

# **STATE BANK OF INDIA**

**Information Technology Services Department  
Local Head Office  
GIFT CITY, GANDHINAGAR**

## **TENDER DOCUMENT**

**e-TENDER NUMBER: ITS/100/060  
DATED: 20/12/2024**

**LAST DATE OF SUBMISSION OF e-TECHNICAL BID &  
FINANCIAL e-BID - 08/01/2025**

**PREQUALIFICATION OF VENDORS  
For  
ANNUAL MAINTENANCE CONTRACT (AMC)  
of  
COMPUTER HARDWARE / SOFTWARE / NETWORKING  
INSTALLED AT ALL BRANCHES / OFFICES  
&  
VIDEO CONFERENCE OPERATIONS AT AOs/RBOs  
UNDER  
AHMEDABD CIRCLE**

**FOR THE PERIOD FROM 01.04.2025 TO 31.03.2026**

**e-Tender No: ITS/100/060 Dated 20/12/2024**

**RFP NOTIFICATION**

**PREQUALIFICATION OF VENDORS  
FOR  
ANNUAL MAINTENANCE CONTRACT (AMC)  
OF  
COMPUTER HARDWARE / SOFTWARE / NETWORKING  
INSTALLED AT ALL BRANCHES / OFFICES  
&  
VIDEO CONFERENCE OPERATIONS AT AOs/RBOs  
UNDER  
AHMEDABAD CIRCLE**

**FOR THE PERIOD 1<sup>ST</sup> APRIL 2025 TO 31<sup>ST</sup> MARCH 2026**

**PART 1: INVITATION TO e-BID**

State Bank of India (hereinafter referred to as SBI / the Bank) is having its Corporate Office at Mumbai and one of its Local Head Office at Gift City, Gandhinagar having various Branches, Regional Business Offices, Administrative Offices, Centralised Processing Centres etc. under its area of jurisdiction.

The Bank proposes to invite RFP from vendors (hereinafter referred to as "Bidder") to undertake Annual Maintenance Contract of Hardware, Software and Video Conference Operations at AOs/RBOs for all Branches / Offices situated in the geographical area of Gujarat State and Union Territory of Diu, Daman & Dadra Nagar Haveli as per details listed out in this document.

**SCHEDULE OF EVENTS**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Remarks</b>
1.	Contact Details of Issuing Department	Shri Bhavesh Babulal Thacker Asst. General Manager (ITS) State Bank of India, Local Head Office, SBI Tower, Block 53-A ITS Department, 5 <sup>th</sup> Floor, LHO, Gift City, Gandhinagar 382355. e-mail id : <a href="mailto:agmits.lhoahm@sbi.co.in">agmits.lhoahm@sbi.co.in</a>
2.	Commencement of e-Bidding Process (Downloading of e-Tender Document from Web Site / Publication of e-Tender)	<b>From : Date 20/12/2024 Time: 11.00 a.m.</b> <b>To : Date 04/01/2025 Time: 4.00 p.m.</b> <b>e-Bid document can be downloaded from websites <a href="https://bank.sbi">https://bank.sbi</a></b>
3.	Date and Time for requesting clarifications (optional) / Pre-Bid Meeting	<b>Date: 01/01/2025 Time 11.30 a.m.</b> All communications regarding points / queries requiring clarifications shall be given in writing to [AGM (ITS) SBI, ITS Department, 5 <sup>th</sup> Floor, Local Head Office, Gift City, Gandhinagar) or by e-mail address to

		agmits.lhoahm@sbi.co.in																																	
4.	Clarifications to queries raised at pre-bid meeting will be provided by the Bank.	On or before <b>03.01.2025</b> through email.																																	
5.	e-Tender to be conducted by	<p>M/s e-Procurement Technologies Ltd. (EPTL)  A-201/208, Wall Street - II, Nr. Gujarat College,  Ahmedabad - 380 006. Gujarat State, India  Contact Person : Khushboo Mehta  e-mail : <a href="mailto:khushboo.mehta@eptl.in">khushboo.mehta@eptl.in</a>  Mobile : 9510813528  Tel.:- 91 - 079 - 68136857 /6863 / 6835 /  079 – 68136829 / 6831/ 6840  www.eptl.in  (Working Hours Mon-Fri 10 AM to 7 PM  Saturday 10 AM to 6 PM, Exclusion –  Sunday, Holidays and 2nd, 4th Saturday )</p>																																	
6.	Date and Time for Submission of Technical e-Bid & Financial e-Bid	<b>On or before 08/01/2025 Time: 4.00 p.m. on <a href="https://etender.sbi">https://etender.sbi</a></b>																																	
7.	Earnest Money Deposit	<table border="1"> <thead> <tr> <th>Cluster</th> <th>EMD Amount (Rs.)</th> </tr> </thead> <tbody> <tr><td>Cluster 1</td><td>170000</td></tr> <tr><td>Cluster 2</td><td>155000</td></tr> <tr><td>Cluster 3</td><td>150000</td></tr> <tr><td>Cluster 4</td><td>155000</td></tr> <tr><td>Cluster 5</td><td>230000</td></tr> <tr><td>Cluster 6</td><td>260000</td></tr> <tr><td>Cluster 7</td><td>140000</td></tr> <tr><td>Cluster 8</td><td>135000</td></tr> <tr><td>Cluster 9</td><td>180000</td></tr> <tr><td>Cluster 10</td><td>155000</td></tr> <tr><td>Cluster 11</td><td>215000</td></tr> <tr><td>Cluster 12</td><td>265000</td></tr> <tr><td>Cluster 13</td><td>210000</td></tr> <tr><td>Cluster 14</td><td>215000</td></tr> <tr><td>Cluster 15</td><td>300000</td></tr> </tbody> </table> <p>EMD should be in the form of a DD In Favour of <b>SBI A/c EM Deposit payable at Ahmedabad Main Branch (00301)</b>. EMD shall be valid up to 180 days from bid submission date. Bidder should deposit EMD and Security Deposit separately.</p>	Cluster	EMD Amount (Rs.)	Cluster 1	170000	Cluster 2	155000	Cluster 3	150000	Cluster 4	155000	Cluster 5	230000	Cluster 6	260000	Cluster 7	140000	Cluster 8	135000	Cluster 9	180000	Cluster 10	155000	Cluster 11	215000	Cluster 12	265000	Cluster 13	210000	Cluster 14	215000	Cluster 15	300000	
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		Cluster 8 135000
		Cluster 9 180000
		Cluster 10 155000
		Cluster 11 215000
		Cluster 12 265000
		Cluster 13 210000
		Cluster 14 215000
		Cluster 15 300000
9.	Period of Maintenance Contract	<b>From 01.04.2025 to 31.03.2026 ( Which May be extended further Upto 24 Months (12 Months at a time )</b>
10.	Allotment of No. of Clusters for Bidder/Vendor	<p><b>There are 6 Groups in Ahmedabad Circle. 6 Groups are divided into 15 Clusters.</b></p> <p><b>For the purpose of bidding, Branches/ Offices of Ahmedabad circle has been divided into 6 Groups (A, B, C, D,E,F) and 15 Clusters.</b></p> <ul style="list-style-type: none"> <li>• <b>Group A (Cluster 1, 2,3)</b></li> <li>• <b>Group B (Cluster 4,5,6)</b></li> <li>• <b>Group C (Cluster 7,8,9)</b></li> <li>• <b>Group D (Cluster 10,11)</b></li> <li>• <b>Group E (Cluster 12,13)</b></li> <li>• <b>Group F (Cluster 14,15)</b></li> </ul> <p><b>Bidder/Vendor can bid for maximum one cluster from each Group.</b></p> <p><b>Allotment will be done to L1 bidders/vendors in each cluster.</b></p> <p><b>Decision of Bank will be final in case of allotment and binding on all the participating bidders/vendors.</b></p>

- ❖ The Bidders are strictly **not permitted to authorise** their dealers / distributors / stockists / franchises /sister concern etc. to submit the e-tender/related documents on their behalf. It is **mandatory** for Bidder to have Geographical presence i.e. Office/Service centre in the cluster applied and must provide lease agreement in the name of bidder. The Bank will reject such tender bids in case of non-compliance.

- ❖ Please note that all the information required in Tender document needs to be submitted properly and complete in all aspects with supporting documents, else incomplete information may lead to non-consideration of the proposal.
- ❖ Bank reserves the right to change the dates mentioned in this RFP document, which will be communicated through e-procurement agency via email. SBI reserves the right to amend, rescind or reissue this RFP. All amendments will be advised through e-procurement agency and such amendments will be binding on them.

**The information provided by the bidders in response to this RFP document will become the property of SBI and will not be returned**

<b>Annexure of the e-Bid</b>	
Replacement Value of Equipment: Valid from 01.04.2025 to 31.03.2026	Annexure - A - 1
Broad Category of Hardware / Software	Annexure - A - 2
Indicative List of Hardware / Software available at Branches/Offices [Which, including its configuration, are neither exhaustive nor exclusive and may vary also, may or may not exists at the Branches / offices ]	Annexure - B-1 to B - 3
Branches / offices covered in 6 Groups and further divided into 15 Clusters]. Respective Authority to execute the AMC agreement and release payment there under within Cluster. Requirement of Engineers with locations and Engineers on the move exclusively for the Bank	Annexure – C  Annexure – C–1  Annexure – C--2
Vendor Evaluation Criteria	Annexure - D
Technical e-Bid : Compliance Letter	Annexure - E
Technical e-Bid : List of Engineers at identified locations	Annexure - F
Technical e-Bid : Complete details of Support Existing / Proposed for each Location.	Annexure - G
Format – Draft Annual Maintenance Contract (AMC) Agreement containing terms and conditions	Annexure - H
Financial e-Bid	Annexure - I
Non-Disclosure Agreement	Annexure - J
Adherence to the SBI Security Policies (Compliance Certificate)	Annexure – k)
Bank Guarantee Format	Annexure - L

- Bidders are advised to go through Annexures thoroughly before submission of Technical and Financial e-Bid to the Bank. They should submit Annexure E, F and G duly signed strictly in the format provided by the Bank. **Cluster wise Financial e-Bid should be submitted.**
- Bidders can do pre-bid survey / visit of the Branches/Office of Ahmedabad circle during the working hours to know the exact quantity of Computer System. Please note that hardware / software under warranty period will be covered under AMC

immediately after expiry of warranty period on the respective dates and AMC rates will be applicable for the residual period in such cases.

**Assistant General Manager [ITS]**

State Bank of India  
Information Technology Services Department  
Local Head Office  
Gift City, Gandhinagar.

## **PART 2 : DISCLAIMER**

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

This RFP is neither an agreement nor an offer, but is only an invitation by Bank to the interested parties for submission of bids. The purpose of this RFP is to provide the Bidder(s) with information to assist the formulation of their proposals. This RFP may not contain all the information Bidders require. The Bidders should conduct their own inspection and analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever necessary obtain independent clarification from the Bank on the specified dates. 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. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is signed and executed by duly authorized officers of the Bank with the selected Bidder.

## **PART 3 : INSTRUCTIONS FOR BIDDERS (IFB)**

### **A. INTRODUCTION**

#### **3.1 Broad Scope of Work:**

Repair and Maintenance Services (Annual Maintenance Contract – AMC) of Computer Hardware (**including all Computer hardware and machines under warranty**), Software (**including upgradation of OS versions, Patches, Antivirus, Domain related activities, Biometric related activities, VMWARE Horizon Client, Installation of CTS Scanners, CKYC, CERSAI, Aadhar Enabled Computers (AEC), any other new software**), operating Video Conferencing equipment at AOs/RBOs and Networking / LAN support at various branches / offices (approximately 1465) across State of Gujarat and Union Territory of Diu, Daman & Dadra Nagar Haveli under 'Ahmedabad Circle'.

- There are 6 Groups in Ahmedabad Circle. Groups are further divided into 15 clusters.
- Bidder/Vendor can bid for maximum one cluster from each Group.
- The vendor will take the call for warranty items and resolve the issue. In case part replacement is required, back to back support from OEM/Hardware vendor to be taken.
- **ATMs/ Swayam Machines/ Cheque Deposit Kiosk installed onsite/offsite branches / Offices under SBI, Ahmedabad Circle are not part of above hardware.**

#### **3.2 Eligibility Criteria**

##### **3.2.1 Technical e-Bid:**

Technical e-Bid is open to all Bidders subject to that they should submit all supporting documents from a) to g). Submission of incomplete documents may result in the rejection of the Bid.

- a) The Bidder must be an Indian Company /LLP/Firm registered under Indian Act and in India with GST registration.
- b) Bidder shall have minimum 3 years' experience as on 30/11/2024 in Computer Hardware/ Software maintenance.
- c) Average Annual Turnover should be Rs. 3 crore for at least two out of three completed Financial Year i.e .2021-22, 2022-23 and 2023-24 towards Hardware Maintenance Contract and direct sales in the Hardware spare parts (Duly signed Certificate from Chartered Accountant should be submitted).

- (Startups / Micro & Small Enterprises are exempted from this prerequisite subject to submission of valid Registration Certificate from National Small Scale Industries Corporation (NSIC) / Ministry of Micro, Small & Medium Enterprises (MSME).



- d) The Bidder should be a profitable organization on the basis of profit before tax (PBT) for at least two out of last three financial year (ie. 2021-22, 2022-23 and 2023-24).
- e) Bidder should have Geographical presence in the cluster applied for and should have enough resources to resolve service call within 4-6 hours.
- f) Bidder must have minimum 07 technicians / engineers on his Payroll **in the applied cluster** as on 30/11/2024 having experience in installation and troubleshooting of Networking, Oracle, Unix, Windows OS (all versions) (supporting documents should be submitted with e-bid).
- g) Bidder should have at least 3 other maintenance contract clients for computer hardware / software during the last 3 years from MNC/ PSU / Corporate / Government institutions / Banks for at least 300 computer systems (agreement copy / duly signed letter from client showing no. of Computers under maintenance contract to be submitted with e-bid). Client references and contact details (emails/landline/mobile) should be submitted.

Technical e-bids will be opened first and evaluated on the evaluation criteria prescribed in Annexure - D. For qualifying in Technical e-bid, the bidder has to qualify in each item of Vendor Evaluation Criteria with 'Minimum Score' and obtain at least 70 out of total score.

3.2.2 Vendors should submit all the documents duly completed in all respects and authenticated by them as listed in item no. 3.6.1.

3.2.3 **Financial e-Bid :**

**To be Submitted along with Technical e-Bid. Financial e-Bid of only those Bidders, who are short-listed after technical evaluation, would be opened.**

3.2.4 **Cost of Bidding:** The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Bank will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

**B. THE BIDDING DOCUMENTS**

**3.3 Documents constituting the e-Bid**

3.3.1 The Bidding Documents include:

- (a) PART 1 - Invitation to Bid (ITB)
- (b) PART 2 - Disclaimer
- (c) PART 3 - Instruction for Bidders (IFB)
- (d) PART 4 - Terms and Conditions of Contract (TCC)
- (e) PART 5 - Bid Forms, Price Schedules and other forms (BF)

3.3.2 The Bidder 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 Bidder's risk and may result in the rejection of the Bid.

**3.4 Clarification / Amendment of Bidding Document**

- 3.4.1 Bidder requiring any clarification of the Bidding Document should notify the Bank in writing or by e-mail indicated in Schedule of Dates as mentioned in “schedule of events” and may also attend the meeting on specified date.
- 3.4.2 **Pre-bid meeting** is scheduled as mentioned in “Schedule of Events”.
- 3.4.3 Text of queries raised (without disclosing identity or source regarding query) and response of the Bank together with amendment to the bidding document, if any will be posted on Bank’s website. No individual clarification will be sent to the bidders. It is the responsibility of the bidder to check the website before final submission of bids. The clarification provided by Bank shall be final and no further correspondence shall be entertained in this regard.
- 3.4.4 Relaxation in any of the terms contained in the Bid, in general, will not be permitted, if warranted, the same will be put up on Bank’s Website.
- 3.4.5 All bidders must ensure that such clarifications / amendments have been considered by them before submitting the bid. The Bank will not take responsibility for any omissions by bidder.
- 3.4.6 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 Bidder, may modify the Bidding Document, by amendment which will be uploaded on website.
- 3.4.7 In order to enable bidders reasonable time to take amendments into account in preparing the bids, the Bank, at its discretion considering the nature and impact of amendment, may extend the timeline for submission of bids.

## **C . PREPARATION OF BIDS**

### **3.5 Language of Bid**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and the Bank and supporting documents like copies of Balance Sheets / Certifications/ Contracts etc. and printed literature shall be submitted in English / Hindi /Gujarati.

### **3.6 Documents Comprising the Bid**

- 3.6.1 Documents comprising the **Technical Proposal (e-Bid)**, should contain following:
- i. Annexure - E Technical e-Bid: Compliance Letter
  - ii. Annexure- F Technical e-Bid: List of Engineers in the applied clusters.
  - iii. Annexure- G Technical e-Bid : Complete details of Office/Service centre for applied Cluster with valid proof.
  - iv. Annexure- H Format of AMC agreement containing terms and conditions duly signed with wordings

**“We hereby agree to the Terms and Conditions of the Annual Maintenance Contract (AMC) as enumerated in Annexure – H above”.**

- v. PART – 4: Terms and Conditions of Contract (TCC) duly signed with wordings  
**“We hereby agree to the Terms and Conditions of the Annual Maintenance Contract (AMC) as enumerated above”.**
- vi. Supporting documents required for “Vendor Evaluation Criteria” as per Annexure-D.

Documents complete in accordance with the clauses in the BID and amendments, if any, as above and duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder (Board resolution authorizing representative to bid and make commitments on behalf of the Bidder to be attached).

3.6.2 While submitting the Technical Bid, literature on the software / hardware if any, should be segregated and kept together in one section / lot.

3.6.3 **Technical e-Bid not containing the documents as stated above in 3.6.1 and 3.6.2 will be rejected.**

3.6.4 **The Technical e-Bid should NOT contain any price information or else will be rejected.**

3.6.5 Documents comprising the **Financial e-Bid**, should contain **Annexure - I – Financial Bid**

**3.7 Bid Form [Not Applicable due to e-tender process]**

**3.8 Bid Prices**

3.8.1 Prices are to be quoted in **Indian Rupees** only.

3.8.2 **The bidders are required to quote their AMC rate in % terms only (exclusive of GST) for each cluster separately, which will remain same from 01.04.2025 to 31.03.2026. AMC rate quoted is % of replacement value of items placed in Annexure A-1. The value of an item which is not included in the Annexure A-1 may be decided by the concerned authority on the basis of the current market value. [The Bank will pay additional 20% OF APPROVED L1 rate [Exclusive of GST] in respect of maintenance of hardware / equipment / software etc. under warranty to the Service Provider for allotted branches / offices. The Service Provider will be the Single Point of Contact (SPOC) for the Bank and the Service Provider has to ensure that all items under Warranty are also functioning. In case of need the Service Provider will take up the issue with the supplier].**

3.8.3 Bidders should consider minimum wages as per state laws and other statutory regulations while quoting for the bid.

3.8.4 Prices quoted by the Bidder shall be fixed during the Bidder’s performance of the Contract and shall not be subject to variation on any account, including exchange

rate fluctuations, changes in taxes, duties, levies, charges etc. except GST. A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

### 3.9 Earnest Money Deposit (EMD)

EMD should be in the form of a DD in Favour of **SBI A/c EM Deposit payable at Ahmedabad Main Branch (00301)**. EMD shall be valid upto 180 days from bid submission date. Bidder should deposit EMD and Security Deposit separately.

