2021.

2.3 Further, during the last three (03) years, the vendor should have carried out similar nature of work in Government/ Public Sector Banks/ Public Sector Undertaking (PSUs), they are bidding for. Following documentary proof should be provided in support of work done:

- (a) Copy of work orders along with approved rates.
- (b) Completion Certificates as received from the client.
- (c) Satisfactory Performance Certificates from the clients in original.

2.4 **ANNUAL TURNOVER**: The Vendor desirous of empanelment with the Bank should have an average Annual Turnover of Rs 15 Lakh for the past three (03) years i.e. 2018-19, 2019-20 and 2020-21 ending 31<sup>st</sup> March of the previous financial year and annual turnover during the past three (03) years as per Para 2.1 above as certified by Chartered Accountant / Company Secretary.

2.5 Vendors must have valid PAN and GSTIN and should have complied with all applicable statutory provisions/ obligations.

2.6 If the Vendor is original equipment manufacturer 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.

2.7 If the Vendor is authorized supplier of the proposed make (as per the RFP document) of Biometric Access Control Systems, it shall have back-to-back agreement with the Original Equipment Manufacturer (OEM), to give direct support for maintenance, spares and upgrades for a minimum period of five (05) years (including warranty period).

2.8 The Vendor should have Manufacturer's Authorization Form (MAF) in original with clear validity date as per form given at **Appendix-4**. The copy of the same is to be attached with the tender documents.

2.9 The products proposed by the vendor should have certifications as given in **Appendix-11 & Appendix-12**. A proof of the same is required to be provided by the vendor.

2.10 The Manufacturer of the equipment must have a sound well documented Quality Framework. The Vendor is permitted to submit a valid ISO certificate (ISO 9001:2008) (ISO14001:2004) or equivalent (not older than 01 year) for the Manufacturer in support of this clause, if any.

2.11 **Service Support Office**: The vendor should have an established office/service centre with technical personnel in Lucknow or else must open the said office within a month of empanelment and as and when required, the vendor must be prepared to open the additional service support offices at new centres within the area of jurisdiction of Administrative Offices (LUCKNOW, BAREILLY, ALLAHABAD, KANPUR, GORAKHPUR AND VARANASI) of the Bank from perspective of providing 24hours/7days post implementation support. Complete address, contacts and documentary evidence for the same needs to be provided to the Bank. The contact details, especially the telephone numbers, or service focal point/s should remain unchanged during the currency of vendor's relation with State Bank of India, Lucknow Circle. Proof of office/ service support office need to be submitted. Vendor would be given appropriate weightage in the Matrix.

2.12 The vendor should have sufficient qualified and trained engineers/ technicians for supervision and execution of work at each of the location mentioned in Para 2.11 (List of technician/ tradesmen along with their qualification to be enclosed).

2.13 The vendor should have sufficient workspace & technical tools for testing/ repairing/ execution/ maintenance of equipment befitting to the quality & quantity of work. The Bank may inspect the facilities of the Vendor to verify the genuineness and to ensure the conformity with the details given.

2.14 The proposed security equipment should be of an established brand.

2.15 **WORK EXPERIENCE:**

Experience of having successfully completed the works related to Biometric Access Control System during the last three (03) years as on 31<sup>st</sup> Mar 2021. As per Para - 2 .1 above, copy of work orders, approved rates and successful completion certificates must be provided. Non-submissions of completion certificate will mean that the required amount of work has not been carried out and the proposal will be rejected.

2.16 Satisfactory performance certificates in original from the customer where the installation has been done, are required to be enclosed with the tender application.

2.17 **SOLVENCY CERTIFICATE:** The applicant should have latest solvency certificate of **Rs 10 (Ten) lakhs** only certified by a scheduled Bank. It should not be older than six months from the date of submission. In case, the applicant is not able to supply the solvency certificate in original, then the copy of the certificate shall be attested by the issuing Bank.

2.18 Product Literature: Technical Specifications/ Brochure of the product offered to be attached.

2.19 The intending Vendor who are under arbitration/ litigation with our Bank or have been black-listed/ de-listed/ de-empaneled by any Government/ Public Sector Banks/ Public Sector Undertaking (PSUs) will not be considered for Empanelment.

2.20 The Vendor must have **Registered Office/ Branch Office** in the geographical area under SBI Lucknow Circle for minimum period of **one (01) year**. Presence of Vendor in more than one of the following districts under SBI Lucknow Circle will be given weightage in matrix:

(a) Allahabad, (b) Bareilly, (c) Gorakhpur, (d) Kanpur, (e) Lucknow, (f) Varanasi

**Note:** Subsequent to the successful bid, the vendor will have to open its Service Support Office at allocated Administrative Offices/ Regional Business Offices.

2.21 The Vendor applying for empanelment should be empaneled/ have installed similar equipment /looking after the Annual Maintenance of similar security equipment in at least five (05) Government Offices/ PSUs/ Public Sector Banks for at least three (03) years in last five (05) years (Vendor should provide the feedback from the institutions where they have worked with, will qualify only if the Bank gets positive feedback from those institutions).

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

### **3. IMPORTANT**

3.1 All Bids must be accompanied by Earnest Money Deposit as specified in the Bid document. The NSIC/ MSME registered vendors are exempted from depositing EMD.

3.2 Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated to the vendors.

3.3 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 to the vendors and such amendments will be binding on them.

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

3.5 Complete application must reach this office on or before 05:30 PM on 11/10/2021.

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

### **4. THE BIDDING DOCUMENTS**

4.1 The Vendor is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Vendor's risk and may result in the rejection of the Bid.

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

4.3 All papers/ documents/ attachments must be serially numbered and an index of all attachments with total number of pages in the bid must be stamped and signed by Vendor's authorized signatory. Unsigned papers will not be considered.

4.4 The information provided by the Vendors in response to this RFP will become the property of the Bank and will not be returned. Incomplete information in bid document may lead to non-consideration of the proposal.

## **5. CLARIFICATION/ AMENDMENT OF BIDDING DOCUMENT**

- 5.1 Vendor requiring any clarification of the Bidding Document may notify the Bank in writing at the address or by e-mail indicated in Schedule of Events.
- 5.2 Text of queries raised (without identifying source of query) and response of the Bank together with amendment to the bidding document, if any will be posted on Bank's website.
- 5.3 No individual clarification will be sent to the vendors. It is the responsibility of the vendor to check the website before final submission of bids.
- 5.4 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.
- 5.5 All vendors must ensure that such clarifications/ amendments have been considered by them before submitting the Bid. Bank will not take responsibility for any omissions by vendor.
- 5.6 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.
- 5.7 The Bid prepared by the Vendor, as well as all correspondence and documents relating to the Bid exchanged by the Vendor and the Bank and supporting documents and printed literature shall be submitted in **English**.
- 5.8 Bank reserves the right to amend, rescind or reissue the RFP at any time prior to the submission of bids. The Bank, for any reason, whether on its own initiative or in response to a clarification requested by a prospective Vendor, may modify the bidding/document, by amendment which shall be made available to the Vendors by way of corrigendum/addendum. The interested parties/Vendors are advised to check the Bank's website regularly till the date of submission of Bid document specified in the schedule of events and ensure that clarification/amendments issued by the Bank, if any, have been taken into consideration before submitting the bid. Such amendments/clarifications, if any, issued by the Bank will be binding on the participating Vendors. Bank will not take any responsibility for any such omissions by the Vendors.
- 5.9 Queries received after the scheduled date and time will not be responded/ acted upon.

- 6. EXTENSION OF DEADLINE FOR SUBMISSION OF BIDS:** In order to enable vendors reasonable time in which to take amendments into account in preparing the Bids, the Bank, at its discretion, may extend the deadline for submission of Bids.

## **7. BID PRICES**

7.1 Prices are to be quoted in Indian Rupees only.

7.2 The rate quoted shall be firm and shall include all costs, allowances, taxes, levies, charges (delivery of equipment's F.O.R. at site i.e branch/ office including making connection, testing, royalties, cess etc. but excluding GST.