Micro & Small Enterprises (MSE) units and Start-ups are exempted from payment of EMD provided the product/services they are offering, are manufactured/rendered by them. Exemption as stated above is not applicable for providing product/services, manufactured/rendered by other entity.

Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

#### **The EMD may be forfeited: -**

- h) if a Bidder withdraws his Bid during the period of Bid validity specified in the RFP; or
- ii) if a technically qualified Bidder do not participate in the auction by not logging in, in the reverse auction tool (if applicable); or
- iii) if a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of contract; or
- iv) if the successful Bidder fails to accept purchase order and/or sign the contract with the Bank or furnish performance security in form of bank guarantee, within the specified time period in the RFP.

### 3.10 Period of Validity of Bids

- 3.10.1 Bids shall remain valid for a period of 3 months from the date of opening of the Bid.
- 3.10.2 In exceptional circumstances, the Bank may solicit the Bidders' consent to extend the period of validity. The request and the responses thereto shall be made in writing.

### 3.11 Format and Signing of Bid

- 3.11.1 Bid shall be in two parts:-

**Part I- Technical e-Bid** (as per clause 3.6.1 above)

**Part II- Price e-Bid** (as per clause 3.6.5 above)

- 3.11.2 The Bid shall be typed or written legibly in indelible ink and shall be signed by the Bidder or a person/persons duly authorized by the Bidder to the Contract. The person/persons signing the Bids shall initial on all pages of the Bids, except

for un-amended printed literature.

- 3.11.3 The bidder should ensure that there are no cuttings, over-writings, and illegible or un-decipherable figures to indicate their offer. All such cases may be disqualified on this score alone. The decision of the Bank shall be final and binding on the bidder. Kindly ensure that ambiguous or unquantifiable costs / amounts or any conditions are not included in your offer in Technical as well as in Financial bid, which would disqualify your offer. Any inter-lineation, erasures or overwriting shall be valid **only** if they are signed in full by the person signing the Bids.

#### **D. SUBMISSION OF BIDS**

##### **3.12 Sealing and Marking of Bids [Not Applicable due to e-tender process]**

##### **3.13 Last date for Submission of Bids:**

- 3.13.1 Bids must be received by the Bank at the e-procurement agency's (M/s e-Procurement Technologies Ltd.) website site specified, not later than the date & time specified in the "Schedule of Events" in Invitation to e-Bid.

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

- 3.13.3 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 bidders previously subject to the deadline will thereafter be subject to the extended deadline.

- 3.14 Late Bids:** Any Bid received after the deadline for submission of Bids prescribed, will be not be considered and Bidder may collect it from Bank within one month else it will be disposed by the Bank.

##### **3.15 Modification and Withdrawal of Bids**

- 3.15.1 The Bidder may modify or withdraw its Bid after the Bid's submission prior to the deadline prescribed for submission of Bids.

- 3.15.2 No Bid may be modified or withdrawn after the deadline for submission of Bids.

#### **E. OPENING AND EVALUATION OF BIDS**

##### **3.16 Opening of Technical e-Bids by the Bank**

Technical e-bids will be opened as mentioned in "Schedule of Events".

##### **3.17 Preliminary Examination**

- 3.17.1 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.

3.17.2 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 accepts to all the terms and conditions of the Bidding Document without any deviations.

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

3.17.4 If a Bid is not responsive, it will be rejected by the Bank and may not subsequently be made responsive by the Bidder by correction.

### **3.18 Technical Evaluation**

Only those Bids who have been found to be in order in preliminary evaluation as foresaid and as in conformity of the eligibility terms and conditions would be taken up by the Bank for further detailed evaluation. Other Bids will not be taken up for further evaluation.

3.18.1 The Bank reserves the right to evaluate the bids on technical & functional parameters including verification of documents relating to KYC (Know Your Customer) and visit to vendor's office.

3.18.2 Bank will evaluate the technical and functional specification of all the equipment quoted by the Bidder.

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

### **3.19 Evaluation of Price Bids and Finalization**

3.19.1 Only those Bidders who qualify in pre-qualification and Technical evaluation would be shortlisted for commercial evaluation via sealed Price e-Bid submitted by vendors through e-procurement agency as per "Schedule of Event":

3.19.2 Arithmetic errors, if any, in the price breakup format will be rectified as under:

Bank may waive off any minor infirmity or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such a waiving does not prejudice or affect the relative ranking of any bidder.

### **3.20 Contacting the Bank**

3.20.1 No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of Price e-Bid to the time the Contract is awarded.

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

### 3.21 Award Criteria

3.21.1 The Bank will award the Contract to the successful Bidder/s who has/have been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

3.21.2 The evaluation of bids/quotes will be done based on L1, L2, and L3 in each Cluster separately.

- For the purpose of bidding, Branches/ Offices of Ahmedabad circle has been divided into 6 Groups (A, B, C, D, E, F) and 15 Clusters. Group A (Cluster 1, 2,3), Group B (Cluster 4,5,6), Group C (Cluster 7,8,9), Group D (Cluster 10,11), Group E (Cluster 12,13), Group F (Cluster 14,15)
- With a view to spread Bank's dependence on more Vendors, vendor/ bidder can quote for maximum 1 cluster from each group (Details of Branches/ Offices in each cluster is placed in Ann- C)
- In each cluster **one bidder** at L1 will be awarded contract.
- If the cluster is having more than one L1 bidder / vendor, the following criteria and order of preference will be applied for selection:
  - a) 1<sup>st</sup> preference: highest marks obtained in "Vendor Evaluation Criteria" (Annexure-D)
  - b) 2<sup>nd</sup> preference: Bidder having maximum years of experience in computer Hardware / software maintenance as on 30/11/2024 (Duly signed Certificate should be attached).
  - c) 3<sup>rd</sup> preference: Bidders having highest Aggregate Annual Turnover for last three completed Financial Year i.e.2021-22, 2022-23 and 2023-24 towards Hardware Maintenance Contract and direct sales in the Hardware spare parts.
- **Decision of Bank in determining L1, L2, L3 as above will be final and binding on all the participating bidders.**
- Allotment of clusters among the vendors will be at the sole discretion of the bank. The Bank's decision in this regard will be final and binding on all the vendors. Vendor will have to accept the AMC of all the branches/ Offices in a cluster irrespective of their geographical location. Non- acceptance will render the vendor ineligible for AMC.

**3.22 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 Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.

### **3.23 Notification of Award**

- 3.23.1 Successful Bidders will be communicated by the bank by the way of issuance of purchase order and Service Provider's acceptance thereof.
- 3.23.2 The notification of award will constitute the formation of the Contract. The selected Bidder/s should convey acceptance of the award of contract by returning duly signed and stamped duplicate copy of the award letter within 7 days of receipt of the communication.
- 3.23.3 On awarding Cluster or part that off to the bidder, bidder/vendor is required to verify and prepare the list of computer system by actually visiting the branches / offices duly authenticated by the branch / office head immediately before commencement of AMC and submit the same to the respective Authority under cluster as per **Annexure - C – 1** to enter into AMC Agreement for the Computer System. Computer Systems & other equipment under warranty period will take effect under AMC immediately after expiry of warranty period, on pro-rata AMC Rate.
- 3.23.4 Preferably the vendor should have and maintain call logging in a Help Desk / Service Desk Software. The vendor is required to maintain centralised call logging for Circle / AO / RBO / Offices. In case the Bank develops web-based application for Call logging and/or Hardware Inventory maintenance and/or AMC Payment, it will be binding upon the Vendor to adopt the same. Call logged into the Bank's intranet system will be auto-transmitted for arranging the resolution of calls in terms of e-tender. Apart from the Banks' or the vendors' Call Logging System, branches / offices may make direct calls/emails to engineers posted at identified locations / moving engineers / vendors' Team leader / call centre for seeking the support for resolution of the problems connected with AMC.

### **3.24 Signing of Contract:**

- 3.24.1 The successful bidders shall execute the contract in the prescribed format. 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 Bidder.

### **3.25 Miscellaneous**

- 3.25.1 Notwithstanding anything said above, the Bank reserves the right to reject the contract or cancel the entire process without assigning reasons thereto.

## **PART- 4. TERMS AND CONDITIONS OF CONTRACT FOR AMC (TCC)**

### **4.1 Definitions:** In this Contract, the following terms shall be interpreted as indicated:

- 4.1.1 "The Bank" means State Bank of India, its Associate, Subsidiaries and Joint Ventures located in India.
- 4.1.2 "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;

- 4.1.3 “Vendor” / “Service Provider” is the successful Bidder whose technical bid has been accepted and whose price as per the commercial bid is the lowest and to whom notification of award has been given by Bank.
- 4.1.4 “The Contract Price” means the price payable to the Vendor under the Contract for the full and proper performance of its contractual obligations;
- 4.1.5 “The Equipment” means all the hardware / software and / or services which the Vendor is required to maintain under the Contract including VC operations at LHO/AOs/RBOs.
- 4.1.6 “The Services” means maintenance of hardware and other such obligations of the Vendor covered under the Contract;
- 4.1.7 “TCC” means the Terms and Conditions of Contract contained in this section;
- 4.1.8 “The Project” means maintenance of computer hardware services for a period of 12 months.
- 4.1.9 “The Project Site” means various branches / offices of the State Bank of India where the equipment is to be maintained.

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

## **4.2 Payment Terms**

- 4.2.1 Payment shall be made in Indian Rupees quarterly, on completion of respective quarter.

## **4.3 Contract Amendments:** No variation in or modification of the terms of the contract shall be made, except by written amendment, signed by the parties.

- 4.3.1 No amendments in terms and conditions in Agreement Annexure -H will be made.

## **4.4 Termination for Default**

- 4.4.1 The Bank, without prejudice to any other remedy for breach of Contract, by a written notice of default sent to the Vendor, may terminate the Contract in whole or in part with or without notice in the specified events and at discretion of Bank

(a) If the Vendor fails to deliver any or all of the Products and 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.

- 4.4.2 In the event the Bank terminates the Contract in whole or in part, it may procure, upon such terms and in such manner as it deems appropriate, Products and

Services similar to those undelivered, and the Vendor shall be liable to the Bank for any excess costs for such similar Products or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.

#### **4.5 Force Majeure**

4.5.1 Notwithstanding the provisions of Terms and Conditions of Contract (TCC), the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

4.5.2 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.

4.5.3 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.

**4.6 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.

**4.7 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.

#### **4.8 Resolution of Disputes:**

4.8.1 The Bank and the Vendor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract.

4.8.2 If, the Bank and the Vendor have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein

below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

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

- a) In case of Dispute or difference arising between the Bank and the Vendor relating to any matter arising out of or connected with this agreement, such

disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by the Purchaser and the Vendor. The third Arbitrator shall be chosen by mutual discussion between the Purchaser and the Vendor. Where the value of the contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to a Sole Arbitrator who shall be appointed by agreement between the parties.

- b) Arbitration proceedings shall be held at Ahmedabad, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
- c) The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself.

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

**4.10 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 Ahmedabad.

**4.11 Addresses for Notices**

4.11.1 The following shall be the address of the Bank and Vendor.

Bank's address for notice purposes:

The ASSISTANT GENERAL MANAGER (ITS)  
STATE BANK OF INDIA  
ITS DEPARTMENT, 5<sup>TH</sup> FLOOR,  
LOCAL HEAD OFFICE,  
SBI TOWER, BLOCK 53-A,  
GIFT CITY, GANDHINAGAR - 382355

Vendor's address for notice purposes

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

**4.12 Taxes and Duties**

- 4.12.1 The Vendor will be entirely responsible for all applicable taxes like GST in connection with delivery of products and services at site including incidental services and commissioning.
- 4.12.2 **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.
- 4.12.3 **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.
- 4.12.4 The Vendor's staff, personnel and labour will be liable to pay personal income taxes in India in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

#### **4.13 Vendor's obligations**

- 4.13.1 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.
- 4.13.2 The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where services are to be rendered.
- 4.13.3 The Vendor is obliged to work in close coordination with the Bank's staff, act within its own authority and abide by directives issued by the Bank and implement the activities.
- 4.13.4 The Vendor will abide by the job safety measures prevalent in India 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. The Vendor will pay all indemnities arising from such incidents and will not hold the Bank responsible or obligated.
- 4.13.5 The Vendor is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanours.
- 4.13.6 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.

- 4.13.7 The Service provider agrees to comply with the obligations arising out of the Digital Personal Data Protection Act, 2023, as and when made effective.
- 4.13.8 All engineers have to adhere to bank's information security policy and has to sign "Compliance certificate" and Non-Disclosure Agreement "as per Annexure - J & Annexure -K
- 4.13.9 If the Vendor fails to provide maintenance services as agreed during the period of AMC, Bank Official executing the Agreement will serve minimum one months' written termination notice to the Vendor specifying any such failure and may award the AMC to another Vendor already executing AMC in any of the cluster. In such circumstances, the Vendor is entitled to pro-rata payment after adjusting penalty if any. The Bank shall retain the right to recover from the Vendor the damages suffered due to the negligence of the Vendor or its personnel.
- 4.13.10 Vendor shall be responsible to install and update Anti-Virus Solution and other patches at the time of installation / formation of a desktops / servers / PCs / laptop before connecting it to SB Connect. After installation **Golden Image Certificate** should be obtained and submitted to the branch / office. The vendor is also responsible to update AV and OS patches as and when they are available on the systems where installed.
- 4.13.11 Vendor shall be responsible to take up issues with the suppliers for equipment under warranty on behalf of the Bank and vendor has to ensure that such equipment are also functioning. For this service the Bank will pay 20% of approved L1 rate for AMC (excluding GST).
- 4.13.10 The Security Deposit can be forfeited in full or part in the case of a successful Bidder, if the Bidder fails to sign the Contract in specified manner or commence the work within specified period with extension of contract.
- 1) Non-compliance of any of terms and conditions stipulated in the AGREEMENT requiring the Bank to invoke the penalty of more than 20 % of AMC payable in Quarter.
  - 2) Non-placement of qualified-experienced *Engineers at Bank's Site* and / or Engineers on the move stipulated in the e-Tender – Annexure-C, C - 2 and Annexure-F.
  - 3) Non-keeping the required spares at locations as mentioned in Clause 3.1.3 of AMC Agreement (Annexure-H) or as per mutual agreed terms.
- 4.13.11 The Bidders are advised to go through the RFP and also Annexures there at as more specifically Annexure – H, which contains draft AMC Agreement. Annexures are also treated as part and parcel of RFP and its contents are also binding on Bidders.
- .....

## **PART 5: BID FORM, PRICE SCHEDULES&OTHER FORMATS**

### **INDEX OF ANNEXURE NUMBERS**

<b>Annexure Name</b>	<b>Details</b>
Annexure – A – 1	Replacement value of Hardware and Software
Annexure – A - 2	Broad Categories of Hardware and Software used
Annexure – B -1 to B – 3	General Configuration of Hardware
Annexure – C	Cluster wise requirement of Engineers
Annexure – C - 1	Cluster Details and Authority to execute AMC agreement
Annexure – C – 2	Location of Resident Engineers
Annexure – D	Vendor Evaluation Format
Annexure – E	Technical e-Bid: Compliance Letter
Annexure – F	Technical e-Bid: List of Engineers at Identified Locations
Annexure – G	Technical e-Bid: Complete Details of Support. Existing /Proposed for each Location
Annexure – H	Format – Draft AMC Agreement containing Terms & Conditions
Annexure – I	Financial e-Bid
Annexure - J	Non-Disclosure Agreement
Annexure – k	Adherence to the SBI Security Policies (Compliance Certificate)
Annexure – L	Bank Guarantee Format

<b>Annexure – A – 1</b>		
<b>Replacement Value of Hardware Equipment / Software Valid from 01/04/2025 to 31/03/2026</b>		
<b>Sr No.</b>	<b>Item</b>	<b>Price</b>
1	CBS Server Dual Processor	2,70,000
2	Desktop	50,160
3	High End Desktop	65,000
4	Desktop CPU without Monitor	43,100
5	Monitor /TFT (Including internal/External Speaker )	6,500
6	Laptop	59,080
7	TDR/IOI Printer EPSON/TVSE	13,000
8	Passbook Printer Olivetti/Epson/TVSE	20,700
9	Network Laserjet Printer, Mid Level Mono Printer (25 PPM or Higher )	23,000
10	Network Laserjet Printer , Heavy Duty Mono Printer (40 PPM or higher )	35,000
11	Multifunction Laserjet Printer , Mid level MFD Colour (18 PPM or higher )	40,000
12	Multifunction Laserjet Printer, Mid level MFD Mono (38 PPM or higher )	23000
13	Scanner HP SCANJET PRO 3000 S3/S4	31,000
14	Inkjet Printer- Colour	20,300
15	CTS Cheque Scanner (Panini Vision 100 dpm/ Similar)	36000
16	Cash Receipt Printer	7,600
17	Webcam	700
18	Flat Bed scanner	5,000
19	GCC Device <b>per device per year</b>	500
20	VC Endpoint (Operating only, Including Teams and WebEx meeting in VC rooms) <b>per unit per AO/RBO/Office</b>	36,000

## **Annexure - A - 2**

### Broad Categories of Hardware and Software used in the Bank

#### Hardware:

- a) Servers / Storages
- b) PCs / Nodes / Clients / Laptops
- c) Peripherals/ Printers
- d) Scanners/ CTS Cheque Scanners
- e) GCC Device
- f) Networking Components
- g) Video Conference Equipment

#### Software:

- h) Windows 2019 Server
- i) Windows 10/11
- j) Lotus Notes / Lotus Suite /Lotus Symphony/ OpenOffice/ LibreOffice
- k) MS Office 2013 / 2016 / 2019 / 2021 / 2024 / Office 365 Desktop Application/ Onedrive
- l) Utilities: Acrobat /Safenet / 7 Zip / xtraTrust / Notepad ++/ WinSCP/ MECM Remote Tool / RD Service/ Morpho BAS for CBS / Jeevan Pramaan / BAS RD Service / Java / Language Tools / C Microsoft Indic / Google Indic for Gujarati/ Hindi/ Any Other Software approved by bank from time to time.
- m)Anti-virus software /Trend Micro Anti Virus (TMAV)
- n) Office 365 / Teams /ClearPass / DLP / BMC Client



**ANNEXURE - B -1**

**General Configuration of HW / SW at a CORE BANKING / TFCPC BRANCH /RACPC /SMECC /RASMECC /SBILD /CCPC /CPPC /LCPC /SARB /SAMB /ZIO / CCG /MCG / CCGRO /IFB / IBG**

<b>HARDWARE/ SOFTWARE ITEMS</b>	<b>Approx. Quantity</b>
<b><u>FILE SERVER (SINGLE / DUAL PROCESSOR)</u></b> Server at CCPC / LCPC (In Branch Server Consolidation (BSC) Branch – No Server)	2
<b><u>Nodes / PCs (Models from HCL/PCS/ACER/DELL/LENOVO/HP)</u></b>  Core i3 / i5 / i7 AMD RYZON and above , any other standard Configuration as circulated from time to time.  ** SBILD / LCPC 100-150	15-90**
<b><u>PERIPHERALS</u></b>  Logitech Quickcam Express Web Camera Scanners Laser printer Pass Book / Draft / Printers 80 column Multi-function Printer-Scanner-Copier-Fax (HP/Canon/Samsung/Richo/Epson/ Lexmark)	1 1/2 5-15 0/1/2 5-10
<b><u>NETWORKING COMPONENTS:</u></b>  Structured cabling on UTP CAT-5E / 6E Cable, Switches, Rack, Jack Panel etc.	Varies
<b><u>SOFTWARE (As per Golden Image)</u></b>  Windows Server 2019 std / Enterprise	0/1/2
<b><u>MS Office 2013 / 2016 / Office 365 /2019/ 2021 / 2024</u></b>	
<b>Video Conferencing Equipment (Operating VC support) *</b>	0/1/2

*\* Subject to approval of respective User/Office Requirement.*

**ANNEXURE - B – 2****General Configuration of HW / SW at Local Head Offices (LHO)**

<b>HARDWARE/ SOFTWARE ITEMS</b>	<b>Approx. Quantity</b>
<b><u>Nodes / PCs (Models from HCL/PCS/ACER/DELL/LENOVO/HP, etc)</u></b> Core i3 / i5 / i7 AMD RYZON and above , other standard Configuration as circulated by bank from time to time.	500-600
<b><u>Peripherals</u></b>	
Inkjet Printer (HP/Canon/Samsung/Olivetti) /LaserJet printer(HP/Canon/Samsung/ Lexmark)/ Scanners / Network LaserJet printer(HP /Canon/Samsung/Ricoh)	90-150
Multi-function Printer-Scanner-Copier-Fax (HP/Canon/Samsung/Ricoh/ Epson, etc)	250-300
<b><u>LAPTOPS</u></b> (HP/ACER/DELL/LENOVO etc)	75-100
<b><u>NETWORKING COMPONENTS:</u></b> Cat 5,6 UTP CABLE Structured cabling MULTIMAX JACK PANEL INFORMATION OUTLETS MOUNTING CHORDS 8,12,16 or 24 port UTP Hubs/Switch Wood/ Steel Mounting Rack	Varies
<b><u>SOFTWARE (As per Golden Image)</u></b> MS Office 2013 / 2016 / Office 365/ 2019/ 2021/ 2024	
<b>Video Conferencing Equipment (Operating VC support) *</b>	9-10

**\* Subject to approval of respective User/Office Requirement.**

**ANNEXURE - B - 3****General Configuration of HW / SW at AO / Regional Business Office**

<b>HARDWARE/ SOFTWARE ITEMS</b>	<b>Approx. Quantity</b>
<b><u>Nodes / PCs (Models from HCL/PCS/ACER/DELL/LENOVO/HP)</u></b> Core i3 / i5 / i7 AMD RYZON and above, other standard Configuration as circulated by bank from time to time.	50-80
<b><u>PERIPHERALS</u></b> Dot-matrix Printer (Wipro/Epson/ TVSE) Line Printer( Printronix/LIPI) Inkjet Printer (HP/Olivetti/TVSE) LaserJet printer(HP/Samsung/ Canon/ Lexmark) Network LaserJet printer(HP/ Canon / Lexmark) PSC (HP) Multi-functionPrinter-Scanner-Copier-Fax (HP/ Epson/ Lexmark/Canon/Samsung/Richo/ TVSE etc)	Varies
<b><u>LAPTOPS</u></b> (HP/ACER/DELL/LENOVO etc)	Varies
<b><u>NETWORKING COMPONENTS:</u></b> Cat 5,6 UTP CABLE Structured cabling MULTIMAX JACK PANEL INFORMATION OUTLETS MOUNTING CHORDS 8,12,16 or 24 port UTP Hubs/Switch <b><u>Wood/ Steel Mounting Rack</u></b>	Varies
<b><u>Video Conferencing Equipment (Operating VC support ) *</u></b>	1 - 3

**\* Subject to approval of respective User/Office Requirement.**

**ANNEXURE – C****Cluster wise requirement of Engineers**

<b>Cluster No</b>	<b>Cluster</b>	<b>Total No of Branches / Offices</b>	<b>Indicative No. of Desktops</b>	<b>Proposed Resident Engineers (Ann C2 )</b>	<b>Moving Engineers</b>
<b>1</b>	ADMIN OFFICE, AHMEDABAD C G ROAD BRANCH TRADE FINANCE CPC AHMEDABAD SME CITY CREDIT CENTRE AHD  CLEARING CPC AHMEDABAD  AHMEDABAD MAIN BRANCH SPECIALISED COMMERCIAL BR AHMEDABAD RACPC AHMEDABAD DOCUMENT ARCHIVAL CENTRE AHMEDABAD SME Laghu Udyog Branch Ahmedabad RACPC ASHRAM ROAD AHMEDABAD RACPC EAST AHMEDABAD SPL CURRENCY ADMINISTION BR AHMEDABAD SME BRANCH S G HIGHWAY S M E LAW GARDEN BRANCH AHMEDABAD CCGRO GUJARAT  COMMERCIAL CLIENT GROUP BRANCH AHMEDABAD OVERSEAS BRANCH AHMEDABAD  COMMERCIAL BRANCH AHMEDABAD SARB AHMEDABAD SAMB AHMEDABAD	21	870	7	<b>One Service Engineer for maximum 10 Branches or 100 desktops whichever comes first</b>
<b>2</b>	AAO-1, RBO AHMEDABAD AAO-2, RBO AHMEDABAD	85	760	2	
<b>3</b>	AAO-3, RBO AHMEDABAD AAO-4, RBO AHMEDABAD	87	781	2	
<b>4</b>	ADMIN OFFICE, VADODARA VAO-1, RBO VADODARA-1 SPL COMMERCIAL BRANCH RACPC SOUTH VADODARA RACPC BARODA SP COMM BR ANAND I E MAKARPURA BARODA SP SSI DAC VADODARA TRADE FINANCE CPC VADODARA	52	812	4	

	SMECCC BARODA INDUSTRIAL FINANCE BRANCH BARODA SARB VADODARA SBILD VADODARA CONTACT CENTRE VADODARA				<b>One Service Engineer for maximum 10 Branches or 100 desktops whichever comes first</b>
<b>5</b>	GAO-4, RBO NADIAD  VAO 4- RBO GODHRA VAO 5- RBO ANAND	149	1147	3	
<b>6</b>	VAO-2, RBO VADODARA-2 VAO-3, RBO VADODARA-3 VAO 6- RBO RAJPIPLA SAO 1- RBO BHARUCH	153	1216	4	
<b>7</b>	<b>LHO Gift City, Gandhinagar</b>	1	578	6	
<b>8</b>	ADMIN OFFICE, GANDHINAGAR  GAO-1,RBO GANDHINAGAR SECTOR 10 B GANDHINAGAR GANDHINAGAR GIDC ELECT ESTATE GANDHINAGAR RASMECCC GANDHINAGAR ZIO GANDHINAGAR SBILD GANDHINAGAR CPPC GANDHINAGAR IBG GANDHINAGAR	60	695	4	
<b>9</b>	GAO-2, RBO GANDHINAGAR  GAO-3, RBO PALANPUR HIGHWAY CROSS ROAD KADI RACPC PALANPUR	111	922	2	
<b>10</b>	SAO 4- RBO VALSAD  SAO-5,RBO NAVSARI SPECIALISED COMMERCIAL BRANCH VAPI RACPC NAVSARI	91	775	2	
<b>11</b>	ADMIN OFFICE, SURAT SAO 2- RBO SURAT 2 SAO 3- RBO SURAT 3 DOCUMENTS ARCHIVAL CENTRE SURAT RASECC BHARUCH SMECC SURAT Specialised commercial branch surat RACPC SURAT COMMERCIAL BRANCH SURAT HAZIRA SURAT RACPC II SURAT MID CORPORATE BRANCH SURAT DIAMOND BRANCH SURAT	111	1089	3	

<b>12</b>	BAO-3,RBO AMRELI BAO-4, RBO JUNAGADH BAO-5,RBO VERAVAL RASMECC CUM SARC	160	1295	3	<b>One Service Engineer for maximum 10 Branches or 100 desktops whichever comes first</b>
<b>13</b>	ADMIN OFFICE, BHAVNAGAR  BAO 1- RBO BHAVNAGAR 1  BAO 2- RBO BHAVNAGAR 2 RACPC BHAVNAGAR DOCUMENT ARCHIVAL CENTRE BHAVNAGAR LCPC BHAVNAGAR SMECCC BHAVNAGAR SBILD BHAVNAGAR BHAVNAGAR Sp.Ind.Finance SBI SARB BHAVNAGAR	97	1129	6	
<b>14</b>	AAO-5,RBO SURENDRANAGAR RAO 2- RBO MORBI RAO 4- RBO KUTCH COMMERCIAL BRANCH LALPAR MORBI RACPC GANDHIDHAM	127	1077	3	
<b>15</b>	ADMIN OFFICE RAJKOT RAO 1- RBO RAJKOT RAO 3- RBO JAMNAGAR RAO-5,RBO PORBANDAR RAO-6,RBO RAJKOT RASMECCC SARC JAMNAGAR DOCUMENT ARCHIVAL CENTRE RAJKOT RACPC RAJKOT SMECCC SARC RAJKOT COMMERCIAL BRANCH RAJKOT	160	1465	6	
	<b>TOTAL</b>	<b>1465</b>	<b>14611</b>	<b>57</b>	

**Resident engineers are in addition to moving engineers. One Service Engineer will be provided for maximum 10 Branches or 100 desktops whichever comes first and where resident engineers are not provided. Location of stationing of engineer (Resident and Moving engineers) will be decided in consultation with concerned Administrative Office/RBO.**

**\* @LHO Total 6 Resident Engineers  
(For LHO the Vendor has to ensure availability of 1 Engineer on holiday/Sunday)**

SBI-ITS DEPARTMENT-LHO-AHMEDABAD									Annexure- C - 1	
ANNUAL MAINTENANCE CONTRACT OF HARDWARE /SOFTWARE / LAN / VC OPERATIONS FOR OFFICES / BRANCHES 1st APRIL 2025 – 31ST MARCH 2026									Date : 27/11/2024	
Designated Authority to execute AMC Agreement for RBOs/ Branch/ CELL / Office										
Sr No	NW	AO	REG	BRCN	Group	Cluster No	BRANCH_NAME	Authority to execute AMC agreement & release Payment	Total Branch / offices	
1	NW- I	AAO	9	6730	A	1	ADMIN OFFICE, AHMEDABAD	CM (HR & ADMIN)	1	
2	NW- I	AAO	1	13012	A	2	AAO-1,RBO AHMEDABAD	CM (OPS)	43	
3	NW- I	AAO	2	13013	A	2	AAO-2,RBO AHMEDABAD	CM (OPS)	42	
4	NW- I	AAO	3	13014	A	3	AAO-3,RBO AHMEDABAD	CM (OPS)	42	
5	NW- I	AAO	4	13015	A	3	AAO-4,RBO AHMEDABAD	CM (OPS)	45	
6	NW- I	AAO	5	62706	F	14	AAO-5,RBO SURENDRANAGAR	CM (OPS)	43	
7	NW- I	AAO	9	60399	A	1	C G ROAD BRANCH	HEAD OF BRANCH/ CELL	1	
8	NW- I	AAO	9	5054	A	1	TRADE FINANCE CPC AHMEDABAD	HEAD OF BRANCH/ CELL	1	
9	NW- I	AAO	9	5018	A	1	SME CITY CREDIT CENTRE AHD	HEAD OF BRANCH/ CELL	1	
10	NW- I	AAO	9	10392	A	1	CLEARING CPC AHMEDABAD	HEAD OF BRANCH/ CELL	1	
11	NW- I	AAO	9	301	A	1	AHMEDABAD MAIN BRANCH	HEAD OF BRANCH/ CELL	1	
12	NW- I	AAO	9	17901	A	1	SPECIALISED COMMERCIAL BR AHMEDABAD	HEAD OF BRANCH/ CELL	1	
13	NW- I	AAO	9	4482	A	1	RACPC AHMEDABAD	HEAD OF BRANCH/ CELL	1	
14	NW- I	AAO	9	12229	A	1	DOCUMENT ARCHIVAL CENTRE AHMEDABAD	HEAD OF BRANCH/ CELL	1	
15	NW- I	AAO	9	3993	A	1	SME Laghu Udyog Branch Ahmedabad	HEAD OF BRANCH/ CELL	1	
16	NW- I	AAO	9	61132	A	1	RACPC ASHRAM ROAD AHMEDABAD	HEAD OF BRANCH/ CELL	1	
17	NW- I	AAO	9	15355	A	1	RACPC EAST AHMEDABAD	HEAD OF BRANCH/ CELL	1	
18	NW- I	AAO	9	64571	A	1	SPL CURRENCY ADMINISTION BR AHMEDABAD	HEAD OF BRANCH/ CELL	1	
19	NW- I	AAO	9	5146	A	1	SME BRANCH S G HIGHWAY	HEAD OF BRANCH/ CELL	1	
20	NW- I	AAO	9	60438	A	1	S M E LAW GARDEN BRANCH AHMEDABAD	HEAD OF BRANCH/ CELL	1	
21	NW- I	AAO	CCG	4439	A	1	CCGRO GUJARAT	HEAD OF BRANCH/ CELL	1	
22	NW- I	AAO	CCG	4152	A	1	COMMERCIAL CLIENT GROUP BRANCH AHMEDABAD	HEAD OF BRANCH/ CELL	1	
23	NW- I	AAO	CCG	4038	A	1	OVERSEAS BRANCH AHMEDABAD	HEAD OF BRANCH/ CELL	1	
24	NW- I	AAO	CCG	6926	A	1	COMMERCIAL BRANCH AHMEDABAD	HEAD OF BRANCH/ CELL	1	
25	NW- I	AAO	SAMG	5181	A	1	SARB AHMEDABAD	HEAD OF BRANCH/ CELL	1	
26	NW- I	AAO	SAMG	4199	A	1	SAMB AHMEDABAD	HEAD OF BRANCH/ CELL	1	
27	NW- I	GAO	9	8900	C	8	ADMIN OFFICE, GANDHINAGAR	CM (HR & ADMIN)	1	
28	NW- I	GAO	1	13091	C	8	GAO-1,RBO GANDHINAGAR	CM (OPS)	51	

29	NW-I	GAO	2	15856	C	9	GAO-2,RBO GANDHINAGAR	CM (OPS)	54
30	NW-I	GAO	3	62707	C	9	GAO-3, RBO PALANPUR	CM (OPS)	55
31	NW-I	GAO	4	13101	B	5	GAO-4, RBO NADIAD	CM (OPS)	59
32	NW-I	GAO	9	16051	C	8	SECTOR 10 B GANDHINAGAR	HEAD OF BRANCH/ CELL	1
33	NW-I	GAO	9	1355	C	8	GANDHINAGAR	HEAD OF BRANCH/ CELL	1
34	NW-I	GAO	9	60436	C	9	HIGHWAY CROSS ROAD KADI	HEAD OF BRANCH/ CELL	1
35	NW-I	GAO	9	7949	C	8	GIDC ELECT ESTATE GANDHINAGAR	HEAD OF BRANCH/ CELL	1
36	NW-I	GAO	9	64146	C	9	RACPC PALANPUR	HEAD OF BRANCH/ CELL	1
37	NW-I	GAO	9	15608	C	8	RASMECCC GANDHINAGAR	HEAD OF BRANCH/ CELL	1
38	NW-I	GAO	ZIO	13523	C	8	ZIO GANDHINAGAR	HEAD OF BRANCH/ CELL	1
39	NW-I	GAO	LHO	7320	C	8	SBILD GANDHINAGAR	HEAD OF BRANCH/ CELL	1
40	NW-I	GAO	LHO	4465	C	8	CPPC GANDHINAGAR	HEAD OF BRANCH/ CELL	1
41	NW-I	GAO	LHO		C	8	IBG GANDHINAGAR	HEAD OF BRANCH/ CELL	1
42	NW-II	VAO	9	6731	B	4	ADMIN OFFICE, VADODARA	CM (HR & ADMIN)	1
43	NW-II	VAO	1	13016	B	4	VAO-1,RBO VADODARA-1	CM (OPS)	39
44	NW-II	VAO	2	13017	B	6	VAO-2,RBO VADODARA-2	CM (OPS)	42
45	NW-II	VAO	3	13100	B	6	VAO-3,RBO VADODARA-3	CM (OPS)	33
46	NW-II	VAO	4	15296	B	5	VAO 4- RBO GODHRA	CM (OPS)	46
47	NW-II	VAO	5	12251	B	5	VAO 5- RBO ANAND	CM (OPS)	44
48	NW-II	VAO	6	62708	B	6	VAO 6- RBO RAJPIPLA	CM (OPS)	34
49	NW-II	VAO	9	4086	B	4	SPL COMMERCIAL BRANCH	HEAD OF BRANCH/ CELL	1
50	NW-II	VAO	9	18964	B	4	RACPC SOUTH VADODARA	HEAD OF BRANCH/ CELL	1
51	NW-II	VAO	9	10000	B	4	RACPC BARODA	HEAD OF BRANCH/ CELL	1
52	NW-II	VAO	9	4084	B	4	SP COMM BR ANAND	HEAD OF BRANCH/ CELL	1
53	NW-II	VAO	9	1456	B	4	I E MAKARPURA BARODA SP SSI	HEAD OF BRANCH/ CELL	1
54	NW-II	VAO	9	12230	B	4	DAC VADODARA	HEAD OF BRANCH/ CELL	1
55	NW-II	VAO	9	5063	B	4	TRADE FINANCE CPC VADODARA	HEAD OF BRANCH/ CELL	1
56	NW-II	VAO	9	5019	B	4	SMECCC BARODA	HEAD OF BRANCH/ CELL	1
57	NW-II	VAO	CCG	1946	B	4	INDUSTRIAL FINANCE BRANCH BARODA	HEAD OF BRANCH/ CELL	1
58	NW-II	VAO	SAMG	10059	B	4	SARB VADODARA	HEAD OF BRANCH/ CELL	1
59	NW-II	VAO	LHO	4954	B	4	SBILD VADODARA	HEAD OF BRANCH/ CELL	1
60	NW-II	VAO	CAOU	63964	B	4	CONTACT CENTRE VADODARA	HEAD OF BRANCH/ CELL	1
61	NW-II	SAO	9	12826	D	11	ADMIN OFFICE, SURAT	CM (HR & ADMIN)	1
62	NW-II	SAO	1	12250	B	6	SAO 1- RBO BHARUCH	CM (OPS)	44
63	NW-II	SAO	2	12248	D	11	SAO 2- RBO SURAT 2	CM (OPS)	46
64	NW-II	SAO	3	13102	D	11	SAO 3- RBO SURAT 3	CM (OPS)	54
65	NW-II	SAO	4	12249	D	10	SAO 4- RBO VALSAD	CM (OPS)	44
66	NW-II	SAO	5	15858	D	10	SAO-5,RBO NAVSARI	CM (OPS)	45
67	NW-II	SAO	9	12231	D	11	DOCUMENTS ARCHIVAL CENTRE	HEAD OF	1