7.3 Prices quoted by the Vendor shall be fixed for minimum three (03) years may be further extended up to next two (02) years, subject to satisfactory performance of the firm. A bid submitted with an adjustable price quotation will be treated as nonresponsive and will be rejected. The Bank reserves the right to call for fresh e-bid from empaneled vendors to determine the price due to abnormal market fluctuations.

## **8. DOCUMENTARY EVIDENCE ESTABLISHING VENDOR'S ELIGIBILITY AND QUALIFICATIONS:**

The documentary evidence of the Vendor's qualifications to perform the Contract, if its Bid is accepted, shall be established to the Bank's satisfaction:

- (a) that adequate, specialized expertise are available to ensure that the support services are responsive, and;
- (b) that the Vendor will assume total responsibility for the fault-free operation of the solution proposed and maintenance during the warranty period and after it.
- (c) that the Vendor should be in position to provide necessary maintenance services up to next four years under Comprehensive AMC, post warranty.

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

9.1 The Vendor shall submit point by point compliance to the **Technical Specifications** (as per **Appendix-11 & Appendix-12**) and it should be included in the Bid.

9.2 Any deviations from specifications should be clearly brought out in the bid.

## **10. EARNEST MONEY DEPOSIT (EMD)**

10.1 The Vendor shall furnish, as part of its Bid, an EMD amounting to Rs 1 lakh in the form of Demand Draft in favour of AGM (P&E), SBI, LHO Lucknow payable at Lucknow.

10.2 The EMD is required to protect the Bank against the risk of Vendor's conduct, which would warrant the EMD's forfeiture.

10.3 Any Bid without an EMD will be rejected by the Bank, as non-responsive.

10.4 The EMD of the unsuccessful Vendors shall be returned within 30 days from the date of award of contract to successful vendor and no interest shall be payable on EMD of unsuccessful Vendors.

10.5 The successful Vendor's EMD in turn would be adjusted against the Security Deposit amount as per Clause-21.1, Vendor intend to be empaneled with. This money will be kept with the Bank up to the existence of contract with the vendor.

10.6 The EMD may be forfeited:

(a) if a Vendor does not participate in the e-tendering (price bid) or offline commercial bid (as the case may be) or

(b) if shortlisted 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; or

(c) In case a successful Vendor fails;

(i) To sign the Contract/ or Backs out from the offer bid.

(ii) To perform the contract as per the bid submitted.

(iii) If it is found that the vendor is involved in arbitration/ litigation with our Bank or have been blacklisted/ de-listed/ de-empaneled by any Government Office/ Public Sector Banks (PSBs)/ Public Sector Undertakings (PSUs).

(iv) If it is found that the contract has been signed by misrepresentation or in contravention of the any of the terms of the bid.

(v) Withdrawal of a Bid during the interval may result in the Vendor's forfeiture of its EMD.

## **11. PERIOD OF VALIDITY OF BIDS**

11.1 Bids shall remain valid for a period of 180 days from the date of opening of the Bid. A Bid valid for a shorter period may be rejected by the Bank as nonresponsive.

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

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

## 12. **BIDDING PROCESS (TWO-STAGE)**

- 12.1 For the purpose of the present tender, a **two-stage** bidding process as mentioned below will be followed for Biometric Access Control System.
- 12.2 **In first stage (Technical Bid):** Hard copies of Bid documents duly filled in with a **Covering Letter** as per “**Appendix-1**” along with all supporting documents should be submitted in a sealed NON-WINDOW envelope containing the name and complete address/ contact number of the vendor on the envelope and bear the title “**Technical Bid for Comprehensive AMC of existing Biometric Access Control System and for supply, installation & Comprehensive AMC (post warranty) of new Biometric Access Control System (on requirement basis) by the Bank at branches/offices of in the State Bank of India under Lucknow Circle**”.
- 12.3 In the first stage, only TECHNICAL BID will be opened and evaluated as per matrix. Vendors 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.
- 12.4 If adverse feedback is conveyed by the referral Institute/ Office that vendor will be disqualified.
- 12.5 Email through the domain of the organization will be treated as valid modes however email through Gmail, Yahoo or any such sites will not be entertained.
- 12.6 **In the second stage,** the Price Bid will be conducted through e-tendering (<https://etender.sbi/>) amongst the vendors who qualify in Technical Bid, through SBI Service Provider M/s e-procurement Technologies Pvt. Ltd, Ahmedabad.
- 12.7 **Date and time for submission of price bid through e-Tendering will be intimated to the qualified vendors separately through SBI service provider M/s e-Procurement Technologies Pvt. Ltd., Ahmedabad after scrutiny of their Technical Bid. The vendor should have valid digital signature for participation in e- Tendering.**

## 13. **DOCUMENTS COMPRISING THE TECHNICAL BID**

- 13.1 Documents comprising the Technical Bid Proposal Envelope, should contain RFP document along with all **Appendices-1 to 18.**
- 13.2 Compliance in accordance with all the clauses of RFP duly signed by the authorized representative of the Vendor and stamped with the official stamp of the Vendor on each page of the RFP document with complete Index and paging should be submitted. (Board resolution authorizing representative to bid and make commitments on behalf of the Vendor to be attached).

13.3 While submitting the Technical Bid, literature on the software / hardware if any, forms and bids documents should be segregated and kept together in one section / lot. The EMD is to be given in separate envelop with proper encryption on top.

13.4 Any Technical Proposal not containing the above will be rejected.

13.5 The Technical Bid Proposal should NOT contain any price information. Such proposal, if received, will be rejected.

13.6 The Technical Bid should be addressed to the Assistant General Manager (Security) at the address given in the RFP. The inner envelopes shall also be addressed to Assistant General Manager (Security) at the address given in the RFP. All envelopes should prominently indicate the name and address of the Vendor on the cover.

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

13.8 Any interlineation, erasures or overwriting shall be considered as invalid bid. The Bank reserves the right to reject bids not conforming to the above.

13.9 If the envelope is not properly sealed and marked, the bid will be rejected.

#### **14. SUBMISSION OF BIDS**

14.1 Bids must be received by the Bank at the address specified, not later than the date & time specified in the RFP.

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

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

14.4 **LATE BIDS**: Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the vendor.

## **15. OPENING AND EVALUATION OF BIDS:**

### **15.1 OPENING OF BIDS BY THE BANK**

15.1.1 The Vendors' names and the presence or absence of requisite EMD and such other details as the Bank, at its discretion, may consider appropriate, will be announced at the time of Technical Bid opening.

15.1.2 Bids received after due date and time, if any, will not be accepted and not be opened at the time of Bid Opening shall not be considered further for evaluation, irrespective of the circumstances.

### **15.2 PRELIMINARY EXAMINATION/ PRE-QUALIFICATION**

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

15.2.2 Prior to the detailed evaluation, the Bank will determine the responsiveness of each Bid to the Bidding Document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the RFP without any deviations.

15.2.3 The Bank's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.

15.2.4 If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Vendor by correction of the non-conformity.

### **15.3 TECHNICAL EVALUATION**

15.3.1 Only those Vendors and Bids who have been found to be in conformity of the eligibility terms & conditions during the preliminary evaluation would be taken up by the Bank for further detailed evaluation. Those Bids who do not qualify the eligibility criteria and all terms & conditions during preliminary examination will not be taken up for further evaluation (**Appendix-5**).

15.3.2 The Bank reserves the right to evaluate the bids on technical & functional parameters including factory visit and witness demonstration of the system and verify functionalities, response times, etc. During product demonstration of equipment, the vendor shall submit a signed certificate giving complete details of the equipment being demonstrated (**Appendix-6**).

15.3.3 Bank reserves the right to verify the photocopies of documents submitted by the vendors with the originals.

15.3.4 Bank will evaluate the technical and functional specification of Biometric Access Control System quoted by the Vendor and weightage for various features would be as per the EVALUATION MATRIX at **Appendix-7**.

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

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

15.3.7 The intending Vendor who are under arbitration/ litigation with our Bank or have been blacklisted/ de-listed/ de-empaneled by any Government/ Public Sector Banks/ Public Sector Undertakings will not be considered for Empanelment. The firms will be required to submit an undertaking to this effect as per **Appendix-8**.