							SURAT	BRANCH/ CELL	
68	NW-II	SAO	9	10060	D	11	RASECC BHARUCH	HEAD OF BRANCH/ CELL	1
69	NW-II	SAO	9	5020	D	11	SMECC SURAT	HEAD OF BRANCH/ CELL	1
70	NW-II	SAO	9	4083	D	11	Specialised commercial branch surat	HEAD OF BRANCH/ CELL	1
71	NW-II	SAO	9	10001	D	11	RACPC SURAT	HEAD OF BRANCH/ CELL	1
72	NW-II	SAO	9	11029	D	10	SPECIALISED COMMERCIAL BRANCH VAPI	HEAD OF BRANCH/ CELL	1
73	NW-II	SAO	9	63749	D	11	COMMERCIAL BRANCH SURAT	HEAD OF BRANCH/ CELL	1
74	NW-II	SAO	9	5996	D	11	HAZIRA SURAT	HEAD OF BRANCH/ CELL	1
75	NW-II	SAO	9	64135	D	10	RACPC NAVSARI	HEAD OF BRANCH/ CELL	1
76	NW-II	SAO	9	63692	D	11	RACPC II SURAT	HEAD OF BRANCH/ CELL	1
77	NW-II	SAO	CCG	14396	D	11	MID CORPORATE BRANCH SURAT	HEAD OF BRANCH/ CELL	1
78	NW-II	SAO	CCG	64422	D	11	DIAMOND BRANCH SURAT	HEAD OF BRANCH/ CELL	1
79	NW-III	BAO	9	12825	E	13	ADMIN OFFICE, BHAVNAGAR	CM (HR & ADMIN)	1
80	NW-III	BAO	1	13095	E	13	BAO 1- RBO BHAVNAGAR 1	CM (OPS)	39
81	NW-III	BAO	2	62709	E	13	BAO 2- RBO BHAVNAGAR 2	CM (OPS)	50
82	NW-III	BAO	3	63596	E	12	BAO-3,RBO AMRELI	CM (OPS)	54
83	NW-III	BAO	4	62710	E	12	BAO-4, RBO JUNAGADH	CM (OPS)	49
84	NW-III	BAO	5	13099	E	12	BAO-5,RBO VERAVAL	CM (OPS)	56
85	NW-III	BAO	9	60921	E	13	RACPC BHAVNAGAR	HEAD OF BRANCH/ CELL	1
86	NW-III	BAO	9	13206	E	12	RASMECC CUM SARC	HEAD OF BRANCH/ CELL	1
87	NW-III	BAO	9	12232	E	13	DOCUMENT ARCHIVAL CENTRE BHAVNAGAR	HEAD OF BRANCH/ CELL	1
88	NW-III	BAO	9	15154	E	13	LCPC BHAVNAGAR	HEAD OF BRANCH/ CELL	1
89	NW-III	BAO	9	15802	E	13	SMECCC BHAVNAGAR	HEAD OF BRANCH/ CELL	1
90	NW-III	BAO	LHO	60940	E	13	SBILD BHAVNAGAR	HEAD OF BRANCH/ CELL	1
91	NW-III	BAO	CCG	60415	E	13	BHAVNAGAR Sp.Ind.Finance	HEAD OF BRANCH/ CELL	1
92	NW-III	BAO	SAMG	18735	E	13	SBI SARB BHAVNAGAR	HEAD OF BRANCH/ CELL	1
93	NW-III	RAO	9	12824	F	15	ADMIN OFFICE RAJKOT	CM (HR & ADMIN)	1
94	NW-III	RAO	1	12252	F	15	RAO 1- RBO RAJKOT	CM (OPS)	34
95	NW-III	RAO	2	62711	F	14	RAO 2- RBO MORBI	CM (OPS)	32
96	NW-III	RAO	3	13019	F	15	RAO 3- RBO JAMNAGAR	CM (OPS)	35
97	NW-III	RAO	4	13018	F	14	RAO 4- RBO KUTCH	CM (OPS)	50
98	NW-III	RAO	5	15857	F	15	RAO-5,RBO PORBANDAR	CM (OPS)	40
99	NW-III	RAO	6	64036	F	15	RAO-6,RBO RAJKOT	CM (OPS)	45
100	NW-III	RAO	9	16390	F	14	COMMERCIAL BRANCH LALPAR MORBI	HEAD OF BRANCH/ CELL	1
101	NW-III	RAO	9	13207	F	15	RASMECCC SARC JAMNAGAR	HEAD OF BRANCH/ CELL	1
102	NW-III	RAO	9	64136	F	14	RACPC GANDHIDHAM	HEAD OF BRANCH/ CELL	1
103	NW-III	RAO	9	13070	F	15	DOCUMENT ARCHIVAL CENTRE RAJKOT	HEAD OF BRANCH/ CELL	1

104	NW-III	RAO	9	60923	F	15	RACPC RAJKOT	HEAD OF BRANCH/ CELL	1
105	NW-III	RAO	9	10063	F	15	SMECCC SARC RAJKOT	HEAD OF BRANCH/ CELL	1
106	NW-III	RAO	CCG	4085	F	15	COMMERCIAL BRANCH RAJKOT	HEAD OF BRANCH/ CELL	1
<b>107</b>	<b>NW-0</b>	<b>LHO</b>	<b>LHO</b>	<b>3975</b>	<b>C</b>	<b>7</b>	<b>LHO Gift City, Gandhinagar</b>	<b>HEAD OF ITS DEPT.</b>	<b>1</b>

**LOCATIONS OF RESIDENT ENGINEERS**

Annexure - C - 2

SBI-ITS DEPARTMENT-LHO-GIFT CITY GANDHINAGAR					Date : 20/12/2024	
ANNUAL MAINTENANCE CONTRACT OF HARDWARE /SOFTWARE / LAN / VC OPERATIONS FOR OFFICES / BRANCHES 1 <sup>ST</sup> APRIL 2025 – 31 <sup>ST</sup> MARCH 2026						
<b>Proposed Locations of Resident Engineers (However may be changed in consultation with concerned Administrative Office/RBO.</b>						
NW	AO	BRCD	Cluster	OFFICE / BRANCH NAME	Location of Resident Engineer	No of Resident Eng
N- I	AAO	6730	1	ADMIN OFFICE, AHMEDABAD	AO Ahmedabad	1
N- I	AAO	13012	2	AAO-1,RBO AHMEDABAD	RBO 1, Ahmedabad	1
N- I	AAO	13013	2	AAO-2,RBO AHMEDABAD	RBO 2, Ahmedabad	1
N- I	AAO	13014	3	AAO-3,RBO AHMEDABAD	RBO , Ahmedabad	1
N- I	AAO	13015	3	AAO-4,RBO AHMEDABAD	RBO 4 Ahmedabad	1
N- I	AAO	62706	14	AAO-5,RBO SURENDRANAGAR	RBO 5 Surendranagar	1
N- I	AAO	10392	1	CCPC, AHMEDABAD	CCCP	1
N- I	AAO	301	1	AHMEDABAD MAIN	ABD MAIN	1
N- I	AAO	4152	1	CCG AHMEDABAD	CCG Ahmedabad	1
N- I	AAO	6926	1	MCG-COMM. BRANCH AHMEDABAD	MCG	1
CCG	AAO	4439	1	CCGRO	CCGRO	1
CCG	AAO	4038	1	OVERSEAS BRANCH AHMEDABAD	OVERSEAS BRANCH AHMEDABAD	1
N- I	GAO	8900	8	ADMIN OFFICE, GANDHINAGAR	AO Gandhinagar + CPPC	1
N- I	GAO	13091	8	GAO-1,RBO MEHSANA	RBO 1 Gandhinagar	1
N- I	GAO	15856	9	GAO-2,RBO MEHSANA	GAO-2,RBO MEHSANA	1
N- I	GAO	13092	9	GAO-3, RBO PALANPUR	GAO-3, RBO PALANPUR	1
N- I	GAO	13101	5	GAO-4, RBO NADIAD	Nadiad Br / RBO Nadiad	1
N- I	GAO	7320	8	SBILD Gandhinagar	SBILD Gandhinagar	1
N- I	GAO	3975	8	IBG Gandhinagar	IBG Gandhinagar	1
N- II	VAO	6731	4	ADMIN OFFICE, VADODARA	AO Vadodara	1
N- II	VAO	13016	4	VAO-1,RBO VADODARA-1	RBO-1 Vadodara	1
N- II	VAO	13017	6	VAO-2,RBO VADODARA-2	Baroda Main Br	1
N- II	VAO	13100	6	VAO-3,RBO VADODARA-3	RBO 3 Vadodara	1
N- II	VAO	15296	5	VAO 4- RBO GODHRA	VAO 4- RBO GODHRA	1
N- II	VAO	12251	5	VAO 5- RBO ANAND	Anand Br / RBO	1
N- II	VAO	61329	6	VAO 6- RBO Rajpipla	RBO 6 Rajpipla	1
MCG	VAO	1946	4	MCG-VADODARA	MCG Vadodara + TFCPC + SCB	1
N- II	VAO	4954	4	SBILD Vadodara	SBILD Vadodara	1
N- II	SAO	12826	11	ADMIN OFFICE, SURAT	AO Surat	1
N- II	SAO	12250	6	SAO 1- RBO BHARUCH	RBO Bharuch	1
N- II	SAO	12248	11	SAO 2- RBO Surat	RBO Surat	1
N- II	SAO	13102	11	SAO 3- RBO SURAT	RBO Surat	1
N- II	SAO	12249	10	SAO 4- RBO VALSAD	RBO Valsad	1
N- II	SAO	15858	10	SAO-5,RBO NAVSARI	SAO-5,RBO NAVSARI	1
N-III	RAO	12824	13	ADMIN OFFICE, RAJKOT	AO Building + CPCs	2
N-III	RAO	12252	13	RAO 1- RBO Rajkot 1	RBO 1 Rajkot	1
N-III	RAO	12253	13	RAO 2- RBO RAJKOT 2	RBO-2 Rajkot	1
N-III	RAO	13019	12	RAO 3- RBO JAMNAGAR	RBO-3 Jamnagar	1
N-III	RAO	13018	12	RAO 4- RBO KUTCH	RAO 4- RBO KUTCH	1
N-III	RAO	15857	12	RAO-5,RBO RAJKOT-5	RBO Porbandar	1
N-III	RAO	64036	13	RAO-6 RBO RAJKOT	RBO Rajkot	1
N-III	BAO	12825	13	ADMIN OFFICE, BHAVNAGAR	AO Bhavnagar +CPC	2
N-III	BAO	13095	15	BAO 1- RBO BHAVNAGAR	RBO 1 Bhavnagar	1

N-III	BAO	13096	15	BAO 2- RBO BHAVNAGAR	BAO 2- RBO BHAVNAGAR	1
N-III	BAO	13097	14	BAO-3,RBO AMRELI	1 RBO Amreli	1
N-III	BAO	13098	15	BAO-4, RBO JUNAGADH	RBO Junagadh	1
N-III	BAO	13099	14	BAO-5, VERAVAL	RBO Veraval	1
N-III	BAO	15154	15	LCPC Bhavnagar	LCPC Bhavnagar	1
N-III	BAO	60940	15	SBILD Bhavnagar	SBILD Bhavnagar	1
LHO	LHO	3975	7	LOCAL HEAD OFFICE, Gift City, Gandhinagar	LHO Building	6
					<b>Total</b>	<b>57</b>

## Vendor Evaluation Criteria

## ANNEXURE - D

SI	Item	Score	Minimum Score	Maximum Score
<b>Minimum criteria to be fulfilled for submission of BID</b>				
1	<b>Minimum 3 years' experience in Computer Hardware/Software Maintenance.</b> (supporting document-duly signed copy of AMC letter or Agreement or another document to justify) > 3 and up to 5 years > 5 years	5 10	5	10
2	<b>Profit before Tax (PBT) as per Audited Balance Sheet and Profit &amp; Loss</b> (copy of Balance Sheet & P&L Account) PBT for at least two out of last three financial year i.e. 2021-22, 2022-23 & 2023-24 PBT in the last three financial year i.e. 2021-22, 2022-23 & 2023-24	5 10	5	10
3	<b>Average Annual Turnover for at least two out of three Financial Year i.e. 2021-22, 2022-23 &amp; 2023-24 towards direct sales in the hardware maintenance and support business (copy of P&amp;L account)</b> > 3 Crores > 5 Crores >10 Crores (In case of <b>Start-ups / Micro &amp; Small Enterprises minimum score will be allotted</b> subject to submission of valid Registration Certificate crores NSIC/MSME)	5 10 15	5	15
4	<b>ISO accreditation</b> (copy of Certificate/s) Accreditation in the last FY i.e, 2023-24 1 or more accreditations between F.Y. 2020-21 to F.Y. 2023-24	3 5	-	5
5	<b>Geographical presence required with ability to resolve AMC call within 4-6 hours</b> (Supporting documents:lease agreement of office / service centre in the name of Company) <b>Ahmedabad +Gandhinagar = Bucket 1</b> <b>Surat + Vadodara = Bucket 2</b> <b>Bhavnagar + Rajkot =Bucket 3</b> (Divided into 3 buckets for the purpose of marking) Service Centre in one out of 3 buckets Service Centre in any 2 out of 3 buckets Service Centre in all 3 Above	5 10 15	5	15
6	<b>Existing Support Engineers on Company pay roll in the applied cluster with experience in installation &amp; trouble shooting of networking, Oracle, Windows OS (all versions)</b> (supported by disclosures made to statutory authorities or document justifying Manpower) >5 Engineers >10 Engineers >15 Engineers	5 10 15	5	15
7	<b>AMCs taken up during the last 3 years with MNC / PSU / Corporate / Govt. Institutions / Bank / Educational Institutions etc.</b> (supporting document-duly signed copy of AMC letter / agreement from the Company stating no. of Computers)	5	5	15

	250 to 400 PCs 401 to 600 PCs Above 600 PCs	10 15		
8	<b>Existing relationship with SBI</b> Vendors who are currently on-board providing AMC services to SBI (supporting document-copy of AMC letter/Agreement copy) Existing relationship with SBI in Ahmedabad Circle Existing relationship with SBI other than Ahmedabad Circle only. Existing relationship with SBI Ahmedabad Circle as well in other Circles also	5 10 15	5	15

**ANNEXURE - E**

**BID FORM (TECHNICAL e-BID)  
 Technical Bid: Compliance Letter  
 To be submitted on the Letter Head of the Bidder  
 (to be included in Technical e-Bid)**

Date: \_\_\_\_\_

To:

The Asst. General Manager (ITS)  
 State Bank of India  
 ITS Department, 5<sup>th</sup> Floor  
 Local Head Office  
 Gift City, Gandhinagar - 382355