## **16. EMPANELMENT OF THE VENDOR:**

16.1 Those vendors who qualify in pre-qualification and technical evaluation will be eligible to participate in e-tendering process. After e-tendering, the successful vendors as mentioned at **Clause-19 (Award Criteria)** shall be empanelled in the Bank for period of three (03) years further extendable up to two (02) years from the date of signing of agreement at the discretion of the Bank on the existing terms and conditions, 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 vendor.

16.2 The performance of empanelled vendors may be reviewed on yearly basis. The vendors have to submit their consent in writing for working with bank as per the Term and Conditions of this RFP in their company letter head, sealed and signed by the authorized person as per **Appendix-10**. It is to note that after the completion of one (01) 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 (01) year.

16.3 The vendor empaneled must have to open an account with State Bank of India in which all cash transactions will be routed. If the vendor does not have an account with State Bank of India, the same is required to be opened within 30 days after getting empaneled with the Bank.

16.4 If empaneled vendor does not participate in e-tendering/ price 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.

**17. PRICE BIDS:** Rate fixation of Comprehensive AMC and different components of Biometric Access Control System shall be conducted through e-tendering.

17.1 Those Vendors who qualify in Technical Bid evaluation in the Bank, will be allowed to participate in e-tendering.

17.2 Bidding will be done for all Currency Chest branches and offices having special requirements, under Lucknow Circle. It should be noted that the rates of individual items should not be quoted above MRP otherwise the bid will not be accepted.

17.3 The L-1 Vendor will be selected on the basis of Price Bid quoted as per **BOQ (Appendix-13)** during e-tendering. **QUOTATION OF PRICES FOR ALL ITEMS:** The Vendor should quote for complete solution proposed/ listed in this Bid. In case, prices are not quoted by any Vendor for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Vendors participating in the bidding process will be reckoned as the notional price for that service, for that Vendor. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Vendors (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Vendors. However, the Bank reserves the right to reject all such incomplete bids.

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

17.5 The Price bidding process for fixation of different component of Biometric Access Control System will be through e-tendering.

17.6 The online e-tendering shall be conducted by the Agency authorized by the Bank to conduct the e-tendering process. The short-listed vendors 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 vendors should sign the business rules documents prescribed by the above agency and the Bank. For the purpose of e-tendering, the vendor will arrange for the digital signature.

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

**18. INSTRUCTIONS FOR VENDOR:**

18.1 No Vendor shall contact the Bank on any matter relating to its Bid, from the time of opening of Price Bid to the time the Contract is awarded.

18.2 Any effort by a Vendor to influence the Bank in its decisions on Bid evaluation, Bid comparison or contract award may result in the rejection of the Vendor's Bid.

## **19. AWARD CRITERIA**

19.1 The allocation of work will be done in the following manner provided the vendors are willing to match the L-1 price:

a) L-1 will be recommended for work in Branches/ Offices falling under 50% Administrative Offices/ Regional Business Offices.

b) L-2 will be recommended for work in Branches/ Offices falling under 30% Administrative Offices/ Regional Business Offices.

c) L-3 will be recommended for work in Branches/ Offices falling under 20% Administrative Offices/ Regional Business Offices.

d) In case any/each of L-2 to L-3 are not willing to work at L-1 rates than the offer will pass on to the next vendor i.e L-4, L-5 and so on. In case no other vendor (L-2, L-3, L-4, L-5 and so on) agrees to work at L-1 price, then the entire contract shall be performed by L-1 vendor.

19.2 In case L-1 shows unwillingness to work, then again price bidding (Online) will be done. The EMD of the L-1 vendor who after bidding showed unwillingness to accept the work, will be forfeited and the Vendor shall not be allowed to participate in future tender process for three (03) years.

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

## **20. NOTIFICATION OF AWARD**

20.1 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.

20.2 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 seven (07) days of receipt of the communication as per **Appendix-10**.

20.3 Upon notification of award to the L-1, L-2 and L-3 vendors, the Bank will promptly notify each unsuccessful Vendor and will discharge its EMD.

## **21. SECURITY DEPOSIT:**

21.1 The EMD amounting to Rs 1 Lakh of successful vendors shall be converted into Security Deposit. The NSIC/ MSME registered successful vendors having exemption of EMD shall deposit Security Deposit in the form of DD (in favour of AGM P&E SBI LHO Lucknow payable at Lucknow within seven (07) days and the vendor will not get any interest on the amount.

21.2 The amount of Security Deposit will be held by the Bank during entire period of empanelment.

21.3 In case the shortlisted vendor backs out and refuses to work, the EMD/Security Deposit shall be forfeited and the vendor will be debarred for three (03) years from taking part in the future security equipment tenders floated by the Bank for Lucknow Circle.

## **22. SIGNING OF CONTRACT:**

22.1 In the absence of a formal contract, the Bid document, together with the Bank's notification of award and the vendor's acceptance thereof, would constitute a binding contract between the Bank and the successful Vendor.

22.2 Failure of the successful Vendor to accept the notification of award by the Bank shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD.

22.3 The Bank reserves the right either to forfeit the security deposit or to cancel the purchase order or both if the Vendor fails to meet the terms of this RFP or contracts entered into with them.

22.4 With this empanelment of Vendors for Comprehensive AMC & supply of Biometric Access Control System, Banks will not be debarred from its right to call tender for purchase of Biometric Access Control System from the open market, if the situation so warranted.

**23. SIGNATURES:** In the event of the bid being submitted by a firm, 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).

## **24. GENERAL**

24.1 The Vendor shall present a comprehensive description of the architecture and configuration of the proposed system, identifying salient features and functions that include design proposal with layouts, diagram, etc. Third party equipment offered, as system integrator must be indicated. The selected final vendor must provide a project execution plan with a technical proposal wherever required or asked by the Bank.

24.2 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 Vendor 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.

24.3 The vendor shall clearly indicate the country of origin, manufacturer of the equipment. Testing and Certification: The vendor shall arrange to provide testing and certification of the complete system installed.

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

24.5 The Bank may arrange for the Original Equipment Manufacturer (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 vendor who wins contract shall provide all the possible assistance in this process and the vendor at their cost shall make all necessary arrangements for this purpose. In case it was found that the equipment/ hardware/ software supplied is not as per given brands/ specifications, Bank will take a suitable action as deemed fit.

24.6 It will be imperative on each of the vendors to fully acquaint themselves with all the local conditions and factors, which can have any effect on the performance of the contract.

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

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

## **25. MISCELLANEOUS**

25.1 The selected Vendor (L-1 to L-3) will enter into an agreement with each of the Admin Office/RBOs separately, they will be working with.

25.2 Vendor should carry out installations/ Comprehensive AMC tasks in close coordination with the Branch Manager posted at Branches and Chief Manager (GB/CMCS/Operations)/ Zonal Security Officer posted at AO/ RBO, depending on the Bank's requirement.

25.3 The selected 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.

**26. BANK'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:** The Bank reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Vendor or Vendors or any obligation to inform the affected Vendor or Vendors of the grounds for the Bank's action.

**27. TECHNICAL SPECIFICATIONS:** All necessary hardware and software required to make the Biometric Access Control System will be strictly as per Technical Specifications given at **Appendix-11 & Appendix-12** for qualification. The specifications given are minimum. Vendors can quote equivalent or higher technical specifications to meet the Bank's requirement. However, no weightage would be given for higher configurations.

**28. TECHNICAL SPECIFICATIONS OF EQUIPMENT:** Technical specifications of equipment are given at **Appendix-11 & Appendix-12**.

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

29.1 **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:

29.1.1 'The Bank' shall mean the State Bank of India (including its branches and its offices under Lucknow Circle).

29.1.2 "Vendor" is the vendor who will participate in the tender process and also covers those who will be successfully empaneled in the Bank.

29.1.3 "Confidential Information" shall have the meaning set forth in Clause 29.21.

29.1.4 "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.

29.1.5 “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.

29.1.6 “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).

29.1.7 “Request for Proposal (RFP)” shall mean RFP NO.: LHOLUC/SEC/2021-22/01 dated 20/09/2021 along with its clarifications/ corrigendum issued by the Bank from time to time.

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

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

29.1.10 “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;

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

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

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

29.1.14 "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;

29.1.15 "TCC" means the Terms and Conditions of Contract contained in this section;

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

29.1.17 "AO/RBO" means Administrative Office/ Regional Business Office of State Bank of India under Lucknow Circle.

29.1.18 "OEM" means Original Equipment Manufacturer of the equipment.

29.1.19 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.

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

29.2.1 Comprehensive Annual Maintenance Contract (Comprehensive AMC) of the Biometric Access Control System requires back to back support certificate from manufacturer of the existing Security Equipment will be arranged by the vendor.

29.2.2 VENDOR shall during the period of agreement / contract supply, install maintain security system installed in the Branches / Offices under the LHO Lucknow in good working order and for this purpose shall provide the maintenance service.

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

29.2.4 In case any of the security system requires major repairs, the vendor shall provide a standby system before taking the defective equipment for repairs.

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

### **29.3. COUNTRY OF ORIGIN / ELIGIBILITY OF GOODS & SERVICES:**

29.3.1 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.

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

29.3.3 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 Original Equipment Manufacturers (OEMs) of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used. The vendor also undertakes to produce certificate from the Original Equipment Manufacturers in support of the above statement at the time of delivery / installation.

29.3.4 In case of default and the Bank finds that the above conditions are not complied with, than 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.

29.3.5 In case of default and vendor is unable to comply with above at the time of delivery or during installation, for the Security 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.

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

29.3.7 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 equipment cost and will be upgraded free of cost in further if required for the smooth functioning of security equipment.

#### **29.4. USE OF CONTRACT DOCUMENTS AND INFORMATION:**

29.4.1 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 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.

29.4.2 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.

29.4.3 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.

29.4.4 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.

#### **29.5. PATENT RIGHTS/ INTELLECTUAL PROPERTY RIGHTS:**

29.5.1 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.

29.5.2 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.

#### **29.6 INSPECTION AND QUALITY CONTROL TESTS**

29.6.1 The Bank reserves the right to carry out pre-shipment factory/ go-down inspection at the location of vendor by a team of Bank officials or demand a demonstration of the solution proposed on a representative model in Vendor's office as and when required. The vendor at their cost shall make all necessary arrangements for this purpose. Bank will also conduct the random acceptance testing of equipment's to ascertain the

configuration and quality. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to the Bank.

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

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

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

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

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

29.7.4 In event of further delay (beyond 5 weeks) in installation or maintenance visit, the Bank reserves the right to cancel the Work Order/ Comprehensive AMC and forfeit the **Performance Guarantee Money**. 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.

**29.8 DELIVERY/ INSTALLATION & DOCUMENTATION:**

29.8.1 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:

(a) 2 copies of Vendor's Invoice showing Contract number, Products description along with serial number and Part number, quantity, unit price and total amount, bar code should be pasted in the **Installation Certificate (Appendix-14)**

(b) Manufacturer's / Vendor's warranty certificate, user manuals, CDs etc.

29.8.2 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.

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

#### **29.8.4 FOR THE SYSTEM & OTHER SOFTWARE, THE FOLLOWING WILL APPLY:**

(a) 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.

(b) 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.

(c) 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.

**29.9 ACCEPTANCE PROCEDURE:** On successful completion of installation, commissioning, acceptability test, receipt of deliverables, etc., the **Installation Certificate (Appendix-14)** 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.

#### **29.10 INSURANCE:**

29.10.1 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.

#### **29.11 WARRANTY/ UPTIME:**

29.11.1 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.

29.11.2 Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be one (01) year from date of installation, commissioning and handing over of the equipment to the Bank.

29.11.3 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.

29.11.4 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.

29.11.5. 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.

29.11.6 On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the Original Equipment Manufacturer (OEM). The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of one (01) year from the date of commissioning and handing over of the equipment to the Bank. The Vendor shall repair or replace worn out or defective parts of the equipment at his own cost including the cost of transport. No charges, fees, accommodation, boarding, etc, shall be paid or provided by Bank to the service engineer or assistants.

## **29.12. UPTIME:**

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

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

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

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

## **29.13. PENALTY:**

29.13.1 Without prejudice to any of BANK's other rights and remedies, for every 1 % drop in System uptime from the guaranteed 100% during a quarter, VENDOR shall reimburse to the Bank towards penalty, 1 % of value of the Comprehensive AMC

contract amount, limited to 25%, this will be recovered from the Comprehensive AMC charges payable / Retention Money Deposit held by the Bank.  
Availability will be calculated on a quarterly basis.

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

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

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

SI	SLA	Target Penalties
1	Availability/ Uptime of Security System including its accessories 100%	<ul style="list-style-type: none"> <li>• 100.00% : Nil</li> <li>• 98.00% to 99.99%: 1 % of AMC Amount</li> <li>• 97.00% to 97.99%: 2 % of AMC Amount</li> <li>• 96.00 to 96.99% : 4 % of AMC Amount</li> <li>• 95.00 to 95.99% : 6 % of AMC Amount</li> <li>• Less than 95% : 10 % of AMC Amount</li> </ul>
2	Complaint resolution	Within time limit as per RFP : Nil Delay of each day in complaint resolution: Rs. 100/- per day
3	Not carrying out Comprehensive AMC as per schedule	Rs. 500/- for every week of delay
4	Penalty, once the maximum penalty reached.	Bank may terminate the contract and forfeit the Security Deposit/ Performance Guarantee Money/ Retention Money Deposit
5	Not keeping required Manpower as per SLA	Rs. 1000/- per technician, at every instance

29.13.5. 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.

29.14. **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.

29.14.1. 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:

- a) **Free Maintenance Services during the period of warranty:** Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor, will provide four (04) free maintenance services to the Bank during warranty period.
  
- b) The Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 09:30 AM to 05:30 PM on all Bank working days. In case any defects, faults and failures in the equipment could not be repaired or rectified during the said period, the engineers of the VENDOR are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the equipment need replacement, the VENDOR shall replace such parts, at no extra cost to the BANK, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares for 05 years from date of installation of equipment.
  
- c) 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.
  
- d) In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of 0.5 percent of the total consideration for each week or part thereof the delay, subject to maximum amount of five (05) percent of the total consideration will be charged to vendor. The vendor may provide STANDBY equivalent replacement which should be in working condition as a workable solution to avoid the above penalty.
  
- e) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
  
- f) The Bank shall maintain a Security Information Register at its site in which, the Bank's authorized official shall record each event of failure and / 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.

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

h) 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.

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

j) VENDOR shall provide repair and maintenance service, in response to oral, including telephone call/SMS/Mail/Letter, notice by the Bank, within 48 hours and 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 48 hours of being reported.

k) 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.

l) The selected Vendor should carry out all installation/ Comprehensive AMC tasks in close coordination with the Branch Manager at Branch and Chief Manager (CSCM/Operations) at RBO/ Chief manager (GB)/ Zonal Security Officer at AO, depending on the Bank's requirement.

m) 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.

29.14.2 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 the Bank. While repairing, any worn or defective parts replaced by the VENDOR and the parts replacing the withdrawn parts shall become the property of Bank.

29.14.3 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.

29.14.4 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.

29.14.5 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.

29.14.6 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.

#### 29.15 **MAINTENANCE AND SUPPORT:**

29.15.1 The Vendor shall clearly state the magnitude of the Vendor's presence in the districts of Uttar Pradesh (under SBI Lucknow Circle) to provide 24x7 post implementation support.

29.15.2 During the **Warranty Period** the vendor has to arrange **QUARTERLY VISITS** for inspection of the equipment and provide services.

29.15.3 Comprehensive Service Level Agreements (SLA) or Comprehensive AMC for one (01) year to be provided by vendors and will essentially have to enter into an Annual Maintenance Contract (**Appendix-9**) for a minimum period of one (01) year for maintenance of the system installed by them after the expiry of the warranty period. (shall be as per the RFP).

#### 29.16 **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT:**

29.16.1 Comprehensive Annual Maintenance Contract Agreement of existing Biometric Access Control System is compulsory to be done by the vendor for three (03) years which may further be extended up to next two (02) years.