Dear Sir,

**Ref: RFP No: SBI/100/060 dated 20/12/2024**

~~~~~  
 We have examined the RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to maintain the equipment detailed in **Annexure - A - 1**, as per the terms and conditions spelt out in the RFP. We shall participate and submit the commercial bid in a sealed cover, on or before the date mentioned in “schedule of events”. We confirm that all the terms & conditions mentioned in the RFP Document are acceptable to us specifically mentioned in the undernoted documents without adding any additional condition.

|                                                                                                                                                                                                                                                                                         |                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Replacement Value of Equipment: Valid from 01.04.2025 to 31.03.2026                                                                                                                                                                                                                     | Annexure-A - 1                                           |
| Branches / offices covered in 6 Groups and further divided into 15 Clusters].<br>Respective Authority to execute the AMC agreement and release payment there under within Cluster.<br><b>Requirement of Engineers with locations and Engineers on the move exclusively for the Bank</b> | Annexure - C<br><br>Annexure- C -1<br><br>Annexure-C - 2 |
| Technical e-Bid : List of Engineers at identified locations [Subject to verification by Bank of Qualification/experience]                                                                                                                                                               | Annexure – F                                             |
| Technical e-Bid : Complete details of Support Existing / Proposed for each Location                                                                                                                                                                                                     | Annexure – G                                             |
| AMC agreement containing terms and conditions                                                                                                                                                                                                                                           | Annexure – H                                             |
| Terms & Conditions of AMC (TCC)                                                                                                                                                                                                                                                         | PART - 4                                                 |
| Non-Disclosure Agreement                                                                                                                                                                                                                                                                | Annexure - J                                             |
| Adherence to the SBI Security Policies (Compliance Certificate)                                                                                                                                                                                                                         | Annexure – k)                                            |

**2. While submitting this bid, we certify that:**

- The undersigned is authorized to sign on behalf of the VENDOR and the necessary support document (POA) delegating this authority is enclosed to this letter.

- Quotes submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The quotes submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a bid for restricting competition.
- We hereby certify that no terms and conditions have been stipulated in Price Bids.
- Will ensure placement of engineers at locations as also engineers on move as required as per Annexure - C and Annexure – C – 2 and Annexure - F [duly complying with the requirement **Clause 3.1.5 of AMC Agreement [Annexure-H]**, as per allotment of cluster to us before commencement of AMC. Details required as per Annexure – C, Annexure – C - 2 and Annexure - F along with escalation matrix with name, cell and email addresses will be submitted latest by **25/02/2024** to ITS Department, Gift City, Gandhinagar LHO, failing which we agree that Bank will allot the cluster to another Vendor without giving us any notice.

3. If our offer is accepted, we undertake to complete the formalities for maintenance of hardware equipment from 01.04.2025 to 31.03.2026 or till the new AMC agreement comes into force whichever is later the same Terms & Conditions.

**4. We agree to abide by the Bid and the rates quoted therein for the maintenance of hardware up to the period prescribed in the Bid, which shall remain binding upon us.**

5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

6. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

7. We also certify that the information/ data/ particulars furnished in our bids are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have the right to disqualify us from the bid and In the event of any details submitted turned out to be false during the currency of AMC, Bank is at discretion to Blacklist and terminate from the AMC.

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

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

---

(Signature) (Name) (In the capacity of duly  
authorised to sign Bid for and on behalf of



| Technical Bid: List of Engineers at Identified locations (As per Ann C2) |                            |      |               |            | Annexure - F |  |
|--------------------------------------------------------------------------|----------------------------|------|---------------|------------|--------------|--|
| Cluster                                                                  | Location                   | Name | Qualification | Experience | Cell No      |  |
| 1                                                                        | AO Ahmedabad               |      |               |            |              |  |
| 2                                                                        | RBO 1, Ahmedabad           |      |               |            |              |  |
| 2                                                                        | RBO 2, Ahmedabad           |      |               |            |              |  |
| 3                                                                        | RBO , Ahmedabad            |      |               |            |              |  |
| 3                                                                        | RBO 4 Ahmedabad            |      |               |            |              |  |
| 14                                                                       | RBO 5 Surendranagar        |      |               |            |              |  |
| 1                                                                        | CCCP                       |      |               |            |              |  |
| 1                                                                        | ABD MAIN                   |      |               |            |              |  |
| 1                                                                        | CCG Ahmedabad              |      |               |            |              |  |
| 1                                                                        | MCG                        |      |               |            |              |  |
| 8                                                                        | CCGRO                      |      |               |            |              |  |
| 1                                                                        | OVERSEAS BRANCH AHMEDABAD  |      |               |            |              |  |
| 1                                                                        | AO Gandhinagar + CPPC      |      |               |            |              |  |
| 8                                                                        | RBO 1 Gandhinagar          |      |               |            |              |  |
| 9                                                                        | GAO-2,RBO MEHSANA          |      |               |            |              |  |
| 9                                                                        | GAO-3, RBO PALANPUR        |      |               |            |              |  |
| 5                                                                        | Nadiad Br / RBO Nadiad     |      |               |            |              |  |
| 8                                                                        | SBILD Gandhinagar          |      |               |            |              |  |
| 8                                                                        | IBG Gandhinagar            |      |               |            |              |  |
| 4                                                                        | AO Vadodara                |      |               |            |              |  |
| 4                                                                        | RBO-1 Vadodara             |      |               |            |              |  |
| 6                                                                        | Baroda Main Br             |      |               |            |              |  |
| 6                                                                        | RBO 3 Vadodara             |      |               |            |              |  |
| 5                                                                        | VAO 4- RBO GODHRA          |      |               |            |              |  |
| 5                                                                        | Anand Br / RBO             |      |               |            |              |  |
| 6                                                                        | RBO 6 Rajpipla             |      |               |            |              |  |
| 4                                                                        | MCG Vadodara + TFCPC + SCB |      |               |            |              |  |
| 4                                                                        | SBILD Vadodara             |      |               |            |              |  |
| 11                                                                       | AO Surat                   |      |               |            |              |  |
| 6                                                                        | RBO Bharuch                |      |               |            |              |  |
| 11                                                                       | RBO Surat                  |      |               |            |              |  |
| 11                                                                       | RBO Surat                  |      |               |            |              |  |
| 10                                                                       | RBO Valsad                 |      |               |            |              |  |
| 10                                                                       | SAO-5,RBO NAVSARI          |      |               |            |              |  |
| 13                                                                       | AO Building + CPCs         |      |               |            |              |  |
| 13                                                                       | RBO 1 Rajkot               |      |               |            |              |  |
| 13                                                                       | RBO-2 Rajkot               |      |               |            |              |  |
| 12                                                                       | RBO-3 Jamnagar             |      |               |            |              |  |
| 12                                                                       | RAO 4- RBO KUTCH           |      |               |            |              |  |
| 12                                                                       | RBO Porbandar              |      |               |            |              |  |
| 13                                                                       | RBO Rajkot                 |      |               |            |              |  |
| 13                                                                       | AO Bhavnagar +CPC          |      |               |            |              |  |
| 15                                                                       | RBO 1 Bhavnagar            |      |               |            |              |  |
| 15                                                                       | BAO 2- RBO BHAVNAGAR       |      |               |            |              |  |

|    |                 |  |  |  |  |
|----|-----------------|--|--|--|--|
| 14 | 1 RBO Amreli    |  |  |  |  |
| 15 | RBO Junagadh    |  |  |  |  |
| 14 | RBO Veraval     |  |  |  |  |
| 15 | LCPC Bhavnagar  |  |  |  |  |
| 15 | SBILD Bhavnagar |  |  |  |  |
| 7  | LHO Building    |  |  |  |  |
| 7  | LHO Building    |  |  |  |  |
| 7  | LHO Building    |  |  |  |  |
| 7  | LHO Building    |  |  |  |  |
| 7  | LHO Building    |  |  |  |  |
| 7  | LHO Building    |  |  |  |  |

| <b>Cluster 1 to 15 (Divided in Three Buckets)</b><br><b>Ahmedabad +Gandhinagar = Bucket 1</b><br><b>Surat + Vadodara = Bucket 2</b><br><b>Bhavnagar + Rajkot = Bucket 3</b> |                                                                 |                                                                    |                 | Annexure - G                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------------------------------------------------|-----------------|------------------------------------|
|                                                                                                                                                                             |                                                                 |                                                                    |                 | Details of Service Centre / Office |
| <b>NB : Details for each Bucket may please be given separately (in additional sheet , if required)</b>                                                                      |                                                                 |                                                                    |                 |                                    |
| Sr.No.                                                                                                                                                                      | Whether Office or Service Centre (In locations mentioned below) | Complete Office / Service Centre Address details with contact Nos. | No of Engineers | Whether proof of document attached |
| 1                                                                                                                                                                           | 1.Ahmedabad & Gandhinagar                                       | Address:                                                           |                 |                                    |
|                                                                                                                                                                             |                                                                 |                                                                    |                 |                                    |
|                                                                                                                                                                             |                                                                 | Email                                                              |                 |                                    |
|                                                                                                                                                                             |                                                                 | Phone                                                              |                 |                                    |
|                                                                                                                                                                             |                                                                 | Fax                                                                |                 |                                    |
|                                                                                                                                                                             |                                                                 | Name of Head                                                       |                 |                                    |
|                                                                                                                                                                             |                                                                 | Designation                                                        |                 |                                    |
|                                                                                                                                                                             |                                                                 | Cell                                                               |                 |                                    |
| 2                                                                                                                                                                           | 2. Surat & Vadodara                                             | Address                                                            |                 |                                    |
|                                                                                                                                                                             |                                                                 |                                                                    |                 |                                    |
|                                                                                                                                                                             |                                                                 | Email                                                              |                 |                                    |
|                                                                                                                                                                             |                                                                 | Phone                                                              |                 |                                    |
|                                                                                                                                                                             |                                                                 | Fax                                                                |                 |                                    |
|                                                                                                                                                                             |                                                                 | Name of Head                                                       |                 |                                    |
|                                                                                                                                                                             |                                                                 | Designation                                                        |                 |                                    |
|                                                                                                                                                                             |                                                                 | Cell                                                               |                 |                                    |
| 3                                                                                                                                                                           | 3. Rajkot & Bhavnagar                                           | Address                                                            |                 |                                    |
|                                                                                                                                                                             |                                                                 |                                                                    |                 |                                    |
|                                                                                                                                                                             |                                                                 | Email                                                              |                 |                                    |
|                                                                                                                                                                             |                                                                 | Phone                                                              |                 |                                    |
|                                                                                                                                                                             |                                                                 | Fax                                                                |                 |                                    |
|                                                                                                                                                                             |                                                                 | Name of Head                                                       |                 |                                    |
|                                                                                                                                                                             |                                                                 | Designation                                                        |                 |                                    |
|                                                                                                                                                                             |                                                                 | Cell                                                               |                 |                                    |
| Please furnish Name of engineers with Cell Numbers.                                                                                                                         |                                                                 |                                                                    |                 |                                    |

**Annexure-H**

**AGREEMENT FOR \_\_\_\_\_ 1**

**BETWEEN**

**State Bank of India, \_\_\_\_\_ 2**

**AND**

\_\_\_\_\_ 3

**Date of Commencement: 1<sup>st</sup> April 2025**

**Date of Expiry : 31<sup>st</sup> March 2026**

- 
1. Type/nature/name of Agreement.
  2. Office/ Department/ Branch which is executing the Agreement or the nodal department in the matter.
  3. The other Party (Contractor/ Service Provider) to the Agreement
  4. Effective Date from which the Agreement will be operative.

**AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT (AMC)  
OF COMPUTER HARDWARE, SOFTWARE  
& VIDEO CONFERENCE OPERATIONS**

Agreement No:

Office / Branch:

Period: **01.04.2025 to 31.03.2026**

THIS AGREEMENT for **Maintenance of Computer Hardware and Software** (hereinafter '**the Agreement**') made on the .... day of ....., 202\_\_ between STATE BANK OF INDIA incorporated under the State Bank of India Act 1955 having its Corporate Centre and Central Office at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-400021 and having one of its Local Head Office at Gift City Gandhinagar and its Office / Branch at....., for and on behalf of the ..... Branches / Offices, list as per **Annexure** under its jurisdiction / control (hereafter called "**SBI**" or "**the Bank**") which expression shall unless repugnant to the context or meaning thereof shall include its successors and assigns of the First Part

And

M/S ....., incorporated under the companies Act 1956 having its Registered Office at ..... and principal place of business at .....(hereinafter referred to as "**THE COMPANY**" or "**Service Provider**" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & permitted assigns of the Second Part.

The Bank and the Service Provider are sometimes individually referred to as a "**Party**" and collectively as "**Parties**" throughout this Agreement, and the words Party and Parties shall be constructed accordingly.

**RACITLS**

**WHEREAS**

- (i) The Bank is desirous of availing services for repair and maintenance service for the computer / electronic equipment viz .
  - (a) Hardware including Servers / Storages / PCs / Nodes / Clients / Scanners / CTS Cheque Scanners/ Laptops / peripherals / printers /Webcam / Speaker / Networking Components / Video Conference Equipment
  - (b) Software including Windows 2003/2008 Server / 2012 Server / Linux (Proxy and firewall) / SCO Unix (COBOL based application) / Lotus Notes / Lotus Suite / Same Time Client / Window 7 /Window 10 / MS Office 2003 / 2007 / 2013 / 2016/ 2019/ 2021/ 2024.

(c) Utilities: Acrobat / WinZip / Clear pass / Safenet / BMC Client / Web Brower / Google Chrome / Bio Metric Authentication Devices (BAS) / Wirer / Anti-virus software and its updates / OS Patches / MS Teams / Security patches / Advisories / ADS (Active Directory Services) / all type of Clients and Drivers (hereafter called "EQUIPMENT") listed in Annexure hereto, as amended from time to time;

(ii) The Service Provider has agreed to provide the services as may be required by the Bank. **No separate charges for Software will be provided.**

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

## 1 DEFINITIONS & INTERPRETATIONS

**1.1 Capitalised Terms:** The following capitalized terms, unless the context otherwise requires, shall have the meaning set forth below for all purposes of this Agreement:

1.1.1 "**Agreement**" means this agreement including all its Annexure, Schedules, Appendix and all amendments therein agreed by the Parties in writing.

1.1.2 "**Equipment**" means the computer / electronic equipment viz Hardware including Servers / Storages / PCs / Nodes / Clients / Laptops / Scanners / CTS Cheque Scanner/Peripherals / Printers / WebCam / Speaker / Networking Components / Video Conference Equipments listed in Annexure hereto, as amended from time to time.

1.1.3 "**Software**" means OS Windows 2008 Server / Linux (Proxy and firewall) / Lotus Notes / Lotus Suite / Same Time Client / Window 7 / Window 10 / MS Office 2003 / 2007 / 2013 / 2016 with service packs and Patches as released from time to time / Utilities : Acrobat / Winzip / WinRar / Clear pass / Safenet / BMC Client / Web Brower / Google Chrome / MS Teams / Anti-virus software and its updates / OS Patches / Security patches / Advisories / ADS (Active Directory Services) / Biometric Access Devices (BAD) and other applications, clients, drivers etc. listed in Annexure hereto, as amended from time to time.

1.1.4 "**Service**" means services to be provided as per the requirements specified in the Agreement and any other incidental services/trouble shooting and other obligations of the Service Provider covered under the Agreement.

### 1.2 Interpretations:

1.2.1 Reference to a person includes any individual, firm, body corporate, association (whether incorporated or not) and authority or agency (whether government, semi government or local).

1.2.2 The singular includes the plural and vice versa.

1.2.3 Reference to any gender includes each other gender.

- 1.2.4 The provisions of the contents table, headings, clause numbers, italics, bold print and underlining is for ease of reference only and shall not affect the interpretation of this Agreement.
- 1.2.5 The Schedules, Annexure and Appendices to this Agreement shall form part of this Agreement.
- 1.2.6 A reference to any documents or agreements (and, where applicable, any of their respective provisions) means those documents or agreements as amended, supplemented or replaced from time to time provided they are amended, supplemented or replaced in the manner envisaged in the relevant documents or agreements.
- 1.2.7 A reference to any statute, regulation, rule or other legislative provision includes any amendment to the statutory modification or re-enactment or, legislative provisions substituted for, and any statutory instrument issued under that statute, regulation, rule or other legislative provision.
- 1.2.8 Any agreement, notice, consent, approval, disclosure or communication under or pursuant to this Agreement is to be in writing.

## **2 COMMENCEMENT AND TERM:**

- 2.1** This Agreement shall commence from its date of execution mentioned above/ deemed to have commenced from the **1<sup>st</sup> day of April, 2025** for a period of **twelve months** i.e. up to the **31<sup>st</sup> day of March, 2026**.
- 2.2** This Agreement shall be in force for a period of **Twelve months or till New AMC Agreement comes into force whichever is later** on the same Terms & conditions or unless terminated by the Bank by notice in writing in accordance with the termination clauses of this Agreement.
- 2.3** The Bank shall have the right at its discretion to renew/extend this Agreement in writing, for a further term of up to 24 Months (12 Months at a time) on the same terms and conditions subject to acceptance by the Service Provider.
- 2.4** Unless terminated earlier in accordance with this Agreement, the Agreement shall come to an end on completion of the term specified in the Agreement or on expiration of the renewed term.
- 2.5** Upon termination or after expiration of this Agreement each party shall forthwith return all papers, material and other properties held by the parties to the contract for the purpose of execution of this Agreement. In addition, each party shall assist the other party in the orderly termination of this Agreement on the transfer of all aspects thereof, tangible and intangible, as may be necessary, for the orderly, non-disrupted business continuation of parties to the contract.

**2.6** Individual items of EQUIPMENT, SOFTWARE, UPDATES and Repair and Maintenance service charge on such EQUIPMENT, SOFTWARE, UPDATES may be added to or withdrawn from Annexure of this Agreement by mutual written consent of both parties, PROVIDED ALWAYS that such consent is not unreasonably withheld.

In the event that individual items of equipment, software, updates [including expired warranty items from the date of expiry of warranty], are added to Annexure, it may involve additional maintenance charges. Likewise, in the event that individual items of EQUIPMENT, SOFTWARE, UPDATES are withdrawn from Annexure, as described herein, then AMC charges on such EQUIPMENT shall stand proportionately reduced from the invoice bill for AMC charges at the end of the relative quarter.

### **3 SCOPE OF SERVICES:**

The scope and nature of the work which the Service Provider has to provide to the Bank (Services) is as follows:

**3.1** During the term of this Agreement the Service Provider Agrees to maintain the EQUIPMENT in good working order with a view to ensure business continuity of SBI and for this purpose will provide the following repair and maintenance service:

**3.1.1** The Service Provider shall correct any faults and failure in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during the period SBI's branch/office work for keeping its records up to date. The day's functioning of the branch /office may extend beyond normal working hours. Vendor to provide support services on all hardware installed in his area of operation including hardware under warranty.

**3.1.2** In case, where unserviceable parts of the EQUIPMENTS need replacement the Service Provider shall replace such parts [which includes parts relating to all Printers [viz. Head, Printer bands, Plastic Part, Hammer assembly, Sprockets, Camage Block, mouse, key-board, Fuser Assembly, Teflon Sleeve], Power Codes and all other parts [not enumerated as exception hereunder] at no extra cost to SBI, with brand new parts or those equivalent to new parts in performance. Provided that if the Service Provider is required to replace consumables, being printer ribbons, printer toner, magnetic tape reels, Cartridges, cassettes, exchangeable disk packs, CDs, DVDs, Data Cable, Laptop Battery, Network Patch Cord these will incur an additional charge.

**3.1.3** The Service Provider shall provide list of all the critical spares in general and following items in particular of standard quality, kept exclusively for the SBI and also ensure and maintain sufficient stock of the same on an ongoing basis at the identified / designated service centre and / or Banks' Premises mutually agreed to between SBI and Service Provider and ensure that the faulty spares are immediately replaced by them at the time of preventive maintenance or at the time of system break-down and the computer system is made operational without any delay.



| Sr. No | Spares/Parts                                      | Quantity                     | To be placed at RBO/AO |
|--------|---------------------------------------------------|------------------------------|------------------------|
| 1      | DAT Drive, HDD, Switches, SCSI Controllers / SMPS | 1 each for every 10 branches | RBO                    |
| 2      | Monitor, VGA Cards                                | 1 each for every 5 branches  | RBO                    |
| 3      | NIC cards with boot PROM, Keyboards               | 2 per 50 nodes               | RBO                    |
| 4      | Node motherboards as per existing configuration   | 1 for 200 nodes              | RBO                    |
| 5      | Printer heads                                     | 1 for every 10 branches      | RBO                    |
| 6      | Printer Interface Card                            | 1 per 20 branches            | RBO                    |
| 7      | RAM chips                                         | Sufficient quantities        | RBO                    |
| 8      | Mouse, Keyboard                                   | 4 for 100 nodes              | RBO                    |
| 9      | Camera for Desktops                               | Sufficient Quantity          | RBO                    |

The Service Provider will be responsible for the insurance of aforesaid items / spares. The stock of spares kept by the Service Provider at agreed locations will be subject to inspection periodically by Authorised Bank officials of branches/offices.

Though there is no insistence on keeping PCs, Printers (all types), as spare, the Service Provider must maintain minimum numbers to replace the defective ones whenever the rectification is likely to take more than 4 hours time.

- 3.1.4 All repair and maintenance service described herein shall be performed by qualified maintenance engineers thoroughly familiar with the EQUIPMENT deployed at centres / cluster of branches / offices.
- 3.1.5 The Service Provider shall be responsible to ensure that their Engineers are conversant with software as well as hardware solutions [including Computer Hardware, Printers, LAN, WAN, Internet, Intranet, Windows, Anti-Virus, Netware, Microsoft OS, Linux, SCO Unix etc] as provided in the approved TENDER annexure attached. The Head of Support Service Engineers in each cluster should have a minimum of 5 year's experience in Hardware AMC support. The Engineers should be technically qualified, a degree / diploma (computer engineering or in the allied fields of engineering) holder, 2 to 3 years experienced and **dedicated for SBI use only**, during normal working hours – between 9.00 a.m. to 7.00 p.m. (except in special emergency circumstances the working hours may be extended) and shall report to and operate from a designated SBI branch / office location as provided in the approved TENDER annexure attached. **The engineers will be provided with a cell phone by the Service Provider to enable tracing & call routing. Services must be available on 24 X 7 basis. Leave substitute arrangement has to be done by the Service Provider. The Service Provider will submit plan for back up arrangement in case the resident engineer or other engineers who are operating in clusters for SBI Ahmedabad Circle AMC Project are on leave or otherwise not available to give support services.** The Service Provider shall provide the

names(s) and mobile telephone number(s) of moving engineers allocated within a given cluster of branches/offices as provided in the approved TENDER annexure attached. **The engineers are required to wear their Company's identity card and dress code whenever they are in any of the Bank's premises.** In case of an emergency / eventuality arising for maintenance service in more than one branch / office at the same time in a given cluster of branches / offices, the Service Provider shall arrange to make alternate arrangements and depute more than ONE Engineer within that given cluster of branches / offices, so that the simultaneous - multiple service call from branches in the cluster are attended to promptly. The Service Provider will have the right to change Service Engineer (s) deputed in a cluster. But, any such change will be intimated to the SBI well in time and must have the approval of the SBI. In case of some office / Branch, EQUIPMENT may be under warranty. It is expected from the Service Engineer to coordinate with the original Vendor for rectification / repair if required. The Service Provider will provide insurance cover to its workmen / engineers in the SBI. It is sole responsibility of the Service Provider to indemnify the workmen/engineers or their legal heirs in case workmen / engineers suffer any loss or damage to their life or person or property while working in the Bank Premises.

- 3.1.6 The Engineer of the Service Provider shall get the signature of Branch Manager or Official-in-charge of the office or any other person authorized to authenticate the log. At the end of the month copies of Service logs should be submitted to designated Officials in each cluster promptly. Service provider should maintain a daily call log and provide report when required.
- 3.1.7 If the Service Provider fails to carry out repair works before the end of 3<sup>rd</sup> business day after lodgement of complaint (without reckoning the date of complaint) and puts the BANK in a situation where the BANK is compelled to get the repair work done from a third party may be at a higher cost than otherwise payable to the Service Provider, such cost will be recovered from the company by paying less AMC charges equivalent to extra cost except cost of consumable parts.
- 3.1.8 The Service Provider shall load / unload / reload and configure / re-configure operating systems and / or any other specific system software / patches/ service packs / utilities / MS Office as the case may be in **EQUIPMENT and SOFTWARES covered under AMC at no extra cost to the SBI, whenever need arises.**
- 3.1.9 The Service Provider shall be responsible for and ensure regular installation / maintenance / trouble shooting / ADS (Active Directory Services) / patches / security patches/ advisories/ service packs / updates of Software like Netware, Antivirus System, Windows OS, MS office, MS Teams WinNT, Linux, SCO Unix ; creating groups; setting up of email on outlook express / Microsoft outlook / Same time Client etc., and allocation of rights in case of LAN etc.; especially Antivirus / Windows / updates / patches / Service Packs which will be provided by the actual supplier / SBI from time to time and on the modalities decided by the SBI. Use of bootable pen drives such as konboot, hirenboot etc. to modify system settings, bypassing AD Policies without prior approval of the appropriate authority will be viewed seriously.

- 3.1.10 **The Service Provider should assist the SBI to recover the data, free of cost, in case of Hard Disk crash of any EQUIPMENT under its AMC. Hard Disk should not be taken out of branch/ Office in any circumstance.**
- 3.1.11 The AMC will cover all Maintenance of Cabling and Troubleshooting of LAN, **no extra cost to SBI, whenever need arises.** Replacement of problematic NETWORKING spare parts like info outlet and RJ-45 connector, Jack panel, additional LAN (**CAT-6 Molex or D-Link make**) Cabling required by the Bank, at prevailing market rate / mutually agreed rate.
- 3.1.12 The Service Provider shall certify that the repair and maintenance services / products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The Service Provider shall indemnify the SBI from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
- 3.1.13 Office where Video Conference unit are in place may opt for operating the Video Conference facility as and when meeting through Video Conference facility is held. Besides, operating the VC as and when required, the Engineer placed at the Office should check the health of all the VC Equipment including ISDN Lines and LAN / MPLS connectivity attached to VC Systems regularly. If found, any problem, he should immediately take the action and liaison with the concerned agencies to resolve the issue under advice to respective office.
- 3.1.14 Any worn or defective parts withdrawn from the EQUIPMENT and replaced by the Service Provider shall become the property of the Service Provider, and the parts replacing the withdrawn parts shall become the property of SBI.
- 3.1.15 The maintenance personnel of the Service Provider shall, subject to **Clause 12.6** herein, be given access to the EQUIPMENT when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- 3.1.16 SBI shall be within its authority to shift the EQUIPMENT, if warranted, to an alternate site and installed thereat during the currency of the Agreement without prior written notice to the Service Provider. However, if SBI desires to shift the EQUIPMENT, in full or in part, to a new site and install it thereat urgently, the Service Provider shall be informed of the same immediately. SBI shall bear the charges for such shifting and the Service Provider shall provide necessary assistance and support including the installation of shifted EQUIPMENT in the new place, to SBI in doing so. This Agreement, after such shifting and reinstallation of the EQUIPMENT would continue to be binding on the Service Provider and SBI, depending on the new location the EQUIPMENT is shifted to and within the area of the Service Provider's area of operations.
- 3.1.17 SBI will have the right to disconnect / connect / integrate / substitute peripherals such as printers, etc. acquired from another vendor. Further, SBI may install electronic components such as circuit cards, etc. to enhance the system's performance, and the peripherals, components etc., referred to as above may be acquired by SBI either from the Service Provider or from third party after prior consultation with the Service Provider, who would provide necessary guidance

State Bank of India, ITS Department, LHO, Ahmedabad Tender No: ITS/100/107 dated 02/12/2021 and support in the matter. Further, SBI reserves the right to procure same item from the Service Provider as per the latest finalized rate Contract.

- 3.1.18 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 the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach of either similar or different nature.
- 3.1.19 The Service Provider shall be responsible to install and update Anti-Virus Solution and other patches at the time of installation / formation of a desktops / servers / PCs / laptop before connecting it to SB Connect. After installation **Golden Image Certificate** should be obtained and submitted to the branch / office. The Service Provider is also responsible to update AV and OS patches as and when they are available. The service provider is also responsible to install/update any driver/client to make device/application functional.

#### **4 REPRESENTATIONS AND WARRANTIES**

Each of the Party represents and warrants in relation to itself to the other that

- 4.1.1 It has all requisite corporate power and authority to execute, deliver and perform its obligations under this Agreement and has been fully authorized through applicable corporate process to do so.
- 4.1.2 The person(s) signing this agreement on behalf of the Parties have the necessary authority and approval for execution of this document and to bind his/their respective organization for due performance as set out in this Agreement. It has all necessary statutory and regulatory permissions, approvals and permits for the running and operation of its business.
- 4.1.3 It has full right, title and interest in and to all software, copyrights, trade names, trademarks, service marks, logos symbols and other proprietary marks (collectively 'Intellectual Property Rights' (IPR)) (including appropriate limited right of use of those owned by any of its vendors, affiliates or subcontractors) which it provides to the other Party, for use related to the services to be provided under this Agreement, and that any IPR provided by a Party does not infringe the IPR status of any third party.
- 4.1.4 It will provide such cooperation as the other Party reasonably requests in order to give full effect to the provisions of this Agreement.
- 4.1.5 The execution and performance of this Agreement by either of the Parties does not and shall not violate any provision of any of the existing Agreement with any of the party and any other third party.

#### **4.2 Additional Representation and Warranties by Service Provider.**

- 4.2.1 The Service Provider shall perform the Services and carry out its obligations under the Agreement with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in the industry and with professional standards recognized by international professional bodies and shall

State Bank of India, ITS Department, LHO, Ahmedabad Tender No: ITS/100/107 dated 02/12/2021  
observe sound management practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods.

- 4.2.2 The Service Provider has the requisite technical and other competence, sufficient, suitable, qualified and experienced manpower/personnel and expertise in providing the Services to the Bank.
- 4.2.3 The Service Provider shall duly intimate to the Bank immediately, the changes, if any in the constitution of the Service Provider.
- 4.2.4 The services and products provided by the Service Provider to the Bank do not violate or infringe any patent, copyright, trademarks, trade secrets or other intellectual property rights of any third party.
- 4.2.5 **As per RFP subcontracting is not permitted.** The Service provider should not provide AMC Services through Franchisees/ Sister concerns/Third Party Vendor. They should ensure that all their employees engaged in rendering the Services under this Agreement have undergone proper background check, police verification and other necessary due diligence checks to examine their antecedence and ensure their suitability for such engagement. No person shall be engaged by the Service provider unless such person is found to be suitable in such verification and the Service Provider shall retain the records of such verification and shall produce the same to the Bank as when requested.

## **5 RESPONSIBILITIES OF THE BANK**

- 5.1 SBI shall have the right to make changes and attachments to the EQUIPMENT, provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase the Service Provider cost of the performing repair and maintenance service.

## **6 RESPONSIBILITIES OF THE SERVICE PROVIDER**

- 6.1 The Service Provider will provide escalation matrix with the list of important marketing / support executives and engineers with addresses and telephone numbers which should be updated from time to time.
- 6.2 The Service Provider will be responsible for payment of salary and allowance of the engineers. The Service Provider will specify the date by which salary will be paid every month to his employees / engineers associated with the Bank and ensure that salary and other dues to his employees / engineers are paid timely and services to the Bank is not hampered in any case.

## **7 CONFIDENTIALITY**

- 7.1 For the purpose of this Agreement, Confidential Information shall mean (i) information of all kinds, whether oral, written or otherwise recorded including, without limitation, any analyses, compilations, forecasts, data, studies or other documents, regarding the past, current or future affairs, business, plans or operations of a Party to which the other Party will have access, (ii) the existence of the contemplated terms and the fact that discussions or negotiations are taking place or have taken place between the Parties concerning the contemplated terms, (iii) any and all information regarding the contemplated terms and any agreements that may be entered into in relation thereto and (iv) any customer details or other data received

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by a Party from the other Party or its customer(s) or otherwise shared between the Parties in connection with the Service.

**7.2** In consideration of each Party providing the other Party or its' representatives with the Confidential Information, the Parties agree as follows:

7.2.1 Each Party shall keep confidential and shall not, directly or indirectly, disclose, except as provided in sub-clauses below, in any manner whatsoever, in whole or in part, the Confidential Information without the other Party's prior written consent.

7.2.2 Each Party shall hold the Confidential Information in confidence and shall exercise all reasonable diligence in ensuring that the Confidential Information is not disclosed to third parties and will refrain from using the Confidential Information for any purpose whatsoever other than for the purposes of this Agreement or for the purpose for which such information is supplied.

7.2.3 Notwithstanding the above, each Party may reveal the Confidential Information to those of its representatives, those of its' holding company and those of its subsidiaries who are involved in the negotiation or evaluation of the Project, and shall procure and ensure that each of them complies with the obligation to keep the Confidential Information secret, private and confidential and strictly observes the terms of this Agreement.

7.2.4 The confidentiality obligation shall not apply to such portions of the Confidential Information (other than the Customer details/ data of the Bank) which one of the Parties can demonstrate (i) are or become generally available to the public other than as a result of any breach of this Agreement, (ii) were in its possession on a non-confidential basis prior to the date hereof or (iii) have been rightfully received from a third party after the date hereof without restriction on disclosure and without breach of this Agreement, said third party being under no obligation of confidentiality to the other Party with respect to such Confidential Information.

7.2.5 If a Party becomes legally compelled pursuant to any statutory or regulatory provision, court or arbitral decision, governmental order, or stock exchange requirements to disclose any of the Confidential Information, the compelled Party, as far as possible will provide the other Party with prompt written notice. In any case, the compelled Party will furnish only that portion of the Confidential Information which is legally required and will exercise all reasonable efforts to obtain reliable assurance that confidential treatment will be accorded to the Confidential Information.

7.2.6 In the event of termination or expiry of this Agreement, each Party shall either (i) promptly destroy all copies of the written (including information in electronic form) Confidential Information in its possession or that of its representatives; or (ii) promptly deliver to the other Party at its own expense all copies of the written Confidential Information in its possession or that of its representatives, provided, however, that (i) no notes, memoranda, analyses, studies or other documents prepared by it or its advisers in connection with the Services shall be returned or destroyed, but they shall be disposed in accordance with any specific directions in this Agreement or held and kept confidential, and that (ii) each Party shall be

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permitted to retain one copy of the Confidential Information for the purposes of dispute resolution, compliance with regulatory agency or authority and internal compliance procedures, provided such copies being held and kept confidential.

- 7.2.7 By furnishing the Confidential Information, no Party makes an express or implied representation or warranty as to the accuracy or completeness of the Confidential Information that it has disclosed and each Party expressly disclaims any liability that may be based on the Confidential Information, errors therein or omissions there from, save in the case of fraud or wilful default.
- 7.3 The Service Provider shall not, without the Bank's prior written consent, disclose the Agreement, 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 Service Provider in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary to purposes of such performance.
- 7.4 The Service Provider shall not, without the Bank's prior written consent, make use of any document or information received from the Bank except for purposes of performing the services and obligations under this Agreement.
- 7.5 Any document received from the Bank shall remain the property of the Bank and shall be returned (in all copies) to the Bank on completion of the Service Provider's performance under the Agreement.
- 7.6 The obligations set out in this Article shall continue even after the termination/ expiry of this Agreement. Confidentiality obligations of the Service Provider in respect of any customer data/ details of the Bank shall be absolute, unconditional and without any time limit, irrespective of the expiry/ termination of the Agreement.
- 7.7 Service Provider agrees to indemnify and hereby keeps the Bank indemnified against all actions, claims, loss, damages, Costs, Charges, expenses (including Attorney / Advocate fees and legal expenses) which the Bank may suffer or incur on account of breach of confidentiality obligations as per this Agreement by Service Provider or its employees, agents, representatives, Sub-Contractors. Service Provider further agrees to make good the loss suffered by the Bank upon first demand by the Bank which shall be final, conclusive and binding on Service Provider.
- 7.8 The Service Provider acknowledge that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to SBI. The Service Provider agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employees requiring such information, and not to release or disclose it to any other person or party. The Service Provider shall ensure that each and every one of its employees / personnel complies with obligation of non disclosure and non use of confidential information to which they get access while working for the Service Provider as per this agreement. The Service Provider hereby agrees to indemnify the

BANK and hereby keeps the BANK indemnified against all action, claims, damages, costs, etc which the BANK may incur or suffer on account of failure on the part of the Service Provider or any of its employees, agents, personnel, to comply with the obligations envisaged in this clause.

**7.9** Service Provider should not use Bank's logo in any document/ Advertisement, etc.

## **8 RELATIONSHIP BETWEEN THE PARTIES:**

- 8.1** It is specifically agreed that the service Provider shall act as independence service provider and shall not be deemed to be the Agent of the Bank except in respect of the transactions/services which give rise to principal-Agent relationship by express agreement between the Parties.
- 8.2** Neither the Service Provider nor its employees, agents, representatives shall hold out or represent as agents of the Bank.
- 8.3** None of the employees, representatives or agents of Service Provider shall be entitled to claim permanent absorption or any other claim or benefit against the Bank.
- 8.4** This Agreement shall not be construed as joint venture. Each Party shall be responsible for all its obligations towards its respective employees. No employee of any of the two Parties shall claim to be employee of other Party.
- 8.5** All the obligations towards the employees of a Party including that on account of personal accidents occurred while working in the premises of the other Party shall be with the respective employer and not on the Party in whose premises the accident occurred.

## **9 SUB-CONTRACTING**

**9.1** **THE SERVICE PROVIDER will not subcontract or permit anyone other than THE SERVICE PROVIDER'S employees / personnel to perform any of the work, services or other performance required of SERVICE PROVIDER under this Agreement. If so found, it will be treated as a breach of the contract by THE SERVICE PROVIDER and the SBI will have the right to forfeit security deposit besides termination of agreement.**

## **10 PERFORMANCE GUARANTEE AND PENALTY**

- 10.1** The Service Provider must retain an amount as mentioned in Schedule of Events per cluster awarded for AMC towards performance guarantee amount during the currency of this agreement.
- 10.2** Performance of the obligation under the Agreement shall be made by the Service Provider in accordance with the time schedule specified.
- 10.3** The Service Provider shall be liable to pay penalty at the rate mentioned in respect of any delay beyond the permitted period in providing the Services.
- 10.4** The time scheduled specified and rate of penalty are as under:



10.4.1 The Service Provider shall ensure that the full configuration of the EQUIPMENT is available to SBI in proper working condition for **99% in the case of Servers / Scanner /Line / Laser/ Draft / TDR / Pass Book Printers and 95% in the case of Nodes, other Printers, PCs, Laptops, etc.** of the up-time in every quarter. The total **UP-TIME** hours of the Branch / Office will be taken as 2160 hours [90 days x 24 hours] in the quarter for the purpose of arriving at the relative permissible **UP-TIME** hours level of the computer systems at the branch / office.

10.4.2 The Service Provider shall provide repair and maintenance service, in response to oral, including telephone or email, notice by SBI so that the **lead-time** for carrying out repairs of the EQUIPMENT and making it operational, does not exceed **4 hours** (i.e. 2.0 hours of travel [which is outer limit and can be less] and 2.0 hours of repair time), failing which penalty of Rs.50.00 each item on each occasion [where resolution of cause exceeded 4 hours] will be deducted from quarterly AMC payable to the Company. The Service Provider to ensure that the **UP-TIME** of the EQUIPMENT will be **99% in the case of Servers / Scanner / Line / Laser / Draft / TDR / Pass Book / Receipt Printers and 95% in the case of Nodes, other Printers, PCs, Laptops, etc.** Penalties will be levied at the rate of 400% of proportionate AMC charges per hour delay beyond the stipulated **Down-Time i.e. 1% in the case of Servers / Line / Laser / Draft / TDR / Pass Book / Receipt Printers and 5% in the case of Nodes, other Printers, PCs, Laptops, etc.** **This is in addition to aforesaid levy of penalty of Rs.50.00 on each occasion of delay beyond 4 hours.** The amount will be deducted from the quarterly AMC payable to the Service Provider.

Quarterly: Down Time: Penalty Calculation for above clause

|                                    |                                                                                                                                                                              |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Down Time                          | Hours which will be counted from time of reporting the maintenance call by the SBI to the Company till the resolution of the problem / operationalisation of Computer System |
| Coverage Hours [i.e. 100 % uptime] | Uptime commitment per day x No. Of committed Days<br>i.e. 24 hours x 90 days                                                                                                 |
| Uptime Actual                      | = (Coverage Hours Minus Down Time)<br>..... x 100<br>Coverage Hours                                                                                                          |

e.g.: On four occasions [ of which two occasion downtime beyond 4 hours] aggregating Down Time for One Server and One PC is 130 hours during the One Quarter and presuming AMC Rate of 6 % p.a.

|                                                                    | Server                        | PC                              |
|--------------------------------------------------------------------|-------------------------------|---------------------------------|
| Down Time                                                          | 130 hours                     | 130 hours                       |
| Coverage Hours                                                     | 24 hours x 90 days = 2160     | 24 hours x 90 days = 2160       |
| Uptime                                                             | = (2160 –130)=93.98 %<br>2160 | = ( 2160 – 130)=93.98 %<br>2160 |
| <b>Penalty</b><br>Replacement cost<br>AMC Rate<br>Quarterly Amount | Rs.270000<br>6 % p.a.         | Rs.50160<br>6 % p.a.            |

|                    |                                                                        |                                                                      |
|--------------------|------------------------------------------------------------------------|----------------------------------------------------------------------|
| Required Uptime    | $270000 * (6/100) / 4 = 4050.00$                                       | $50160 * (6/100) / 4 = 752.4$                                        |
| % for Penalty      | 99 %                                                                   | 95 %                                                                 |
| Penalty: Downtime  | $99 - 93.98 = 5.02 \%$                                                 | $95 - 93.98 = 1.02$                                                  |
| Penalty : Occasion | $Rs.(1950.00 * 5.02 / 100) * 4 = 391.56$<br>$Rs.50 * 2 Occasion = 100$ | $Rs.(752.4 * 1.02 / 100) * 4 = 30.69$<br>$Rs.50 * 2 Occasions = 100$ |
| Total Penalty Rs.  | $813.24 + 100 = 913.24$                                                | $30.69 + 100 = 130.69$                                               |

The system support facilities should be made available to the branches on all the Bank working days for whole day till late evening/nights and ensure that the problems are solved positively and without any delay. In case the Service Provider is having regular holidays (full/half day) when actually the Bank is working, the Service Provider will ensure that qualified technical personnel with sufficient spares are regularly available at specified office or at the Branch for providing necessary supports as above. In the event of failure to meet the stipulation, the Bank will have discretion to deduct the penalty amount as calculated above from the AMC payment / instalment payable to the Service Provider by the BANK.

- 10.4.3 The Service Provider shall carryout **Preventive Maintenance** (including but not limited to inspection, testing, satisfactory conduct of all diagnostics, *anti-virus updates, update OS patches / Service packs*, cleaning of the EQUIPMENT, and necessary repairing of the EQUIPMENT) every *Quarter*, during the currency of this Agreement, on a day and a time to be mutually agreed upon. Notwithstanding the foregoing, The Service Provider recognizes SBI's operational needs and agrees that SBI shall have the right to require the Service Provider to adjourn Preventive Maintenance from any scheduled time to a subsequent date and time, not later than fifteen working days thereafter. *In the event of failure on the part of Service Provider to undertake Preventive Maintenance once in Quarter, a **penalty of 20 % of AMC Cost will be deducted from relative Invoice at the discretion of SBI.** Copy of Service log of Preventive Maintenance should be submitted to IT Support Officials at each cluster.*
- 10.4.4 All engineering changes generally adopted hereafter by the Service Provider for equipment like that covered by this Agreement, shall be made to the EQUIPMENT at NO COST TO SBI.
- 10.4.5 The Service Provider shall repair / replace parts at on-site at branch / office only. If the fault is of serious nature and requires the support of the Service Centre of the Service Provider, thereby necessitating shifting of the equipment, the Service Provider shall attend to shifting / transportation, installation, re-installation, loading of the software packages (both the system software and application software, if any) at no additional cost to the SBI within reasonable time.
- 10.4.6 The Bank reserves the right to claim as damages from the Service Provider to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the Service Provider, damage has been caused to computer system covered by the AMC or to any property of the bank even if it is not covered by the AMC.

- 10.5** If at any time during performance of the Contract, the Service Provider should encounter unexpected conditions impeding timely completion of the Services under the Agreement and performance of the services, the Service Provider shall promptly notify the Bank in writing the facts for the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Service Provider's notice, the Bank shall evaluate the situation and may at its discretion extend time for performance, in which case the extension shall be ratified by the Parties by amendment of the Agreement
- 10.6** If the Service Provider fails to provide maintenance services as agreed, the *Bank may award the AMC to the Another Company doing AMC in any of the cluster. In such circumstances, the Service Provider is entitled for pro-rata payment after*
- 10.7** *adjusting penalty, if any. The Bank shall retain the right to recover from the Service Provider the damages suffered due to the negligence of the Service Provider or its personnel.*
- 10.8** *The Security Deposit can be forfeited in full or part at any of the undernoted situations at the sole discretion of the SBI under intimation to the Service Provider without assigning any reasons besides termination of services of the Service Provider from the Cluster.*
- a. Non-compliance of any of terms and conditions stipulated in the AGREEMENT requiring the Bank to invoke the penalty of more than 20 % of AMC payable in Quarter.*
  - b. Non-placement of qualified-experienced Engineers at Bank's Site and /or Engineers on the move stipulated in the Tender – **Annexure – C, C – 2 & F***
  - c. Non-keeping the required spares at locations mutually agreed.*

## **11 FORCE MAJEURE**

- 11.1** Notwithstanding anything else contained in the Agreement, neither Party shall be liable for delay in performing obligations herein if and to the extent that such delay is the result of an event of Force Majeure.
- 11.2** For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes, declared general strikes in relevant industries, Vis Major Act of Government or any Act of GOD (whether happening in India or elsewhere), impeding reasonable performance of the Contractor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.
- 11.3** If a Force Majeure situation arises, the Service Provider shall promptly notify the Bank in writing of such conditions, the cause thereof and the likely duration of the delay. Unless otherwise directed by the Bank in writing, the Service Provider shall continue to perform its obligations under the Agreement as far as reasonably

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practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

- 11.4** The parties shall use all reasonable endeavours to minimize any such delay, upon cessation of the event giving rise to the delay the parties shall, insofar as may be practicable under the circumstances, complete performance of their respective obligations hereunder.
- 11.5** If the event of Force Majeure continues for a period more than 30 days, the Bank shall be entitled to terminate this Agreement at any time thereafter. Neither party shall have any penal liability to the other in respect of the termination of this Contract as a result of an Event of Force Majeure. However, Service Provider shall be entitled to receive payments for all services rendered up to the date of the termination of this Agreement.

## **12 COMPLIANCE WITH LAWS AND SECURITY ARRANGEMENT**

- 12.1** Service Provider hereby agrees and declares that it shall be the sole responsibility of Service Provider to comply with the provisions of all the applicable laws, concerning or in relation to rendering of Services by Service Provider as envisaged under this agreement.
- 12.2** Service Provider shall procure and maintain all necessary licenses permissions, approvals from the relevant authorities under the applicable laws throughout the currency of this Agreement.
- 12.3** Service Provider shall be solely liable & responsible for compliance to all obligations arising under the Contract Labour (Regulations & Abolition) Act, 1970, Minimum Wages Act, Workmen's Compensation Act, 1923 etc. and other applicable Labour Laws prevailing in the country in respect of its employees, agents, representatives and sub-Contractors and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled. The Bank shall have no liability in these regards. Further, the Service Provider would indemnify/make good for the losses to the Bank for non-compliance or any claims against the Bank arising out of any non-compliance as above.
- 12.4** Service Provider confirms that it has full authority to enter into this Agreement and render the Services as envisaged under this Agreement and all Corporate or other necessary approvals have been obtained for entering into this Agreement with the Bank. Further, the persons executing this Agreement on behalf of the Service Provider have full authority and power to execute this Agreement and bind Service Provider.
- 12.5** In the event of any liability arising on account of any breach or non-compliance of statutory requirements by the contractor, the SBI would have the right to reimburse itself by way of adjustment from the Service Provider's pending bills or otherwise recover it through available legal remedies, to the extent of the loss suffered by it as a consequence of the same.
- 12.6** The Service Provider agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at SBI's premises and externally for materials belonging to SBI.

### **13 RIGHT TO AUDIT**

- 13.1** It is agreed by and between the Parties that the Bank shall have the right to audit the Equipment and Services anytime during the term of this Agreement. All costs for such audit shall be borne by the Bank.
- 13.2** The bank shall have the right to conduct audits on the Service Provider whether by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the service provider in conjunction with the services performed for the Bank.
- 13.3** It is agreed that the Bank shall have the access to all books, records and information relevant to the Services available with the Service Provider.
- 13.4** The Parties agree that the Bank shall have the right, but without any obligation to monitor and assess the Services to enable the Bank to take necessary corrective measures, provided any such monitoring shall not amount to supervision of any of the jobs of the Service Provider or the employees of the Service Provider.
- 13.5** The Bank should have right to conduct surprise check of the Service Provider's activities in respect of the Services.
- 13.6** The Service Provider agrees that the Bank shall have the right to disclose the details of this Agreement and the details of Services covered herein to the Reserve Bank of India and Indian Banks Association.
- 13.7** The service provider agrees to allow the Reserve Bank of India or persons authorized by it to access the documents, records of transactions, and other necessary information stored or processed by the service provider in respect of this Agreement or the Services.
- 13.8** The Service Provider agrees to preserve the documents and data in respect of the Services for such period in accordance with the legal/regulatory obligation of the Bank in this regard.
- 13.9** The Service Provider agrees that the Complaints/feedback, if any received from the customers of the Bank in respect of the Services by Service Providers shall be recorded and Bank/Reserve Bank of India shall have access to such records and redresser of customer complaints by the Service Provider.

### **14 FEES, TAXES DUTIES & PAYMENT OF CHARGES**

- 14.1** Service Provider shall be paid fees and charges in the manner detailed in hereunder written subject to deduction of income tax thereon wherever required under the subject to deduction of Income Tax thereon wherever required under the provisions of the Income Tax Act by the Bank.
- 14.1.1** The AMC charges payable for each Quarter on completion of each Quarter subject to conditions specified in PARA No:10 by SBI to the Service Provider for the repair and maintenance services described herein, are quantified in percentage terms @ minimum 6 % for equipment under AMC and 20% of approved L1 rate for equipment under Warranty (Exclusive of GST) on the replacement cost of the EQUIPMENT as provided in the approved TENDER

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Annexure-A-1 attached; and unless provided for elsewhere herein, no additional charges shall be claimed by the Service Provider. **No separate charges** would be payable on the EQUIPMENT which are under WARRANTY and the Service Provider shall liaise with the SUPPLIER vendor for carrying out maintenance service under the warranty period but **will ultimately be liable for uptime**.

14.1.2 The Service Provider shall submit to SBI their invoice (s) with a statement having following columns branch-wise / office-wise duly signed and certified for payment by user Branch / Office [Branch Manager or official-in-charge of the office or any other officer], based on log / service card as detailed in **Clause 3.1.6** for payments due in accordance with this AGREEMENT, at the end of the quarter.

|       |                                                                                                                    |             |
|-------|--------------------------------------------------------------------------------------------------------------------|-------------|
| 1     | Name of the Branch                                                                                                 |             |
| 2     | Name of Equipment                                                                                                  |             |
| 3     | Replacement Cost                                                                                                   |             |
| 4     | AMC Charges for the quarter                                                                                        |             |
| 5     | Banks' Stipulated uptime                                                                                           | 99 % / 95 % |
| 6     | Downtime – hours                                                                                                   |             |
| 7 [a] | Penalty <b>Rs.50</b> [Each item on each Occasion]                                                                  |             |
| 7 [b] | Penalty of 400% of AMC charges per hour delay beyond the stipulated <b>Down-Time:</b><br><b>1 % / 5 %</b>          |             |
| 7 [c] | 100 % penalty of AMC Charges for quarter: failed to repair the equipment within 3 days plus cost of repair outside |             |
| 7 [d] | 20% of AMC Charges for failure to carry out preventive maintenance in a quarter.                                   |             |
| 8     | Total Penalty [7a+7b+7c+7d]                                                                                        |             |
| 9     | AMC Payment or Recovery for quarter [4-8]                                                                          |             |

#### TERMS OF INVOICES SUBMITTED BY THE SERVICE PROVIDER:

The Service Provider shall submit to SBI their invoices for the payment of the above charges at the end of each quarter period indicated in **Clauses 14.1.1 and 14.1.2** of this Agreement and taking into account additions, deletions, transfer of EQUIPMENT from the branch / office as stated in **Para 2.6** of this Agreement. Such invoice (s) shall be payable by SBI, *as provided in the approved TENDER annexure attached, centrally by each signing authority for Branch/Offices for the branches under them*, within thirty **(30)** days of receipt (subject to the provision of **Clause 14.1.1** of this Agreement), *after adjusting penalty(ies) if any in terms of **Clause 10.4 and its sub-clauses** of this Agreement.*

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

**14.2** All other taxes (excluding GST), duties and other charges which may levied shall be borne by the Service Provider and the Bank shall not be liable for the same.

**14.3** All expenses, stamp duty and other charges/ expenses in connection with execution of this Agreement shall be borne by Service Provider.

## **15 GENERAL INDEMNITY**

**15.1** Service Provider 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 Service Provider or any acts of Commission / omission on the part of employees, agents, representatives or Sub-Contractors of Service Provider. Service Provider agrees to make good the

**15.2** loss suffered by the Bank on first demand made by the Bank in this regard which shall be final conclusive and binding on Service Provider.

**15.3** Service Provider 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.

**15.4** The Service Provider shall be directly and vicariously liable to indemnify the Bank in case of any misuse of data/information of the Bank by the Service Provider, deliberate or otherwise.

**15.5** The Service Provider shall indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of trade mark, patent, copyright, industrial design or any other intellectual property rights of any third party arising from the Services or use of software or any other product under this Agreement, subject to the following condition(s):

**15.5.1** The Bank shall promptly notify the Service Provider in writing of any allegations of infringement of which it has notice;

**15.5.2** The Bank shall not make any admission of claims causing prejudice to the defence of the Service Provider against such claims without the Service Provider's prior written consent.

## **16 TERMINATION**

**16.1** The Bank may, without prejudice to any other remedy for breach of contract, with written notice of **not less than thirty days** sent to the Service Provider, terminate the Agreement in whole or in part:

**(a)** if the Service Provider fails to deliver any or all the obligations within the time period specified in the Agreement, or any extension thereof granted by the Bank;

**(b)** if the Service Provider fails to perform any other obligation(s) under the Agreement;

- (c) for any reasons which the Bank, at its sole discretion consider a fit and proper ground for termination of the Agreement;
- (d) on the happening of any termination event mentioned herein above in this Agreement;
- (e) for convenience; or
- (f) In the interest of the Bank.
  
- (g) If the Service Provider fails to pay salary on the specified date to his employees/engineers associated with the Bank as mentioned as per Clause 6.3 above.

**16.2** The Bank shall have a right to terminate the Agreement immediately by giving a notice in writing to Service Provider in the following eventualities:

16.2.1 If any Receiver/Liquidator is appointed in connection with the business of the Service Provider or Service Provider transfers substantial assets in favour of its creditors or any orders / directions are issued by any Authority / Regulator which has the effect of suspension of the business of Service Provider.

16.2.2 If Service Provider applies to the Court or passes a resolution for voluntary winding up of Service Provider or any other creditor / person files a petition for winding up or dissolution of Service Provider.

16.2.3 If Service Provider, in reasonable opinion of the Bank is unable to pay its debts or discharge its liabilities in normal course of business.

16.2.4 If Service Provider is unable to render the services up to the mark as envisaged under this agreement upon a reasonable assessment of the circumstances by the Bank which affect rendering of the services by Service Provider as envisaged under this agreement.

16.2.5 If any acts of commission or omission on the part of Service Provider or its agents, employees, sub-contractors or representatives, in the reasonable opinion of the Bank tantamount to fraud or prejudicial to the interest of the Bank or its customers.

16.2.6 If Service Provider is owned/ controlled wholly/ partly by any other bank operating in India.

16.2.7 If any officer/ employee/ director of Service Provider or their relatives as defined in section 6 of the Companies Act, 2013 becomes a director of the Bank.

**16.3** In the event of the termination of the Agreement, Service Provider shall be liable and responsible to return to the Bank all records, documents, data and information including Confidential Information pertains to or relating to the Bank in its possession.



- 16.4** In the event of termination of the Agreement for any reason, Bank shall have the right to give suitable publicity to the same including advising the Indian Bank's Association.
- 16.5** In the event of termination of the Agreement or on the expiry of the term/ renewed term of this Agreement, the Service Provider shall render all reasonable assistance and help to the Bank and any new contractor engaged by the Bank for the smooth switch over and continuity of the Services or if so required by the Bank take all necessary steps to bring the Services to a close in a prompt and orderly manner
- 16.6** For riotous, disorderly behaviour of the service perusal deployed by the vendor or found to be involved in unfair practices detrimental to the interest of the Bank.
- 16.7** Upon termination or expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except:
- i. such rights and obligations as may have accrued on the date of termination or expiration;
  - ii. the obligation of confidentiality; and
  - iii. any right which a Party may have under the applicable Law.
- 16.8** In the event that the Service Provider shall cease conducting business in the normal course, or wind up, make a general assignment for the benefit of a creditors, suffer or permit the appointment of a become subject to , any proceeding under any avail itself of, or become subject to , any proceeding under any act or statute of any country or state relating to insolvency or the protection of rights of creditors then (at the option of SBI notwithstanding **Clause 2.1** of the Agreement ) this Agreement shall terminate and of no further force and effect and any property or rights of such other party , tangible or intangible, shall forthwith be returned to it.

## **17 CONTINGENCY PLANS & CONTINUITY ARRANGEMENTS.**

- 17.1** The Service Provider shall arrange and ensure proper contingency plans to meet any unexpected obstruction to the Service Provider or any employees or sub-contractors of the Service Provider in rendering the Services or any part of the same under this Agreement to the Bank.
- 17.2** The Service Provider agrees for the following continuity arrangements to ensure the business continuity of the Bank.
- 17.2.1** In the event of this Agreement comes to end on account of termination or by the expiry of the term/ renewed term of the Agreement or otherwise, the Service Provider shall render all reasonable assistance and help to the Bank and to any new contractor engaged by the Bank, for the smooth switch over and continuity of the Services.
- 17.2.2** In the event of failure of the Service Provider to render the Service, without prejudice to any other right the Bank shall have as per this Agreement, the Bank at its sole discretion may make alternative arrangements for getting the Services from any other source. And if the Bank gives a prior notice to the Service Provider before availing such service from any other alternative source, the Service Provider shall liable to reimburse the expenses, if any incurred by the Bank in availing such services from the alternative source.

## **18 ARBITRATION**

- 18.1** Any and all disputes, controversies and conflicts ("Disputes") arising out of this Agreement or in connection with this Agreement or the performance or non-performance of the rights and obligations set forth herein, or the breach, termination, invalidity or interpretation thereof shall be referred for arbitration in terms of the Arbitration and Conciliation Act, 1996 (Arbitration Act) or any amendments thereof. Prior to submitting the Disputes to arbitration, the parties shall make all endeavours to settle the dispute/s through mutual negotiation and discussions. If the said dispute/s are not settled within 30 days of the arising thereof as evidenced through the first written communication from any party notifying the
- 18.2** other regarding the disputes, the same shall finally be settled and determined by arbitration as above.
- 18.3** The place of arbitration shall be at Ahmedabad and the language used in the arbitral proceedings shall be English. Arbitration shall be conducted by a mutually appointed sole arbitrator. If the Parties are unable to agree upon a sole Arbitrator, each Party shall appoint one arbitrator and the two arbitrators so appointed by the Parties shall appoint the third arbitrator, who shall be the Chairman of the Arbitral Tribunal.
- 18.4** The arbitral award shall be in writing and subject to the provisions of the Arbitration and Conciliation Act, 1996 Act shall be enforceable in any court of competent jurisdiction.
- 18.5** Pending the submission to arbitration and thereafter, till the Arbitrator or the Arbitral Tribunal renders the award or decision, the Parties shall, except in the event of termination of this Agreement or in the event of any interim order/award is granted under the afore stated Act, continue to perform their obligations under this Agreement.

## **19 GOVERNING LAW & JURISDICTION**

- 19.1** The Agreement shall be governed and construed in accordance with the Laws of Republic of India.
- 19.2** The Parties agree to submit to the exclusive jurisdiction of the appropriate court in Gandhinagar in connection with any dispute between the Parties under the Agreement.

## **20 ENTIRE AGREEMENT**

- 20.1** This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof and supersedes all prior written agreements, undertakings, understandings and negotiations, both written and oral, between the Parties with respect to the subject matter of the Agreement, except which are expressly annexed or attached to this Agreement and saved by this Agreement. No representation, inducement, promise, understanding, condition or warranty not set forth herein has been made or relied upon by any Party hereto.

**20.2** This Agreement comprises this Agreement and the referred Annexure and shall be integral part of this Agreement, and the Parties shall be bound by the terms and conditions contained therein.

## **21 SEVERABILITY**

**21.1** If any part or any provision of this Agreement is or becomes illegal, invalid or unenforceable, that part or provision shall be ineffective to the extent of such invalidity or unenforceability only, without in any way affecting the validity or enforceability of the remaining parts of said provision or the remaining provisions of this Agreement. The Parties hereby agree to attempt to substitute any invalid or unenforceable provision with a valid or enforceable provision, which achieves to the

**21.2** greatest extent possible the economic, legal and commercial objectives of the invalid or unenforceable provision.

## **22 NOTICES**

**22.1** Any notice, invoice, approval, advice, report or any other communication required to be given under this Agreement shall be in writing and may be given by delivering the same by hand or sending the same by prepaid registered mail, telegram or facsimile to the relevant address set forth below or such other address as each Party may notify in writing to the other Party from time to time. Any such notice given as aforesaid shall be deemed to be served or received at the time upon delivery (if delivered by hand) or upon actual receipt (if given by telegram or facsimile) or seven (7) clear days after posting (if sent by post).

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

**22.3** Address for communication to the Parties are as under:

**22.3.1** To the Bank

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**22.3.2** To Service Provider

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## **23 MISCELLANEOUS**

- 23.1** Any provision of this Agreement may be amended or waived, if, and only if such amendment or waiver is in writing and signed, in the case of an amendment by each party, or in this case of a waiver, by the Party against whom the waiver is to be effective.
- 23.2** No failure or delay by any Party in exercising any right, power or privilege hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any other right, power or privilege. The rights and remedies herein provided shall be cumulative and not exclusive of any rights or remedies provided by law.
- 23.3** Neither this Agreement nor any provision hereof is intended to confer upon any person/s other than the Parties to this Agreement any rights or remedies hereunder
- 23.4** The Service Provider shall execute and deliver such additional documents and perform such additional actions, as may be necessary, appropriate or reasonably requested to carry out or evidence the transactions contemplated hereby.
- 23.5** In case of any change in applicable laws that has an effect on the terms of this Agreement, the Parties agree that the Agreement may be reviewed, and if deemed necessary by the Parties, make necessary amendments to the Agreement by mutual agreement in good faith.
- 23.6** If this Agreement is signed in counterparts, each counterpart shall be deemed to be an original.
- 23.7** The Service Provider shall not assign or transfer all or any of its rights, benefits or obligations under this Agreement without the approval of the Bank. The Bank may, at any time, assign or transfer all or any of its rights, benefits and obligations under this Agreement.
- 23.8** All plans, drawings, specifications, designs, reports and other documents prepared by the Service Provider in the execution of the Agreement shall become and remain the property of the Bank, and before termination or expiration of this Agreement the Service Provider shall deliver all such documents, prepared under this Agreement along with a detailed inventory thereof, to the Bank.
- 23.9** The Service Provider agrees that they shall not use the logo, trademark, copy rights or other proprietary rights of the Bank in any advertisement or publicity materials or any other written communication with any other party, without the prior written consent of the Bank.
- 23.10** Marginal notes and headings are for guidance only and are not intended to be read or constructed as part of this Agreement.
- 23.11** The Terms and conditions in this document together with the terms and conditions of the purchase contract signed by the Service Provider, if both are same, shall constitute the entire binding contract between the Service Provider and SBI.

## 23.12 BRANCH SECURITY GUIDELINES FOR VENDOR HARDWARE ENGINEERS

### 1. Human Resource security before entering Bank premises.

#### a) Identity verification & Physical security check

- Hardware Engineers must carry the company ID card and should display it to the Branch officials during visit.
- Special permission in writing should be taken from the branch manager for specialized equipment.
- Materials like bags, pen drives, cameras, USBs (B-type, C-type), etc. must be handed over to the security personnel before entering the branch.

#### b) Acceptable Usage Policy

- The vendor engineers must adhere to the Acceptable usage policy to safeguard Bank's assets /Data.
- The Vendor engineer should ensure they have signed the 'Non-Disclosure Undertaking (NDU) and submitted to LHO before working in SBI premises.
- Hardware Engineers should perform only the designated duties.

### 2. Maintenance/ Operations

#### Secure configuration

- Hardware Engineers must use the provided ADMIN credentials for maintenance activities.
- Every new desktop deployed in the Bank should be added to Active Directory and securely configured according to the Bank's secure configuration requirements.
- Hardware Engineers should immediately update the PC with the latest OS and security patches after joining AD.
- Hardware Engineers should only install licensed software provided by ITS Team. Old data dumps should be strictly avoided and under no circumstances should outdated software be implemented.
- Hardware Engineers should always keep the antivirus software updated and the ClearPass agent's health status should be 'Healthy'.
- The Hardware Engineer should always install the approved Data Loss Prevention DLP agent on the Desktop.
- Hardware Engineers should always access only whitelisted URLs approved by the Bank.
- Hardware Engineers must only use the licensed software approved by the Bank (<https://itam.sbi/->Documents->Software> (Allowed).
- Hardware Engineers must disable Wi-Fi web service settings on the printers.

- The standalone Wi-Fi environment if available in the branch should be secured.
- Data backup should be taken securely before migrating any system. The data backup should be taken in co-ordination with the branch official. No data should be copied on pen drives.

### 3. Asset Management

- Hardware Engineers should perform all repairs solely at the Branch location.
- Hardware Engineers should never take desktop computers or relevant materials outside of the branch premises for repairs, unless authorised by the ITS/CSNO in writing for the specific call.
- Hardware Engineers should hand over unused systems or parts to a Branch official.
- All unused assets should be stored securely in closed rooms with restricted access.
- Network devices should not be accessed unless authorised by branch manager.

### 4. Information Security incident management

- Hardware engineers should contact ITS if any inconsistency is discovered at the branch, e.g. installation of unapproved software, change in default system settings, offload of antivirus, disabling antivirus auto scans, open folder shared etc.
- Hardware engineers should immediately report any security incidents or breaches they encounter during their work to the designated bank official or ITS/CSNO.

### 5. Exit Form Submission:

- After completing the job, the Hardware Engineer must fill out the Asset management form within the prescribed format.
- One copy of the form should be submitted to the Branch Manager and another copy to the ITS/CSNO.
- The Hardware Engineer should undergo a physical security check after completing work at the Branch.

\*\*\* The vendor hardware engineers should be terminated / removed from service and stringent action should be initiated as per the SLA, if they do not adhere to the above guidelines.

IN WITNESS WHEREOF, the parties hereto have caused the Agreement to be EXECUTED by their duly authorised representatives as of the date and day first mentioned above.

For & on behalf of  
STATE BANK OF INDIA

For & On behalf of

By it's representative  
(Authorised Signatory who may be  
The head of the Cell / Department/  
Establishment, AGM at an LHO/  
CM at a Regional Business Office /  
Administrative Office,  
Head of Branch or Cell)

By It's constituted attorneys

**By:**

**By:**

**Name:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Date:** \_\_\_/\_\_\_/20\_\_\_

**Date:** \_\_\_/\_\_\_/20\_\_\_

WITNESS:

1. \_\_\_\_\_

2. \_\_\_\_\_

**ANNEXURE – I**

**STATE BANK OF INDIA , ITS DEPARTMENT, LHO, GIFT CITY, GANDHINAGAR**

**ANNUAL MAINTENANCE CONTRACT**

**Financial e-Bid**

**NOTE: PRICE TO BE QUOTED UP TO TWO DECIMAL PLACE ONLY (\$\$. \$\$%)**

| <b>Group</b> | <b>Name of Cluster</b> | <b>% AMC Rate per year<br/>(Note: The Bank will pay 20% of the approved L1 rate to the Service provider to maintain Items under warranty, which is in addition to above rate)<br/>[all rates are Exclusive of GST]</b> |
|--------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group A      | Cluster 1              |                                                                                                                                                                                                                        |
|              | Cluster 2              |                                                                                                                                                                                                                        |
|              | Cluster 3              |                                                                                                                                                                                                                        |
| Group B      | Cluster 4              |                                                                                                                                                                                                                        |
|              | Cluster 5              |                                                                                                                                                                                                                        |
|              | Cluster 6              |                                                                                                                                                                                                                        |
| Group C      | Cluster 7              |                                                                                                                                                                                                                        |
|              | Cluster 8              |                                                                                                                                                                                                                        |
|              | Cluster 9              |                                                                                                                                                                                                                        |
| Group D      | Cluster 10             |                                                                                                                                                                                                                        |
|              | Cluster 11             |                                                                                                                                                                                                                        |
| Group E      | Cluster 12             |                                                                                                                                                                                                                        |
|              | Cluster 13             |                                                                                                                                                                                                                        |
| Group F      | Cluster 14             |                                                                                                                                                                                                                        |
|              | Cluster 15             |                                                                                                                                                                                                                        |

**The AMC Rate quoted above is % of Notional / Replacement value as per Annexure - A - 1 of the e-Tender.**

Vendor Company Stamp

(Signature & Name)

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**NON DISCLOSURE AGREEMENT**

1. I \_\_\_\_\_ working as \_\_\_\_\_ with \_\_\_\_\_ have been designated to work as \_\_\_\_\_. At State Bank of India \_\_\_\_\_.
2. I confirm that I have been told/made aware of Bank's "Acceptance Usage" Policy and I agree to abide by Banks "Acceptance Usage Policy"

I undertake to

- ✓ Keep all the relevant data of Bank as confidential
  - ✓ Access only the relevant data that is required for the job
  - ✓ Follow the "Acceptance Usage" policy of the Bank
  - ✓ Perform the security responsibilities and comply with the requirements specified in the "Acceptance Usage policy"
3. I understand the importance of information security and agree to take all reasonable precautions, to protect the information assets of the Bank. I also understand that non-compliance with the "Acceptance Usage Policy" by me can lead to
    - ✓ Suspension of access privileges
    - ✓ Change of personnel assigned to the job
    - ✓ Financial liability for actual, consequential or incidental damages
    - ✓ Termination of contract

Signature of employee:

Employee Name:

Employee ID/ Employee Number:

Company Name:

Date:

## **Adherence to the SBI Security policies (Compliance Certificate)**

This compliance agreement is mandated by SBI to ensure unwavering adherence to the bank's stringent security protocols. Any deviation from the stipulated guidelines can result in severe consequences, including immediate termination of services, legal prosecution, and substantial financial penalties.

**Vendor Engineer's Full Name:**

..... **Company Name:**

.....

**Identification/ Employee ID:** .....

**Security Protocols:**

- All Bank-related data shall be treated with utmost confidentiality. Unauthorized access, modification, or distribution is strictly forbidden.
- No open shares should be created on the Bank's network. Shares may be created only after approval from ITS/CSNO with adequate access controls in place.
- Changing the Bank's IT asset's security settings like the registry, date/time, uninstallation of security solutions (NAC, DLP, AV) etc. is forbidden.
- No unapproved software should be installed on bank IT assets. All approved software should be downloaded from (<https://itam.sbi/> -> Documents -> Software (Allowed)). Delete all unauthorized software repositories.
- Privileged credentials (like domain administrators) must be used only for the defined and designated work as per approval sought.
- Use of portable storage devices in Bank's system is forbidden. No USB or external HDD will be used unless approved by the Branch manager and ITS/CSNO in writing, especially if any SBI data is being copied to these portable storage devices. Once the task is completed, the engineer will delete all the data on the portable storage device in front of the branch manager and confirm to ITS/CSNO.
- No hardware devices should be taken out from the bank premises for any repairs. If necessary, it should be approved by the ITS/CSNO in writing.
- Any discrepancies or potential security threats identified should be immediately reported to [report.branchincident@sbi.co.in](mailto:report.branchincident@sbi.co.in).

- Regular security training sessions should be attended by vendor engineers to stay updated on the bank's protocols.
- Vendor engineers should seek clarity from the vendor manager/ITS team if uncertain about any procedure or protocol instead of making assumptions.
- No wi-fi access points to be setup in the Bank's premises without written approval from ITS/CSNO. Also, implement strong encryption protocols (WPA2/3), strong passwords in the Wi-Fi assets.

**Affirmation:**

I, \_\_\_\_\_, solemnly affirm to uphold and strictly adhere to the security protocols outlined herein. I comprehend the grave repercussions of any breaches, both in terms of professional standing and potential legal ramifications.

Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

**BANK GUARANTEE FORMAT**  
**(TO BE STAMPED AS AN AGREEMENT)**

1. THIS BANK GUARANTEE AGREEMENT executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 by \_\_\_\_\_ (Name of the Bank) \_\_\_\_\_ having its Registered Office at \_\_\_\_\_ and its Branch at \_\_\_\_\_ (hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) IN FAVOUR OF State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, 1955 having its Corporate Centre at State Bank Bhavan, Nariman Point, Mumbai and one of its offices at \_\_\_\_\_ (procuring office address), hereinafter referred to as "SBI" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).
2. WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "Service Provider/ Vendor" which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to develop, implement and support \_\_\_\_\_ (name of Service) (hereinafter referred to as "Services") to SBI in accordance with the Request for Proposal (RFP) No. \_\_\_\_\_ -dated \_\_\_\_\_
3. WHEREAS, SBI has agreed to avail the Services from Service Provider for a period of \_\_\_\_\_ year(s) subject to the terms and conditions mentioned in the RFP.
4. WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated \_\_\_\_\_, Service Provider is required to furnish a Bank Guarantee for a sum of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) for due performance of the obligations of Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) to SBI, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.
5. WHEREAS, the Bank Guarantee is required to be valid for a total period of \_\_\_\_\_ months and in the event of failure, on the part of Service Provider, to fulfill any of its commitments / obligations under the RFP/Agreement, SBI shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).

**NOW THIS GUARANTEE WITNESSETH THAT**

1. In consideration of SBI having agreed to entrust Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI, without protest or demur or without reference to Service Provider and not withstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI, pay SBI forthwith the sums so demanded by SBI not exceeding Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only).
2. Any notice / communication / demand from SBI to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI, under this Guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI and Service Provider.
4. This Guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI.

**WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-**

- i. Any neglect or forbearance on the part of SBI to Service Provider or any indulgence of any kind shown by SBI to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge the Bank from its liabilities under this Guarantee.
- ii. This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI at its discretion.
- iii. This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.

- iv. The Guarantee shall not be affected by any change in the constitution of SBI or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- v. This Guarantee shall be a continuing guarantee during its validity period.
- vi. This Guarantee shall remain in full force and effect for a period of \_\_ year(s) \_\_\_\_\_ month(s) from the date of the issuance i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- vii. This Guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this Guarantee.

**Notwithstanding anything contained herein above:**

- i. Our liability under this Bank Guarantee shall not exceed Rs \_\_\_\_\_/-  
(Rs. \_\_\_\_\_ only)
- ii. This Bank Guarantee shall be valid upto \_\_\_\_\_
- iii. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI serve upon us a written claim or demand on or before \_\_\_\_\_

**Yours faithfully,**

**For and on behalf of bank.**

\_\_\_\_\_  
**Authorised official**