29.16.2 During the empanelment period, after expiry of the warranty of one (01) year, THE VENDOR shall provide maintenance services for the EQUIPMENT at the quoted rate submitted by him after the bidding process, for a period of two (02) years (after

warranty period) may further be extended up to next two (02) years, subject to satisfactory performance of the firm, at quarterly intervals. The first Comprehensive AMC visit will be done within 15 days after the completion of warranty period. Then after the visit to be done quarterly basis. There should be gap of minimum 70 days between two Comprehensive AMC visits.

a) The Comprehensive AMC charges will be payable subject to satisfactory maintenance services. THE VENDOR shall not increase the Comprehensive AMC rate during contract period excluding the warranty period. The detailed conditions and covenants governing the Comprehensive AMC would be as per specimen agreement given at **Appendix-9** to this RFP. THE VENDOR shall be in position to maintain the complete equipment installed by him during the contract period. SBI may change the terms of the future Comprehensive AMCs, if necessary, to meet changing needs, on mutual agreement with THE VENDOR. The Comprehensive AMC agreement will be executed on Bank's standard format.

b) Comprehensive AMC visit will be construed to be done only when the system is found to be functioning completely/ properly. Vendor will submit Comprehensive **AMC Visit Report** as given in **Appendix-15**.

c) 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 the Bank.

d) In case of services rendered by the VENDOR is not satisfactory, the Bank may forfeit the Security Deposit/ Performance Guarantee Money. The Vendor may be de-empaneled from the Bank for next three (03) years. The work will be allotted to the other empaneled vendor.

e) 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 (05) years, VENDOR shall give three (03) months prior notice to such discontinuance and assist the Bank to make alternative arrangements.

f) 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 the Bank.

g) The contact details of Service Centres, Service Engineers, Technicians and Operation Managers i.e. Landline Nos, Mobile No., Fax Nos, E-Mail ID, or Service Focal Point(s) to be provided to the concerned Branch Manager and Chief Manager (CSCM/Operations) at RBO/ Chief Manager (GB)/ Zonal Security Officer at AO. In case, there is any change, updated list should be submitted to the Bank immediately.

29.16.3 Note: In case the security equipment requires major repairs, the vendor shall provide a STANDBY equipment before taking the defective equipment for repairs under advice to Chief Manager (GB)/ Zonal Security Officer of concerned AO/ Chief Manager (CSCM/Operations) of concerned RBO.

29.17 **COMPREHENSIVE AMC VISIT REPORTS**: Vendor will have to provide four (04) mandatory Branch visits and thereafter, free on-call visits, in case of any Emergency.

29.17.1 Comprehensive AMC Vendor shall prepare three (03) copies of the **AMC Visit Report (Appendix-15)** and each report will be countersigned by the Branch Manager/ Authorised Official. One copy will be handed over as under:

- a) 1<sup>st</sup> copy to Branch Manager.
- b) 2<sup>nd</sup> copy to be retained by the vendor.
- c) 3<sup>rd</sup> copy to be sent to the Zonal Security Officer at respective Administrative Office.

29.17.2 Necessary entries along with dates should be made in the Security Information Register, and duly signed by the representative of the vendor and the Branch Manager.

#### **29.18 SECURITY:**

29.18.1 All the employees of the Vendor/ Original Equipment Manufacturer (OEM) must always carry/display their identity cards for authentication without which they will not be allowed entry into the Bank premises.

29.18.2 VENDOR shall agree that their personnel will at all times comply with all security regulations in effect from time to time inside the Bank premises and externally for materials belonging to the Bank.

29.18.3 A **Complain Number** must be generated for all complaints received from the Bank by the Vendor for future references.

29.18.4 The vendor shall submit the list of technicians who will visit the Branch for service support to the concerned Branch Manager, Chief Manager (CMCS/Operations) at RBO/ Chief Manager (GB)/ Zonal Security Officer at AO. Whenever there is changes in the names of the technician, the vendor will submit the fresh list to the Bank.

#### **29.19 FUTURE ADDITIONS OF HARDWARE / SOFTWARE:**

29.19.1 The Bank would have the right to:

- a) Shift supplied systems to an alternative site of its choice.
- b) Disconnect / connect / substitute peripherals. or devices or any equipment / software acquired from another vendor.
- c) Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from the vendor, or another vendor, or developed inhouse. 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.

29.19.2 The warranty terms would not be considered as violated if any of 29.19.1(a), (b) or (c) 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.

#### **29.20 SUBCONTRACTING:**

29.20.1 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.

29.20.2 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.

#### **29.21. CONFIDENTIALITY:**

29.21.1 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 nondisclosure 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.

29.21.2 The VENDOR 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.

29.22. TRAINING: USER MAINTENANCE: It is important that the user is aware of the importance of the Security Equipment and its operations. The Comprehensive AMC Vendor shall offer in-depth training to the branch staff during all AMC visits/ new installations, on the offered solution according to the following:

29.22.1 Provide hands on training to the branch staff.

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

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

29.22.4 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.

**29.23 PAYMENT SCHEDULE FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT:**

- a) There will be quarterly visits for the Comprehensive AMC. 25% of the AMC amount shall be payable after every quarterly visit, subject to satisfactory completion of maintenance work and submission of AMC Visit Report as given at **Appendix-15**.
- b) Missing of one quarterly AMC visit schedule, a penalty equal to the double of the quarterly AMC visit charge will be imposed on the vendor. The same will be deducted from the AMC bill amount of the vendor or from the Security Deposit/ Performance Guarantee Money.
- c) Repetition of missing of quarterly AMC visit will result in de-empanelment of the vendor for minimum period of three (03) years at the discretion of the Bank and the work will be allotted to the other empaneled vendor.

29.24 **PAYMENT TERMS FOR NEW INSTALLATIONS:** Payment shall be made in Indian Rupees as per following terms:

- (a) 90% of the total amount on installation, commissioning and handing over of the new equipment to the Bank.
- (b) Balance 10% after the expiry of defect liability period of one (01) year.
- (c) 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.

**29.25 PERIOD OF EMPANELMENT AND PERFORMANCE REVIEW OF THE VENDORS:**

29.25.1 The Vendor empanelment in the Bank will be for the period of three (03) years. The validity of empanelment may further extend on the existing terms and conditions for another two (02) years/ till fresh empanelment is finalised, provided that the vendor performance should be found satisfactory during the contract period. It is to note that after the completion of one (01) 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 (01) year/ till fresh empanelment (shall be as per RFP).

29.25.2 Those vendors whose performance found to be unsatisfactory will be removed/blacklisted/debarred from the empanelment list of the Bank for three (03) years and Security Deposit/ Performance Guarantee Money may be forfeited by the Bank.

## **29.26 PRICES:**

29.26.1 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 or duty levied by the Local/ State/ Central Government, if applicable, excluding GST as on the date of submitting quotations. 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 the Bank 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 also have to be covered in insurance and in case of any eventuality, the Bank will not be held liable for payment towards their insurance.

29.26.2 Prices payable to the Vendor as stated in the Contract shall be firm and not subject to change for the three (03) years may be extended up to two (02) more years from the entry into the Contract or till such time rates are reviewed by the Bank.

29.26.3 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.

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

29.26.5 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 on to the Bank.

29.26.6 The price may be reviewed after three (03) years through the e-bidding process and all the empaneled vendors to compulsory participate in it. If empaneled vendor does not participate in e-bidding/ price bid, then the empanelment of the vendor will be cancelled. The said vendor will not be allowed to participate in any tender process of the security equipment for three (03) years.

**29.27 CONTRACT AMENDMENTS:** No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by both the parties.

## **29.28 DELAYS IN THE VENDOR'S PERFORMANCE:**

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

29.28.2 If at any time during performance of the Contract, the Vendor encounter conditions impeding 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.

29.28.3 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.

## **29.29 VENDOR'S OBLIGATIONS**

29.29.1 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.

29.29.2 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.

29.29.3 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.

29.29.4 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.

29.29.5 The Vendor shall issue Photo-Identify Cards to all its employees who would be deployed for the survey / installation / maintenance or any other job related to the equipment. 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 concerned AO/RBO. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanors.

29.29.6 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.

29.30 **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.

**29.31 PERFORMANCE GUARANTEE MONEY:**

29.31.1 The Performance Guarantee Money equivalent to 10% of total AMC rate in the form of STDR duly Lien with the respective AO/RBO will be submitted by the vendor at the time of signing of contract.

29.31.2 The Performance Guarantee Money will be refundable to the Vendor after the expiry of the contract period.

**29.32 TERMINATION FOR DEFAULT:**

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

- 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.

29.32.2 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.

29.32.3 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.

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

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

29.32.6 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."

### **29.33 FORCE MAJEURE:**

29.33.1 Notwithstanding the provisions of TCC, the Vendor shall not be liable for forfeiture of its performance guarantee money/ security deposit, 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.

29.33.2 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.

29.33.3 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.

29.33.4 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.

29.33.5 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.

### **29.34 RESOLUTION OF DISPUTES:**

29.34.1 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 Lucknow.

29.34.2 The Vendor shall continue to 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 Lucknow and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.”

### **29.35 JURISDICTION:**

29.35.1 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 Lucknow.

29.35.2 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.

29.35.3 Governing Language: The governing language shall be English.

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

Bank’s address for notice purposes:

<To be filled in by the AO/RBO>

Vendor’s address for notice purposes:

<To be filled in by the Vendor>

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

### **29.37 TAXES AND DUTIES**

29.37.1 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.

29.37.2 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.

29.37.3 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.

29.37.4 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.

### **29.38 LIABILITY AND INDEMNITIES:**

29.38.1 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.

29.38.2 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.

29.38.3 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.

29.38.4 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.

29.38.5 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.

29.38.6 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.

### **29.39. FRAUD AND CORRUPT PRACTICES**

29.39.1 The Vendor 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 Vendor if it determines that the Vendor has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding Process.

29.39.2 Without prejudice to the rights of the Bank , if a Vendor 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 Vendor shall not be eligible to participate in any RFP issued by the Bank during a period of 3 (three) years from the date if such Vendor 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, as the case may be.

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

- (a) "corrupt practice" means (i) 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 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 (ii) 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;

- (b) "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
- (c) "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;
- (d) "Undesirable practice" means (i) 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 (ii) having a Conflict of Interest; and
- (e) "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Vendors with the objective of restricting or manipulating a full and fair competition in the bidding Process.

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

Vendor's authorized Signatory

Vendor's Seal.

Place:

Date:

**OFFER COVERING LETTER**

(To be furnished on Vendor's letter head)

Letter No.:

Date:

Assistant General Manager (Security)  
State Bank of India,  
Circle Security Department,  
Local Head Office,  
Moti Mahal Marg,  
PO-Hazratganj,  
Lucknow-226001

Dear Sir/ Madam

**REF: YOUR REQUEST FOR PROPOSAL (RFP) DATED ..... FOR EMPANELMENT OF VENDORS COMPREHENSIVE AMC OF EXISTING BIOMETRIC ACCESS CONTROL STSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW BIOMETRIC ACCESS CONTROL SYTSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE**

We have examined the RFP, the receipt of which is duly acknowledged, and we offer to our bid for Empanelment of Vendors for Supply, Installation, Commissioning, Testing & Maintenance of Biometric Access Control System at branches under SBI Lucknow Circle as per the terms, conditions and technical specifications spelt out in the commercial bid and made part of this offer.

2. While submitting this bid, we certify that:
  - (a) We have not induced nor attempted to induce any other vendor to submit or not submit a bid for restricting competition.
  - (b) We have not added/deleted/modified the contents/ text of the document or any part of the bid document and if bank observes any modification/alteration/addition/deletion is made, bank has right to reject the bid without assigning any reason.
3. We agree to abide by this offer till 180 days from the last date stipulated by the Bank for submission of bid, and our offer shall remain binding upon us and may be accepted by the bank any time before the expiry of that period.
4. We agree that in the event of our Company being selected for providing services to State Bank of India, as service provider we will enter into and execute the necessary contract agreement as per the format specified by State Bank of India. We understand and agree that until a formal contract is prepared and executed, this offer, together with the

Bank's written acceptance thereof and the Bank's notification of award shall constitute a binding contract between us.

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

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

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

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

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

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

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

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

Yours faithfully,

Authorised Signatory

For and on behalf of

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

Seal

Date:

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

(To be furnished on Vendor's letter head)

Letter No.:

Date:

Assistant General Manager (Security)  
State Bank of India,  
Circle Security Department,  
Local Head Office,  
Moti Mahal Marg,  
PO-Hazratganj,  
Lucknow-226001

Dear Sir,

**APPLICATION FOR EMPANELMENT OF VENDOR FOR COMPREHENSIVE AMC OF EXISTING BIOMETRIC ACCESS CONTROL SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW BIOMETRIC ACCESS CONTROL SYSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE**

With reference to your advertisement dated \_\_\_\_\_ for the captioned work, we enclose herewith for your kind consideration our **Company Profile** in the format provided by you in the **Appendix-16** along with necessary supporting papers signed and sealed by the authorized signatory of the vendor. We confirm that the details furnished by us are true and correct.

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

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

4. 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 auction. We also confirm that our company will arrange for digital signature for participating in thee-tendering/ Online price Bid.

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

Dated this ..... day of .....2021

Yours faithfully,

Authorised Signatory

For and on behalf of

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

Seal

Date:

(To be furnished on Vendor's letter head)

Letter No.:

Date:

Assistant General Manager (Security)

State Bank of India,

Circle Security Department,

Local Head Office,

Moti Mahal Marg, PO-Hazratganj,

Lucknow-226001

Dear Sir,

**EMD FOR PARTICIPATION IN TENDERING PROCESS FOR EMPANELMENT OF VENDORS FOR COMPREHENSIVE AMC OF EXISTING BIOMETRIC ACCESS CONTROL SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW BIOMETRIC ACCESS CONTROL SYSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE**

With reference to the captioned subject, we intent to participate in the tender process for empanelment of vendors for Comprehensive Annual Maintenance Contract of existing Biometric Access Control System and Supply, Installation, Testing, Commissioning, Maintenance of new Biometric Access Control System (on requirement basis) at the branches/ offices of State Bank of India under SBI Lucknow Circle.

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

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

Yours faithfully,

Authorised Signatory

For and on behalf of

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

Seal

Date:

(To be furnished on Vendor's letter head)

Letter No.:

Date:

Assistant General Manager (Security)  
State Bank of India,  
Circle Security Department,  
Local Head Office,  
Moti Mahal Marg, PO-Hazratganj,  
Lucknow-226001

Dear Sir,

**SUBJECT: MANUFACTURER'S/ PRODUCER'S AUTHORIZATION FORM**

We, .....established and leading manufacturer of Biometric Access Control System products registered office at \_\_\_\_\_having joint venture/ authorized dealership with \_\_\_\_\_, do hereby authorize M/s \_\_\_\_\_ registered office at \_\_\_\_\_ to supply, install and provide after sales support for our range of under mentioned products quoted by them to meet the above mentioned tender:-

S.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 term of one (01) year. Also, we as an OEM assure that the quoted models are not end of life and necessary spares would be provided at cost to vendor for minimum period of five (05) 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.

Yours faithfully,

Authorized Signatories  
(Name & Designation, seal of the OEM)  
Contact No. E-Mail Address

Note: This letter of authority should be on the original letterhead of the manufacturer /OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Vendor in its Bid should include it.

**ELIGIBILITY CRITERIA: CHECK LIST**

LIST OF ENCLOSURES		
Sl.	Particulars	Enclosed Yes/ No
1.	The Manufacturer/ Firm/ Company/ Dealer/ Vendor is in field of supplying, installation & maintenance of Biometric Access Control System business for a minimum period of five (05) years as on <b>31/03/2021</b> .	
2.	Company/ Manufacturers/ Firms/ Dealers/Vendors Profile submitted.	
3.	In last three years' installation of system done in Government/ Public Sector Banks/ Public Sector Undertakings	
4.	Complete Contact details submitted	
5.	Company having required turn over and documents submitted (Balance Sheet and IT Return Copy)	
6.	Company having required number and value of work order and its work completion certificate.	
7.	Satisfactory Performance Certificate from customer whose work order shown.	
8.	Latest Banker's Solvency Certificate (in original) worth Rs. 10 lakh along with Banking details submitted	
9.	Technical Specifications/Brochure of the product(s) offered submitted	
10.	Demand Draft of EMD submitted	
11.	Latest attested copies of GST Registration No, ESI/ EPF Registration No.	
12.	Copy of PAN Card issued by Income Tax Deptt,	
13.	A valid Direct Authorized Dealer Certificate from ODM / OEM. Back to back support certificate for 05 years.	
14.	Copies of ISO Certification, if any	
15.	Copies of BIS/UL/ERTL certificates of the product offered attached	
16.	List of Service Support Offices or Sub offices / dealers submitted.	
17.	List of qualified technicians / tradesmen submitted with proof ESIC and PF paid ECR copy for last 01 year)	
18.	Company in profit during the last three consecutive years. Support documents submitted	
19.	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	

Authorised Signatory

Place:

Date:

Office Seal:

(To be furnished on Vendor's letter head)

Letter No.:

Date:

To:

Assistant General Manager (Security)  
State Bank of India,  
Circle Security Department,  
Local Head Office,  
Moti Mahal Marg,  
PO-Hazratganj,  
Lucknow-226001

Dear Sir,

**Details of Demonstration of Biometric Access Control System:**

S. No.	Description of each items for which rates being quoted	Make/ Model	Specifications	Warranty Offered
a	Biometric Reader			
b	Electro Magnetic Lock			
c	Other accessories			

Remarks: If any.

Yours faithfully,

Authorised Signatory

For and on behalf of

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

Seal

Date:

**TECHNICAL BID: EVALUATION MATRIX**

SI	Parameter	Criteria with marks	Max Marks	Marks Obtain ed
1.	Constitution of the Firm	Sole Proprietary - 04	10	
		Partnership - 06		
		Private Limited - 08		
		Public Limited - 10		
2.	Average Annual Turnover during last three (03) years (in sales of related works)	15 Lakh to 16 Lakh - 02 More than 16 Lakh to 17 Lakh - 03 More than 17 Lakh to 18 Lakh - 04 More than 18 Lakh - 05	05	
3.	Vendor is a profit-making company for last three (03) years	Profit making in last 03 years - 02	05	
		Profit making in last 04 years - 03		
		Profit making in last 05 years or more - 05		
4.	Years of experience	More than 3 & up to 4 years - 05	10	
		More than 4 & up to 5 years - 07		
		More than 5 years - 10		
5.	Vendor Status	Manufacturer of the given Brand - 05	05	
		Subsidiary company of given Brand- 04		
		Authorized dealer of the given Brand- 03		
		None of the above - 00		
6.	ISO certificate given for excellence to the bidding Company / Vendor	Yes - 03	03	
		No - 00		
7.	Vendor is empaneled within last three (03) years	SBI, LHO Lucknow Circle – 03 marks	10	
		Other SBI Circles – 02 marks each		
		Empaneled with Government/ PSB/ PSU - 01 mark each		
8.	Sum of total work related to Biometric Access Control System completed in last three (03) years (in Rs)	More than 10 Lakh to 11 Lakh - 04 More than 11 Lakh to 12 Lakh - 06 More than 12 Lakh to 13 Lakh - 08 More than 13 Lakh - 10	10	
9.	Presence of Company Offices in Uttar Pradesh (Under Lucknow Circle)	Lucknow-02, Bareilly-01, Gorakhpur-01, Allahabad-01, Kanpur-01, Varanasi-01. Any other district under Lucknow Circle other than above-01	10	
10.	Referral Report from Clients {Minimum 05 pertains to last three (03) years}	Excellent Client Report - 03 (for each) Good Client Report - 02 (for each) Satisfactory Client Report - 01 (for each)	10	
11.	Technical Presentation and equipment demonstration at LHO, Lucknow	Technical Presentation - 12	22	
		Equipment demonstration -10		
		<b>Total</b>	<b>100</b>	

**DECLARATION/ UNDERTAKING**

I/We ----- hereby certify that my/ our firm/company M/s----- has/have never been blacklisted/de-listed/de-empaneled by any Government/Public Sector Banks/Public Sector Undertakings and never involved in arbitration/ litigation with State Bank of India.

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

Place:

Signature with seal

Date:

Name (in block letters)

Designation

Name of the firm/company

Address

**SERVICE LEVEL AGREEMENT (SLA) FOR COMPREHENSIVE AMC OF BIOMETRIC ACCESS CONTROL SYSTEM, ITS HARDWARE, SOFTWARE & OTHER RELATED SERVICES**

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

AND

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

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

WHEREAS the vendor has agreed to provide the supply, installation and maintenance services for Biometric Access Control System at different branches/ offices of the Bank where Biometric Access Control System has been installed.

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

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

- a) For existing Biometric Access Control System (pre-empanelment): Rs ...../- per Equipment per year.
- b) For new Biometric Access Control System (post empanelment post warranty): Rs ...../- per Equipment per year.

**(all Terms and Condition of Contract (TCC) given at Para 29 of the RFP will be part of this Contract)**

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

**On behalf of the VENDOR:**

(Signed by Vendor's Authorized Representative)

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

Seal of VENDOR

**On behalf of The Bank:**

(Signed by Bank's Representative)

Shri \_\_\_\_\_

State Bank of India,

**In the presence of:**

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

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

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

(To be furnished on Vendor's letter head)

Letter No:

Date:

Assistant General Manager (Security)  
State Bank of India,  
Circle Security Department,  
Local Head Office,  
Moti Mahal Marg, PO-Hazratganj,  
Lucknow-226001

Dear Sir,

**EMPANELMENT OF VENDORS FOR COMPREHENSIVE AMC OF EXISTING BIOMETRIC ACCESS CONTROL SYSTEM AND FOR SUPPLY, INSTALLATION, TESTING, COMMISSIONING, MAINTENANCE OF NEW BIOMETRIC ACCESS CONTROL SYTSTEM (ON REQUIREMENT BASIS) FOR BRANCHES/ OFFICES OF STATE BANK OF INDIA UNDER LUCKNOW CIRCLE: ACCEPTANCE OF OFFER**

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

- a) We forward herewith a Security Deposit of Rs. 1 Lakh. We also agree to the fact that the Security Deposit 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) After empanelment with the Bank, we shall execute AMC agreement with respective AOs/RBOs. It is compulsory to enter/sign the agreement between AOs/RBOs and us before the commencement of the work. Terms & Conditions of Contract (TCC) given at para 29 of RFP will form the part of AMC agreement.
- 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 empanelment, the Bank is at discretion to forfeit the Security Deposit and terminate the contract of AMC.

Yours faithfully,

For and on behalf of

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

Authorized Official.

Seal

Date:

<b><u>TECHNICAL SPECIFICATIONS OF BIOMETRIC READER:</u></b>		
<b>S.NO</b>	<b>Specification</b>	<b><u>WHETHER APPLICANT AGREES TO COMPLY BY / PROVIDE THE CONFIGURATION (YES OR NO)</u></b>
1	Biometric Type: Finger Print with 32bit High End Microprocessor CPU.	
2	Optical Sensor: Minimum 500 DPI	
3	LCD/LED Display and Optical Sensor: In built	
4	Recording: IN and OUT time.	
5	Storage: Up to 1,000 fingerprints and 10,000 logs of transaction records.	
6	Identification speed: less than or equal to about 1 sec.	
7	Enrolment and Registration Time: Less than 3 seconds for finger.	
8	Provided with a USB port that allows administrator to transfer data.	
9	Easy data transfer using USB memory stick	
10	User friendly programming without connection to PC	
11	Power Requirement: 5 V to 12 V DC	
12	Operating Temperature of 0°C to 45°C	
13	Operating humidity of 20% to 80%.	
14	FRR (False Rejection Rate) 0.1 % or less	
15	FAR (False Acceptance Rate) < 0.001%	
16	Certifications: BIS	

<b><u>TECHNICAL SPECIFICATIONS OF ELECTRO MAGNETIC LOCK:</u></b>		
<b>S.NO</b>	<b>Specification</b>	<b><u>WHETHER APPLICANT AGREES TO COMPLY BY / PROVIDE THE CONFIGURATION (YES OR NO)</u></b>
1	Body: Anti-Rust Surface with Zinc Plating	
2	Suitable for: Wooden door, Glass door, Aluminum door, Fireproof door, Vault Door	
3	Holding force: 1200 lbs	
4	Current drain: 300mA at 12VDC	
5	Safety mode: Power-on to lock; Power-off to open	
6	Type: Hanging	
7	Request-to-open, Auto-relock if no Action	
8	Relock Time Delay (RTD): Adjustable relock delay from 0.5 to 30 seconds)	
9	Input voltage: 12VDC / 24 VDC	
10	Green/Red LED indication for lock status	
11	Optional Accessories: L Bracket, U Bracket, ZL Bracket	
12	Certifications: UL/BIS/ERTL	

**BOQ: BIOMETRIC ACCESS CONTROL SYSTEM**

(Only for e-Tendering, rates not to be quoted in Technical Bid)

S.No	Description of items	Make and Model	Qty	Unit Price	Total Price
1.	Biometric-cum-Face Reader, Real Time Fingerprint recognition as well as Key Verification (Password: 4 to 8 digit) with Standard Software. Simultaneous Access Control & storage up to 10,00 fingerprints and 1,00,000 logs of transaction records, with DC Power Supply Unit & Buzzer Interface Module, with Duel verification authentication facility.		01 No.		
2.	Electro Magnetic Lock 1200 lbs		01 No.		
3.	Exit switch metal		01 No.		
4.	Battery	Exide/Panasonic/Numeric or equivalent	01 No.		
5.	PVC Conduit, Internal Dia 20mm (ISI Marked)		Per Mtr		
6.	Power Cable: unarmoured, 3 core 1.5 sq mm, FRLS (ISI Marked)	Finolex/Incab/ Polycab/Havel or equivalent	Per Mtr		
7.	Tamper proof box for housing of Biometric Reader		01 No.		
8.	Shifting/ Re-installation charges		01 No.		
9.	Comprehensive AMC charges per year for existing system for 03 years period		01 No.		
10.	Comprehensive AMC charges per year for newly installed systems (post warranty) for 03 years period		01 No.		
11.	<b>Total Package Cost to Bank</b>		01 No.		

**Note:**

- Price quoted shall be for total package cost which shall include the items as per the BOQ including the comprehensive AMC charges to derive L-1 rates.
- The above rates shall remain valid for a period of 03 years, extendable up to 02 more years on satisfactory services as per discretion of the Bank.
- The quantity of items in total package cost is indicative in nature for deciding L-1. The Bank has its discretion to install individual items in piecemeal as per Bank's requirement.
- The rates quoted shall be inclusive of installation, labour, transportation, octroi, entry tax, toll tax or any local tax/ levy etc. However, the GST, as applicable shall be paid by the Bank.
- This rate list shall form the basis for additional requirements of the items, if any in future.
- Abnormally high rates quoted, if any, for any particular item shall not be accepted and the Bank may go for negotiation with the concerned vendor for finalisation of genuine rate prevailing in the market.
- The price bids submitted along with technical bid shall not be considered and out rightly rejected without assigning any reason.

**INSTALLATION CERTIFICATE: BIOMETRIC ACCESS CONTROL SYSTEM**

(One copy each to BM, RBO & ZSO along with the Bill)

It is hereby certified that Biometric Access Control System has been installed at .....  
(name of Branch/Office) on .....and the system is working satisfactorily. All the items  
as per Invoice No \_\_\_\_\_ Dated \_\_\_\_\_ (given hereunder) have been installed in the branch/office  
and physically verified by the Branch Manager / Officer concern.

S.No	Item Name	Make	Model	Serial No	Quantity

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

S.No	Name	Designation	signature

Signature:

Name of

Technician;

Mobile No:

Date:

**BM's Certificate**

This is to certify that Mr \_\_\_\_\_ of M/s \_\_\_\_\_ (Vendor name) has installed Biometric Access Control System (as above) in our Branch. The system has been installed properly and working satisfactorily.

Date:

Place:

Signature:

Name of BM:

Mob No:

Seal of Branch:

**COMPREHENSIVE AMC VISIT REPORT: BIOMETRIC ACCESS CONTROL SYSTEM**

(One copy each to BM, RBO & ZSO along with the Bill)

Name of the Branch/Office:  
Name of Branch Manager:  
Landline No. with STD Code.:  
Date of Visit:

This is to certify that Biometric Access Control System installed at the branch/office has been inspected by me. The following equipment/ items installed in the branch/office have been serviced and found to be in working condition/ out of order.

S.No	Equipment Details	Nos	Make & Model & Serial No	Functionality Report
1				
2				
3				
4				
5				
6				
7				

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

S.No	Name	Designation	signature
1			
2			
3			

Signature:  
Name of  
Technician;  
Mob No:  
Date:

**BM's Certificate**

This is to certify that Mr \_\_\_\_\_ of M/s \_\_\_\_\_ (Vendor name) has serviced the Biometric Access Control System installed in the branch in our presence. The system installed in the branch is found to be in working condition / out of order.

Date:  
Place:

Signature:  
Name of BM:  
Mob No:  
Seal of Branch:

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

SL	SUBJECT	DETAILS
1	Name of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	
2	Year of Establishment	
2	Address of Corporate Head Office	
3	Name(s) and Addresses of: Sub Offices / Dealers/Distributors Located in Lucknow/Bareilly/Gorakhpur/ Kanpur/Varanasi	
4	Communication details	(a) Landline Tele No(s)with STD codes: _____ (b) Mobile No(s). : _____ (c) Fax No(s) : _____ (d) e-mail ID : _____
5	Constitution of the Manufacturer/ Firm/ Company/ Dealer/ Vendor	Partnership/Proprietorship/Pvt Ltd Company/ Public Ltd. Co.
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 &Qualification of trained Engineers/technicians (attach separate sheet if required)	(a) No of Engineers : _____ (b) Average Qualification: _____ (c) No of Technicians: _____ (d) Average Qualification: _____
9	Details of workshops in all districts of UP under SBI Lucknow Circle with complete address and contact details	
10	Various latest registration nos./ certificates (latest attested copies to be enclosed)	GSTIN NO. EPF Regn NO. ESI Regn NO.

11	Bank Details (latest Solvency Certificate worth Rs 10 Lakh to be enclosed)	A/c No. : Name of Bank (Preferably SBI): Branch Address: Telephone No. with STD Code: Mob No.: Fax No.: Email ID:			
12	Details of relatives employed in SBI, if any	Name of Employee: Relation: Name of Branch/ Office: Address: Telephone/Mob No.:			
13	Copy of PAN Card	Enclosed: Yes/No			
14	Annual Turnover of last THREE (03) years. (Please enclose copies of Balance Sheet and Turnover Certificate along with Auditor's Note)	(Rs in Lakh)	As at close of business as on:		
			31.03.2019	31.03.2020	31.03.2021
		Turnover/ Sales			
		Other Income			
		Profit before Tax			
		Profit after Tax			
		Capital & Reserves			
15	Copies of ITR for last three years (As per Para 14)				
16	List of Clients	(As per attached format- Appendix-17)			
17	Work Experience (Proof of work order as well as completion certificate to be attached)	(As per attached format- Appendix-18)			
18	List of documents enclosed (self-certified copies)	1..... 2..... 3..... 4..... 5..... 6..... And so on			

Authorised Signatory  
For and on behalf of  
M/s \_\_\_\_\_  
Seal  
Date:

**LIST OF CLIENTS**

S.No	Client's Name, Address	Contact Person name and contact number, Email ID	Year of work	Whether still doing AMC of BIOMETRIC ACCESS CONTROL SYSTEM

Authorised Signatory  
For and on behalf of  
M/s \_\_\_\_\_  
Seal  
Date:

**WORK EXPERIENCE**

S.No	Client's Name, Address, Email ID & Contact No.	Copy of work orders along with approved rates	Order Value	Date of Completion	Product Brand	Remarks

Authorised Signatory  
For and on behalf of  
M/s \_\_\_\_\_  
Seal  
Date: