

**Request for Proposal (RFP)  
for  
Appointment of Vendor for  
Annual Maintenance Contract (AMC) &  
Facility Management Services (FMS) for  
IT Equipments**

**(REF No: IDBI-Bank/ITD/VMG/RFP/22-  
23/15: June 10, 2022)**

**Dy. General Manager  
Vendor Management Group,  
Information Technology Division  
IDBI Bank Limited,  
IDBI Annex Building, Plot No: 39-41,  
Sector 11, CBD Belapur,  
Navi Mumbai - 400614.  
Tel. No. 022 – 6740 1738**

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

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10-June-2022

## Contents

INVITATION TO BID .....	6
DISCLAIMERS .....	7
SCHEDULE OF EVENTS .....	8
SECTION 1 .....	10
A (INTRODUCTION) .....	10
1. OVERVIEW .....	10
2. OBJECTIVE .....	10
3. ELIGIBILITY CRITERIA.....	10
B (RFP BIDDING DOCUMENTS).....	11
1. COST OF BIDDING .....	11
2. DOCUMENTS CONSTITUTING THE RFP.....	11
3. CLARIFICATION IN BID DOCUMENT .....	11
C (PREPARATION & SUBMISSION OF RFP BID) .....	11
1. LANGUAGE OF RFP .....	12
2. GENERAL INSTRUCTIONS .....	12
3. BID FORM .....	13
4. DEADLINE FOR SUBMISSION OF RFP BIDS .....	14
5. MODIFICATION AND WITHDRAWAL OF BIDS.....	14
6. PERIOD OF VALIDITY OF COMMERCIAL BID PRICE.....	14
7. EARNEST MONEY DEPOSIT (EMD) .....	15
8. PERFORMANCE SECURITY DEPOSIT (PSD) / PERFORMANCE BANK GUARANTEE(PBG).....	15
D (OPENING AND EVALUATION OF RFP BID) .....	16
1. PRELIMINARY CHECK.....	16
2. TECHNICAL BID EVALUATION .....	17
3. COMMERCIAL BID EVALUATION.....	17
4. BANK'S RIGHT TO ACCEPT / REJECT ANY OR ALL BIDS.....	17
5. ACCEPTANCE OF BID .....	17
6. SIGNING OF CONTRACT.....	18
SECTION 2 .....	19

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

1. PAYMENT TERMS .....	19
2. PERIOD OF CONTRACT.....	20
3. REQUIRMENT (SUMMARY) .....	20
4. SCOPE OF WORK - AMC SERVICES.....	22
5. SCOPE OF WORK – IT SUPPORT SERVICES.....	22
6. SERVICE LEVEL EXPECTATIONS.....	25
7. PENALTY FOR DEFAULT IN SERVICE AND SUPPORT.....	26
8. STANDARD PERFORMANCE .....	27
9. ANNUAL MAINTENANCE CONTRACT, IT ASSETS RECONCILIATION ACTIVITY AND FACILITY MANAGEMETN SERVICE .....	27
SECTION 3 .....	28
1. DEFINITIONS.....	28
2. INTERPRETATION.....	29
3. CONDITIONS PRECEDENT .....	29
4. STANDARD PERFORMANCE .....	30
5. USE OF CONTRACT DOCUMENTS AND INFORMATION .....	30
6. INDEMNITY .....	30
7. INTELLECTUAL PROPERTY RIGHTS & PATENT RIGHTS .....	31
8. INSPECTION & QUALITY CONTROL TESTS/CHECK .....	31
9. MANUALS.....	32
10. INCIDENTAL SERVICES.....	32
11. CHANGE ORDERS / ALTERATION / VARIATIONS .....	32
12. CONTRACT AMENDMENT .....	33
13. LIQUIDATED DAMAGES .....	33
14. DEFICIENCY IN THE BIDDER’S PERFORMANCE .....	33
15. DISPUTE RESOLUTION .....	34
16. ADDRESS FOR NOTICE .....	34
17. TAXES & DUTIES .....	35
18. SUCCESSFUL BIDDER INTEGRITY .....	36
19. SUCCESSFUL BIDDER OBLIGATION .....	36

Signature of Bidder’s Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

20. SURVIVAL .....	37
21. NO SET-OFF, COUNTER-CLAIMS, CROSS-CLAIMS.....	37
22. KEY PERFORMANCE MEASUREMENTS .....	37
23. REPORTING PROGRESS.....	37
24. ADHERENCE TO SAFETY PROCEDURES, RULES, REGULATIONS AND RESTRICTIONS .	38
25. STATUTORY REQUIREMENTS .....	38
26. PURCHASER’S RIGHT OF INSPECTION AND PERIODIC AUDIT.....	38
27. CONTRACT PRICE.....	39
28. INFORMATION SECURITY .....	39
29. OWNERSHIP AND RETENTION OF DOCUMENTS .....	40
30. DATA AND HARDWARE.....	40
31. REPRESENTATIONS AND WARRANTS .....	40
32. CONFIDENTIALITY.....	42
33. TERM AND EXTENSION OF THE CONTRACT .....	43
34. CONFLICT OF INTEREST .....	44
35. FRAUD & CORRUPT PRACTICES .....	45
36. TERMINATION.....	46
37. CONSEQUENCE OF TERMINATION.....	46
38. BUSINESS CONTINUITY PLAN.....	47
39. PUBLICITY.....	48
40. NO ASSIGNMENT .....	48
41. RELATIONSHIP BETWEEN THE PARTIES .....	48
42. ENTIRE CONTRACT .....	48
43. JURISDICTION OF COURT .....	48
44. “NO CLAIM” CERTIFICATE.....	49
45. COMPLETION OF CONTRACT .....	49
46. PENALTY .....	49
47. INSURANCE.....	49
48. LIMITATION OF LIABILITY .....	50
49. PRE CONTRACT INTEGRITY PACT .....	51

Signature of Bidder’s Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

SECTION 4 .....	52
1. TECHNICAL BID FORM (ANNEXURE-1) .....	52
2. COMMERCIAL BID (ANNEXURE-2) .....	54
3. PRICE SCHEDULE – FORMAT (ANNEXURE-3) .....	56
4. FORMAT OF POWER-OF-ATTORNEY (ANNEXURE – 4) .....	57
5. UNCONDITIONAL ACCEPTANCE OF TERMS & CONDITIONS OF THE RFP (ANNEXURE – 5) .....	58
6. SELF DECLARATIONS (ANNEXURE – 6) .....	59
7. CONTRACT FORM (ANNEXURE – 7) .....	61
8. PERFORMANCE BANK GUARANTEE (ANNEXURE – 8) .....	64
9. NON-DISCLOSURE AGREEMENT (ANNEXURE – 9) .....	67
10. DEED OF INDEMNITY (ANNEXURE – 10) .....	70
11. LETTER FOR REFUND OF EMD (ANNEXURE – 11) .....	73
12. INFORMATION SECURITY CERTIFICATE (ANNEXURE – 12) .....	74
13. PRE – BID QUERIES (ANNEXURE – 13) .....	75
14. ELIGIBILITY CRITERIA COMPLAINT SHEET (ANNEXURE – 14) .....	76
15. TECHNICAL RESOURCE QUALIFICATION (ANNEXURE – 15) .....	79
16. BIDDER PROFILE (ANNEXURE – 16) .....	80
17. DETAILED COMMERCIAL FORMAT (ANNEXURE-17) .....	81
18. LIST OF STATES / UTs WISE NUMBER OF BRANCHES (ANNEXURE-18) .....	85
19. PRE CONTRACT INTEGRITY PACT (ANNEXURE-19) .....	87
20. LIST OF DOCUMENTS TO BE SUBMITTED IN RESPONSE TO THE RFP (ANNEXURE-20) .....	94
21. <b>INSTRUCTIONS TO BIDDER – ONLINE MODE (ANNEXURE-21)</b> .....	96
22. <b>INDICATIVE STRUCTURE FOR DEPLOYING FMS RESOURCES (ANNEXURE-22)</b> .....	97
23. <b>DETAILED SCOPE OF WORK (ANNEXURE-23)</b> .....	98

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authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**INVITATION TO BID**

In order to fulfill the requirement of Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments (such as Desktops, iPads, Laptops, Printers & Scanners) for three years, extendable by another two years on mutual acceptance, at various branches / offices across the IDBI Bank Limited, (hereinafter referred to as IDBI Bank / the Bank) whose Head Office is at IDBI Tower, World Trade Center Complex, Cuffe Parade, Mumbai 400 005 is inviting bids from established organizations (hereinafter referred to as “Bidder”) who are capable of and willing to undertake to provide the services of AMC and FMS for IT equipments as required by branches / offices of the Bank within the given timeline, in an efficient manner and as per details listed out in this document. The applicant should have the capability to timely deliver, install, commission & maintain services / perform activities indicated in scope of work, across more than 2,000 branches / offices of the Bank, located across the country, including rural and hilly areas.

The RFP document will be available at Bank’s website, which could be accessed through URL [www.idbibank.in](http://www.idbibank.in)

Bid should be submitted through electronic mode through Bank’s e-Tendering Portal mentioned below.

- Please note that all the information desired needs to be provided. Incomplete information may lead to non-consideration of the proposal.
- All Bids must be accompanied by Earnest Money Deposit (EMD) and to be paid separately as specified in the Bid document.
- Bank reserves the right to change/modify the dates/terms & conditions mentioned in this RFP document as per its requirement, which will be communicated to the bidders.
- The information provided by the bidders in response to this RFP document will become the property of the Bank and will not be returned. Bank reserves the right to amend, rescind or reissue this RFP and all amendments will be advised to the bidders and such amendments will be binding on them.
- The amendments / clarifications to the tender, if any, will be posted on Bank’s website as well as on Bank’s e-Tendering Portal mentioned below.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## DISCLAIMERS

The information contained in this RFP document or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form/email by or on behalf of IDBI BANK LIMITED, ("IDBI Bank/ the Bank") is provided to the Bidder subject to 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 and it is only an invitation by the 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 does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advices/clarifications. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP. Such change will be intimated or made accessible to all Bidders on the official website of IDBI Bank. Any information contained in this document will be superseded by any later written information on the same subject made available / accessible to all recipients by IDBI Bank. 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.

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

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

The issue of this RFP does not imply that the Bank is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may be, for the Project and the Bank reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Bank or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Bank shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

IDBI Bank reserves the right to reject any or all the responses to RFPs / Bids received in response to this RFP at any stage without assigning any reason whatsoever and without being liable for any loss/injury that Bidder might suffer due to such reason. The decision of IDBI Bank shall be final, conclusive and binding on all the parties directly or indirectly connected with the bidding process.

Bids not satisfying the procedure prescribed in the tender document will be treated as invalid and rejected summarily.

**It may be noted that notice regarding corrigenda, addendums, amendments, time-extensions, clarifications, response to bidders' queries etc., if any to RFP, will not be published through any advertisement in newspapers or any other media. Prospective bidders shall regularly visit Bank's website, [www.idbibank.in](http://www.idbibank.in) for any changes / development in relation to this RFP. The amendments / clarifications to the tender, if any, will be posted on the Bank's website as well as on its e-Tendering Portal mentioned below.**

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

### SCHEDULE OF EVENTS

Sr. No	Particulars	Time / Date / Other Details
1.	RFP Reference	IDBI-Bank/ITD/VMG/RFP/22-23/15
2.	Date of commencement of Bidding process (Issue of RFP)	June 10, 2022
3.	Last date and time for receipt of written queries / e-mail for clarification from Bidders	June 16, 2022 up to 18:00 hours
4.	Online Pre-Bid meeting Date & Time.	<p>June 18, 2022 up to 15:30 hours</p> <p>Bidders have to register themselves by sending following details to the Bank official's email ids mentioned below. Only two representatives from each bidder will be allowed to participate.</p> <p>Company Name: OEM: Representative Name: Designation: Email ID: Contact:</p>
5.	Last Date & Time for Bid submission.	July 01, 2022 up to 16:00 hours
6.	Date and Time for opening of Bid	July 01, 2022 at 16:30 hours
7.	Place of Pre-bid meeting / opening of Bids / Communication	<p>Dy. General Manager Vendor Management Group, Information Technology Division IDBI Bank Ltd., Annex Bldg., Plot No: 39-41, Sector - 11, CBD Belapur, Navi Mumbai - 400614. Tel. No. 022 – 6740 1738 Email: dgm.itvmg@idbi.co.in</p>
8.	Commercial Bid Opening	Date & Time will be intimated to the shortlisted Bidders.
9.	Bid Fee	Non Refundable fee of Rs.25,000/- + applicable GST
10.	Earnest Money Deposit (EMD)	Rs.15,00,000/- (Rupees Fifteen Lakh Only). To be deposited separately. This amount will not carry any interest.
11.	Submission of Bid Fee and EMD	Bid Fee & EMD must be deposited, separately, by the Bidder through electronic mode (NEFT) to IDBI Bank's Current Account No. - 18337000010052, IFSC Code – IBKL0000183 at its branch situated at Belapur, Mumbai 400614. Bid not accompanied with Receipt on submission of

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Sr. No	Particulars	Time / Date / Other Details
		<p>Bid Fee &amp; EMD will not be considered.</p> <p>Note: Bid fee and EMD amount to be deposited separately.</p>
12.	Security Deposit/PBG	<p>Successful bidder will have to give Security Deposit of 3% of the yearly contract value in the form of Performance Bank Guarantee (PBG) issued by a Scheduled Commercial Bank (other than IDBI Bank Ltd.) with a validity of 24 months (12 months' contract period + 12 months claim period) from the date of issue of PBG and directly forwarded to the Bank.</p> <p>At the time of every annual renewal of the Contract, the PBG will have to be renewed / resubmitted with fresh validity of 24 months (12 months Contract Period + 12 months claim period) from the date of issuance of the Contract / LOI / Purchase Order.</p> <p>Previous PBG will be returned after completion of 24 months of that PBG period as mentioned above.</p>

1. This tender document is the property of the Bank & is not transferable.
2. This bid document has 107 pages.
3. If a holiday is declared on the dates mentioned above, the bids shall be received / opened on the immediate next working day at the same time specified above and at the same venue unless communicated otherwise.
4. No queries will be entertained after the date and time mentioned in this schedule, therefore.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## SECTION 1

### A (INTRODUCTION)

#### 1. OVERVIEW

IDBI Bank Ltd (“IDBI Bank” / “the Bank”) is a Company incorporated and registered under Companies Act, 1956 (1 of 1956) and a Company within meaning of section 2 (20) of Companies Act 2013 (18 of 2013) and Banking Company under section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) with CIN L65190MH2004GOI148838 and having its Registered Office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai 400 005. The Bank is also a scheduled bank as notified by the Reserve Bank of India (RBI) under the Reserve Bank of India Act, 1934. The Bank is engaged in providing finance and conducting banking business.

#### 2. OBJECTIVE

The purpose of this RFP is to invite bids for appointing a Vendor to provide Annual Maintenance Contract (AMC) and Facility Management Services (FMS) IT Equipments (such as Desktops, iPads, Laptops, Printers & Scanners etc.) to the Bank as per the Scope of Work mentioned below in **Section-2**. The Vendor shall be responsible for providing support to all the branches/offices of the Bank, its Executives at their residences for all kind of IT equipments and as per Service Level Expectation (SLE) stipulated in **Section-2**.

#### 3. ELIGIBILITY CRITERIA

All eligibility requirements mentioned in **Section-4 (Annexure-14)** should be complied with by the Bidders as applicable and relevant supporting documents should be submitted for the fulfillment of eligibility criteria failing which the Bids may summarily be rejected.

**Non-compliance of any of the criteria can entail rejection of the Bid. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made for each of the above-mentioned criteria and as and when the Bank decides, originals / certified copies should be shown for verification purpose. The Bank reserves the right to verify / evaluate the claims made by the Bidder independently. Any deliberate misrepresentation will entail rejection of the offer ab-initio.**

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**B (RFP BIDDING DOCUMENTS)****1. COST OF BIDDING**

- 1.1. The cost of RFP document as mentioned in the **Scheduled of Events**.
- 1.2. The cost mentioned above should be paid through NEFT as mentioned in the Schedule of Events and copy of NEFT Receipt / UTR Number to be submitted along with Bid Documents. Bids received without the cost shall be summarily rejected. The cost is non-refundable.
- 1.3. In case, the RFP Document is downloaded from IDBI Bank's website [www.idbibank.in](http://www.idbibank.in), the cost as mentioned above should be paid along with the submission of the Bid. Bids received without the Cost of the Bid shall be summarily rejected. The Cost is non-refundable.
- 1.4. 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.

**2. DOCUMENTS CONSTITUTING THE RFP**

- 2.1. This RFP document provides overview of the requirements, bidding procedures and contract terms. It includes Invitation to Bid, Disclaimers, Instructions for Bidders (**Section-1**), Terms & Conditions of Contract (**Section-2**), Legal Terms of the contract (**Section-3**) and various annexure (**Section-4**). The bidder must conduct its own investigation and analysis regarding any information contained in this RFP document, its meaning and impact of that information.
- 2.2. The Bidder is expected to examine all instructions, forms, terms and specifications in this RFP and study the Bid Document carefully. Bid shall be deemed to have been submitted after careful study and examination of this RFP with full understanding of its implications. Each Bidder should, at its own costs without any right to claim reimbursement, conduct its own investigations, analysis and should check the accuracy, reliability and completeness of the information in this RFP and wherever felt necessary obtain independent advice. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP. Failure to furnish all information required by this RFP or submission of a Bid not responsive to this RFP in each and every respect shall be at the Bidder's own risk and may result in rejection of the Bid and for which the Bank shall not be held responsible. Any decision taken by IDBI Bank as to completeness of the Bid and/or rejection of any / all Bid(s) shall be final, conclusive and binding upon the Bidder(s) and shall not be question / challenged by the Bidder(s).

**3. CLARIFICATION IN BID DOCUMENT**

- 3.1. Any prospective Bidder requiring clarification of the Bid Document may notify the Bank in format indicated at **Annexure-13**. Bank will respond to any request for clarification of the Bid Document received not later than the dates prescribed in schedule of events. Bank's response (including an explanation of the query but without identifying the source of inquiry) will be posted on Bank's website or / and through an email.

**C (PREPARATION & SUBMISSION OF RFP BID)**

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 1. LANGUAGE OF RFP

1.1. The RFP responses (Bid) prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and Bank and supporting documents and printed literature shall be in English.

## 2. GENERAL INSTRUCTIONS

- 2.1. Before bidding, the Bidders are requested to carefully examine the Bid Documents and the terms and conditions of the contract thereof, and if there appears to be any ambiguity, gap(s) and/or discrepancy between any of the Bid Documents they should forthwith refer the matter to Bank for necessary clarifications and / or confirmation.
- 2.2. The Bidder shall complete in all respects, form(s) annexed to the Bid Documents, quote the prices, furnish the information called for therein, and sign and date each of the documents in the relevant space provided therein for the purpose. The Bidder shall sign each page of the Bid Documents, Bank's response to Pre-bid queries and Corrigendum's, if any.
- 2.3. The Bid shall be properly signed by a person or persons duly authorized by the Bidder with signature duly attested. In the case of a body corporate, the Bid shall be signed by the duly authorized officers and supported by requisite internal corporate authorizations. The Bid submitted in case of a consortium shall be rejected without assigning any reason thereof.
- 2.4. The Bid shall contain the full name, address, telephone number (mobile no and landline), and E-mail ID if any, of Bidder for facilitating communications including notices to be given to the Bidder in connection with the Bid transaction and also to enable the Bids to be returned unopened in case it is declared "Late". No indications pertaining to price, financial or commercial terms are to be made on the envelopes.
- 2.5. The Bid should be a complete document and should be bound as a volume. The document should be printed on both sides with page numbers and with separation for chapters appropriately flagged and contain the list of contents with page numbers. The deficiency in documentation may result in the rejection of the Bid. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.
- 2.6. The bid response, duly addressed to Deputy General Manager, IT Department, IDBI Bank Limited must be accompanied by cost of Bid Document and EMD as specified and must be submitted through NEFT as specified in the Schedule of Event on or before the due date. The bid documents have to be submitted through electronic mode through the e-Tendering Portal mentioned below on or before the due date.
- 2.7. The Bid forms and the Documents attached to it shall not be detached or removed one from the other and no alteration(s) or mutilation(s) (other than filling in all the blank spaces) shall be made in any of the Bid Documents attached thereto. Any alterations or changes to the entries in the attached documents shall be requested by a separate covering letter, in the absence of which it shall be rejected. Any decision in this regard by the Bank shall be final, conclusive and binding on the Bidder.
- 2.8. The Bidder shall bear all costs for the preparation and submission of the Bid Documents. Bank shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.
- 2.9. The Bidder, irrespective of his/her participation in the bidding process, shall treat the details of the documents as secret and strictly confidential.
- 2.10. Bank reserves the right to adjust arithmetical or other errors in the bid, in the manner in which Bank

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- considers appropriate or deems fit. Any adjustments so made by Bank shall be stated to the Bidder, if Bank makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of Bank and shall be final, conclusive and binding on the Bidder.
- 2.11. The Bidder is expected to examine and follow all instructions, forms, terms & conditions, and scope of work in the Bid Document. Failure to furnish complete information in all respects required by the Bid Document or submission of a bid not substantially responsive to the Bid Document in every respect will be at the Bidder's risk and may result in the rejection of the Bid by Bank. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.
  - 2.12. The Bidder shall prepare the Bid based on details provided in the Bid documents. It must be clearly understood that the quantities and specifications are intended to give the Bidder an idea about the order, type, scale and magnitude of the work and are not in any way exhaustive and guaranteed by Bank.
  - 2.13. The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the authorized person or persons signing the Bid.
  - 2.14. Bank reserves the sole right to itself for including any addendum to this entire bid process. The Bidders shall not claim as a right for requiring Bank to do the aforesaid.
  - 2.15. The technical bid document to be submitted in Box file or spiral binding with proper indexing. If the same is not followed then Bank may reject the bid.
  - 2.16. The Technical Bid shall contain no financial / commercial details. Proposals with Technical Bid containing prices shall be rejected outright. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.
  - 2.17. No Bidder shall contact the Bank on any matter relating to its Bid, from the time of the Bid opening to the time the Contract is awarded to successful bidder(s).
  - 2.18. Any effort by a Bidder to influence Bank's Bid evaluation, Bid comparison or contract award decisions may result in the rejection of the Bid.
  - 2.19. **The Bidder shall not make any request for modifications/amendments in the prescribed formats Of legal documents, whether annexed in the RFP documents or not.**
  - 2.20. The Bid Documents may be downloaded from our website [www.idbibank.in](http://www.idbibank.in) and submitted at the address mentioned in the Schedule of Events.
  - 2.1. The RFP bid document should be submitted through electronic mode through the e-Tendering Portal mentioned below.
  - 2.2. The amendments / clarifications to the tender, if any, will be posted on the Bank's e-Tendering Portal mentioned below.

### 3. BID FORM

#### 3.1. Bidder Qualification

3.1.1. The "Bidder" as used in the Bid Documents shall mean the one who has signed the Bid Form. The Bidder may be either the Principal Officer or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative and the Principal Officer.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

3.1.2. It is further clarified that the individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as Constituted Attorney of the firm / company.

3.1.3. The Bidder shall sign the bid with the exact name of the firm / Company to whom the contract is to be issued. The Bid shall be duly signed and sealed by an executive officer of the Bidder's organization. Each bid shall be signed by a duly authorized officer.

3.1.4. The Bidder shall clearly indicate their legal constitution and the person signing the Bid shall state his capacity and also source of his ability to bind the bidder.

3.1.5. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid. Bank may reject outright any Bid not supported by adequate proof of the signatory's authority.

#### 4. DEADLINE FOR SUBMISSION OF RFP BIDS

4.1. Bids must be received from the bidder through electronic mode through the e-Tendering Portal mentioned below, no later than the date & time specified in the "Schedule of Events" in Invitation to Bid. (online bid).

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

4.3. 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.

4.4. Any Bid received after the deadline for submission of Bids prescribed will be rejected and returned unopened to the bidder.

#### 5. MODIFICATION AND WITHDRAWAL OF BIDS

5.1. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Bank, prior to the deadline prescribed for submission of Bids.

5.2. No Bid may be modified after the deadline for submission of Bids.

5.3. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity. Withdrawal of a Bid during this interval may result in the Bidder's forfeiture of its EMD.

#### 6. PERIOD OF VALIDITY OF COMMERCIAL BID PRICE

6.1. Commercial Bid should be valid for 6 months from the last date for submission. A Bid valid for a shorter period may be rejected by Bank as non-responsive. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

6.2. The Bank may, at its discretion, solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or email. However, any extension of validity of bids will not entitle the bidder to revise/ modify the bid document. The EMD provided shall also be suitably extended. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

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

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 7. EARNEST MONEY DEPOSIT (EMD)

- 7.1. The Bidder shall furnish, as part of its Bid, an EMD as mentioned in the **Schedule of Events**.
- 7.2. The EMD is required to protect the Bank against the risk of Bidder's conduct, which would warrant the EMD's forfeiture. EMD may be forfeited in the event of withdrawal of bid during the period of bid validity or if Successful Bidder (as defined herein under) fails to sign the Contract (as defined herein under) in accordance with the terms & conditions and other requirements specified in RFP document or any act of Bidder not in line with Contract obligations.
- 7.3. If EMD is forfeited for any reason, the concerned Bidder will be debarred from further participation in future RFPs floated by the Bank as per sole discretion of the Bank.
- 7.4. The EMD shall be deposited through NEFT denominated in Indian Rupees only.
- 7.5. Any bid not accompanied with the requisite EMD i.e. NEFT details shall be treated as nonresponsive and is liable to be rejected.
- 7.6. No interest is payable on the amount of EMD.
- 7.7. The EMD of the unsuccessful Bidders shall be returned after notification of award but not later than 30 (thirty) days after the conclusion of the Contract.
- 7.8. The Successful Bidder's EMD will be discharged upon the Bidder signing the Contract and submitting the Security Deposit as mentioned in the **Schedule of Events**.
- 7.9. All the Bidders are required to submit the EMD refund request in the format as per **Annexure- 11** given in the RFP.
- 7.10. Micro and Small Enterprises (MSEs): Micro & Small Enterprises (MSEs) registered under the SPRS (Single Point Registration Scheme) of National Small Industrial Corporation (NSIC) or equivalent and having single point registration are exempt for payment of EMD to the extent of monetary limit stated in the registration certificate. The Bidder should submit the valid certified copy of NSIC or equivalent registration certificate/ renewal certification. Photocopy of application towards registration / renewal is not acceptable.

## 8. PERFORMANCE SECURITY DEPOSIT (PSD) / PERFORMANCE BANK GUARANTEE(PBG)

- 8.1. The value of the Performance Bank Guarantee will be 3% of the yearly Contract value.
- 8.2. The successful Bidder shall submit the PBG within 15 days of the receipt of acceptance of the Contract/LOI/PO, as per the format in **Section-4 (Annexure – 8)**
- 8.3. The Bidder shall submit a fresh Bank guarantee at the time of annual renewal of the Contract. Every Bank Guarantee shall be valid for a period of 24 months (including a claim period of 12 months) from the date of acceptance of the Contract / LOI / Purchase Order for the First, Second and Third year.
- 8.4. The performance security will be a Bank Guarantee denominated in Indian Rupees issued by a scheduled commercial bank (other than IDBI BANK) and directly forwarded to Bank.
- 8.5. The proceeds of the performance security shall be payable to IDBI Bank as compensation for any business loss due to not providing standby equipment and any other loss or damage resulting from the Bidder's failure to complete its obligations under and in accordance with the Contract.
- 8.6. Failure of the successful Bidder to comply with the requirement of the Performance Bank Guarantee shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event IDBI Bank may award the Contract to the next best evaluated Bidder or call for new Bids. Any decision in this regard by IDBI Bank shall be final, conclusive and binding on the Bidder.
- 8.7. The PBG for a respective year will be discharged by Bank and returned to the successful Bidder

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

after 365 days from the completion of the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> year of service respectively from the date mentioned in acceptance certificate.

## D (OPENING AND EVALUATION OF RFP BID)

All the Bids will be opened at the date, time & locations mentioned under the clause in the “Schedule of Events” in Invitation to Bid. The bids will be opened in the presence of representatives of the bidders who choose to attend.

### 1. PRELIMINARY CHECK

- 1.1. The RFP document will not be construed as any contract or arrangement which may result from the issue of this RFP document or any investigation or review carried out by any Bidder. The Bidder acknowledges by submitting their response to this RFP document that it has not relied on any information, representation, or warranty given in this RFP document.
- 1.2. Bank will examine the Bids to determine whether they are complete, whether any computational/ arithmetical errors have been made, whether required Bid Security has been furnished, whether the Bid Documents have been properly signed, and whether the Bids are generally in order.
- 1.3. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, the Bid will be rejected. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder. If there is a discrepancy between words and figures, the amount in words will prevail.
- 1.4. A Bid determined as not substantially responsive will be rejected by Bank and may not subsequently be made responsive by the Bidder by correction of the nonconformity. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.
- 1.5. Bank may waive any minor informality or nonconformity or irregularity in a Bid, which does not constitute a material deviation, provided such waiver, does not prejudice or affect the relative ranking of any Bidder.
- 1.6. Bank reserves the right to accept or reject in full any or all the Bids without assigning any reason whatsoever and without thereby incurring any liability whatsoever to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Bank’s action Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidder.
- 1.7. Bank reserves the right to re-issue / re-commence / cancel the entire Bid process in case of any anomaly, irregularity or discrepancy or for any other reasons or otherwise without thereby incurring any liability whatsoever to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the Bank’s action. Bank shall not be bound to give any reasons or explain the rationale for its actions / decisions to annul or abandon or cancel the bid process. Bank further reserves the right to re-issue /re-commence the Bid or circulate new RFP altogether on the subject matter or any activity or part thereof concerning thereto. Any decision of Bank in this regard shall be final, conclusive and binding on the Bidder and shall not be questioned / challenged by the Bidder.
- 1.8. 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.
- 1.9. Any effort on the part of bidder to influence bid evaluation process or award of contract may

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

result in the rejection of the bid.

## 2. TECHNICAL BID EVALUATION

- 2.1. A screening committee constituted by IDBI Bank for the purpose of selection of the successful Bidder, would evaluate Bids.
- 2.2. The proposals will be evaluated in Two stages. In the first stage, i.e. Technical Evaluation, of the Bidders will be done. In the second stage, commercial, bids would be evaluated. The commercial bids will be opened of those bidders are eligible in eligibility criteria and technical compliance.
- 2.3. Each Bidder acknowledges and accepts that IDBI Bank may, in its absolute discretion, apply whatever criteria it deems appropriate in the selection of vendor, not limited to those selection criteria set out in this RFP document.
- 2.4. The technical bid should necessarily contain all Technical details and other terms and condition of RFP. Bidder's proposal should conform to the contents and format of the technical bid listed out **Annexure – 20** of the RFP. Proposals not conforming to the Eligibility and technical requirement may be rejected summarily. Any incomplete or ambiguous terms/conditions will disqualify the offer.
- 2.5. The technical bid / scope of work submitted by the Bidder will be evaluated based on the terms and conditions of the RFP. Detailed technical evaluation will include scrutiny of company profile and their resource technical competency. The Bidder should use their own tools/ utilities /simulators to demonstrate the features laid in the RFP/ evaluation criteria.
- 2.6. The resource technical competency requirement is given in a form of a table as provided in **Annexure - 14**. Bidder's responses against their resource competency as detailed therein would be evaluated for the next process i.e. Commercial evaluation
- 2.7. IDBI Bank's decision in respect to evaluation methodology will be final and binding and no claims whatsoever in this respect will be entertained.

## 3. COMMERCIAL BID EVALUATION

- 3.1. The Commercial Bid will be opened only if the Technical Bid is cleared and accepted by the Bank. The qualified bidders will be invited for commercial bid opening, as mentioned in the Schedule of Events. In absence of the bidder/s also, the commercial bid will be opened in front of the IDBI Bank Authorities as per timeline.
- 3.2. L1 bidder will be arrived at through commercial bid opening. Bank reserves the right to negotiate the price with the finally successful bidder before awarding the contract.

## 4. BANK'S RIGHT TO ACCEPT / REJECT ANY OR ALL BIDS

- 4.1. Bank reserves the right to accept / reject any bid and to annul the Bid process at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Bank's action. Any decision in this regard by Bank shall be final, conclusive and binding on the Bidder.

## 5. ACCEPTANCE OF BID

- 5.1. Prior to the expiration of the period of Bid validity, Bank will notify the Successful Bidder in writing, that its bid has been accepted and Successful Bidder shall execute/submit all necessary documents including but not limited to the Contract Form, NDA etc. and PBG in time bound manner or as stipulated by the

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Bank. It is specifically hereby clarified that non execution or submission of such necessary documents within stipulated time shall be treated as rejection of bid / cancellation of arrangement / termination of contract, as the case may be.

- 5.2. If the Successful Bidder (L1) fails to comply / meet requirement of the RFP the Bank reserve the right to reject the L1 Bidder's Bid and make procurement from L2 or L3 Bidder who matches price with L1 Bidder.

## 6. SIGNING OF CONTRACT

- 6.1. After Bank notifies the Successful Bidder that its bid has been accepted; the Bidder should sign the Contract and complete the execution of all other documents.
- 6.2. The signing of Contract should be accompanied by the submission of Performance Bank Guarantee, Non-Disclosure Form, Deed of Indemnity / warranty and other applicable documents as specified in the RFP / Bid Document.
- 6.3. The Contract form and all other documents would be signed at Mumbai within 15 days of receipt of notification of award of contract.
- 6.4. **Payment of stamp duty would be as per applicable laws in the State of Maharashtra and Would be paid in Maharashtra only. No other state stamp duty will be accepted.**
- 6.5. The Bidder shall bear all costs and expenses for the execution, stamp duty and submission of the contract and agreements. Bank shall not be responsible or liable for reimbursing / compensating these costs and expenses.
- 6.6. The incidental expenses of execution of the Contract as well as the conditions stipulated in the contract shall be strictly adhered to and any breach / violation thereof shall entail termination of the Contract without prejudice to the other right of IDBI Bank including but not limited to the right to levy / impose and recover penalties as specified in this RFP or Contract.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**SECTION 2****1. PAYMENT TERMS**

- 1.1. No advance payment will be made on award of the contract.
- 1.2. The successful bidder has to preferably open their savings/current account with IDBI Bank for settlement of their payments in time against the invoices raised by them.
- 1.3. Payment processing will be initiated only after ensuring that the vendor has submitted and executed all Legal documents including Performance Bank Guarantee (PBG).
- 1.4. Under this contract, successful bidder is expected to do three basic activities Annual Maintenance Contract (AMC), Facility Management Services (FMS) and IT Assets Reconciliation activities across the Bank.
- 1.5. On monthly basis, successful bidder to submit undisputed two invoices viz. one for AMC (90% of monthly billing) and another for FMS (100% of monthly billing) and individual credit notes for AMC and FMS (if applicable) by 10<sup>th</sup> of subsequent month to release the payment during that month.
- 1.6. On half yearly basis, successful bidder to raise a single invoice for balanced 10% of billing amount pertains to all preceding six months. Applicable amount of penalty on non-compliance of IT Asset reconciliation can be deducted from this half yearly 10% billing amount. Payment towards IT Asset reconciliation can be done on pro-rata basis and for balanced amount credit note to be submitted.
- 1.7. AMC invoice is related to the Hardware calls. Applicable amount of penalty shall be deducted for Hardware Call Pendency. Penalty cap on hardware calls are 30%. Cost of end of life devices shall also be deducted from the said invoice.
- 1.8. FMS invoice is related to the Software calls and absenteeism of FMS engineers. Applicable amount of penalty shall be deducted from the said invoice. Regarding absenteeism of FMS resource, in case successful bidder is not able to deploy resource (or an alternate resource) on site for more than 2 days in a month then entire payment for that resource for that month shall be deducted from the FMS invoice. Ex. Invoices of May, has to reach Bank by 10<sup>th</sup> of June. From that invoice, applicable amount of Hardware and Software, absenteeism penalties for the month of May shall be deducted.
- 1.9. Non-compliance of IT Asset reconciliation as per the schedule will be viewed seriously by the Bank and will have a direct impact on non-satisfactory performance report.
- 1.10. Any failure to perform the services as stipulated in the contract will attract penalty charges as mentioned under para "Penalty for default in service and support" and same will be deducted against payment due. Successful bidder has to provide credit note for the applicable amount of penalty. If credit note is not provided, GST on penalty amount shall be appropriated from the net settlement being made to the vendors.
- 1.11. The cost & consequences, if any, would be borne entirely by the Bidder for the maintenance of the Hardware & Software.
- 1.12. For items moving into AMC on expiry of warranty period, AMC charges shall be calculated on pro-rata basis for the broken period. Similarly, for items de-commissioned / phased out (retired) during the contract period, AMC charges shall be calculated on pro-rata basis up to the date of de-commissioning / retired and the amount shall be adjusted against payment due. (List of Additional Assets shall be shared at the end of every year in order to do the separate billing. List of retired assets shall be shared at the end of every month).
- 1.13. The payment processing is done centrally at Mumbai. The Bidder should submit all bills / invoices to the contact indicated in the Purchase Order.
- 1.14. IDBI Bank reserves the rights to dispute / deduct payment / withhold payments / from dues payable to the Successful Bidder under the Contract, if the Successful Bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the IDBI Bank at its sole discretion adjudge.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 1.15. It is clarified that the any payments of the charges made to and received by authorised Successful Bidder personnel shall be considered as a full discharge of IDBI Bank's obligations for payment under the Agreement.

## 2. PERIOD OF CONTRACT

- 2.1 The Contract will be valid for a period of 3 years, Purchase Order (PO) shall be issued every year subject to evaluation of satisfactory performance by the Vendor at the end of previous year by the Bank. The Contract may be further extended / renewed for another period of 3 years at the sole desire of the Bank by execution of the documents with the terms and conditions for such extension.
- 2.2 The Bidder should immediately start delivering AMC and other related services within 7 days at respective locations on issuance of PO or Letter of Intent (LOI) whichever is earlier otherwise it shall be treated as default.

## 3. REQUIRMENT (SUMMARY)

- 3.1 The bidder should ensure all statutory and regulatory compliances
- 3.2 The bidder shall follow any other Act / Statutory and regulatory compliance as applicable.
- 3.3 The bidder should submit an undertaking confirming compliance towards the above mentioned acts on a half-yearly basis on letterhead signed by Company Secretary of the bidder / Statutory Auditor.
- 3.4 The bidder should submit details of remuneration for its resources and compliance confirmation as and when requested by the Bank during the tenure of the Contract.
- 3.5 Successful bidder to deploy resources at Corporate office located at Cuffe parade, Belapur (DC Site), Chennai (DR site), Zonal, Regional offices of IDBI Bank.
- 3.6 Resources deployed at Zonal office to provide IT related services to Zonal office and collection of calls details in the format (to be provided to successful bidder) on monthly basis from all regions tagged to that Zone along with zonal data to Belapur office.
- 3.7 Resources deployed at regional office to provide IT related services to Regional office and all branches tagged to that region. On monthly basis, prepare an MIS in the format (to be provided to successful bidder) to Belapur office. MIS comprises of data pertains to that region and all branches tagged to that region.
- 3.8 Bidder shall prepare a detailed project plan in concurrence with the IDBI Bank.
- 3.9 The Bank intends to award Contract for the Annual Maintenance of IT equipments deployed at branches/offices PAN India for the contract period given under Period of Contract'. The contract shall be reviewed at the end of the first year and shall be renewed for the following year respectively only if the performance is found satisfactory during the preceding year. Satisfactory performance certificate can be provided to successful bidder, if minimum 90% of the payment was released to the successful bidder for at least 3 months during previous year contract.
- 3.10 The Bidder shall undertake to maintain highest service standards as per industry practice. The Bidder shall arrange for qualified engineers (Graduates, IT Diploma Holders, Microsoft / Network certified engineers) with at least two years' experience in Desktop / LAN / Peripheral (printers / scanner etc.) support to meet the pre-defined & agreed service levels. In order to ensure smooth functioning of the operations, personnel with appropriate skills, aptitude and experience shall be deputed at IDBI Bank offices. Bidder should deploy L1 and L2 support in line with industry standard. Bank reserves the right to conduct interviews of the resources deployed at Bank.
- 3.11 The Bidder is responsible to conduct complete personnel verification including police verification. Any misconduct, if observed, at any point of time, shall be viewed seriously.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 3.12 The Bidder shall possess professionally skilled personnel for providing Annual Maintenance in order to perform its obligations under the Bid and this Contract.
- 3.13 Bank service timings normally be 8.30 am to 8.30 pm on all working days of IDBI Bank except Sundays / 2nd & 4th Saturdays of a month / any other IDBI Bank declared Holidays (both National and Regional). The Bidder, however, shall make the services available to the Bank even beyond office hours when required whether it is a working day or a holiday at all Branches/Offices and Executives' residences of the Bank at no extra cost. For month, quarter, year-end activities and occurrence of unprecedented events and few mandatory activities of which as described below, demands availability of FMS engineers till 10:30 PM across the offices PAN India.

Sr. No.	Particular Activities	Activity at
1	Accounts Closing	Quarter, Year end
2	GBM Handing over	Year end
3	BCP activity at offices PAN India	Once in a Year
4	Data Centre at Belapur, Data Recovery Center at Chennai	Unprecedented events

- 3.14 The Bidder shall provide support for all the IT equipments as per the list provided by the IDBI Bank during contract period. The Bidder shall confirm in writing to the Central IT service desk for providing a replacement to IT equipment that is not repairable within the timelines set in the SLE/SLA. The replacement of product, however, subject to IDBI Bank's approval, shall be of the same configuration as the equipment being replaced or higher. The bidder shall not use IT equipment declared as non-repairable as standby / replacement any time later during the contract.
- 3.15 Defective equipment shall be repaired / replaced by the Bidder at his own cost, including the cost of transport if any. New releases (minor / major) of versions, bug fixes etc. for the hardware & it's operating system and Bank's software shall be provided to the IDBI Bank at no extra charge, with necessary documentation.
- 3.16 The Bidder shall maintain adequate stock of IT equipments / Spares proportionate to the Bank's inventory at their service centers in order to comply with the SLE/SLA requirements.
- 3.17 The Bidder shall have to work in co-ordination and parallel with other vendors / contractors at site in order to ensure timely resolution of the issue reported by IDBI Bank within the agreed SLA. In order to meet defined / agreed SLA, visit of engineers may be arranged multiple times at IDBI Bank site/s, if required, at no extra cost.
- 3.18 The Bidder shall obtain all necessary permissions, approvals and licenses for use of different software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the IDBI Bank indemnified in relation thereto that the execution of the Services herein is and shall be in accordance and in compliance with all applicable laws.
- 3.19 At all Bank's Branches /Offices/Executives' residences the Bidder shall provide necessary support on call basis.
- 3.20 Representations made by the Bidder in its Bid shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract and the Bid Documents and unless the IDBI Bank specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.
- 3.21 The Bidder shall be responsible for any mishap or accident or untoward incidence during the maintenance of computer hardware and other devices which may occur due to negligence/ default on the part of the Bidder
- 3.22 The Bidder shall indemnify the IDBI Bank against any and all losses or damages caused during and after the execution of Services done either by him or his staff representatives either directly or due to their negligence, in the form and to the satisfaction of IDBI Bank. Bidder shall further indemnify IDBI Bank

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IDBI-Bank/ITD/VMG/RFP/22-23/15

10-June-2022

Ltd. its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and/or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alias during and after the Contract period including but not limited to third-party claims due to infringement of patent, trademark, Intellectual Property Rights, copy-rights or industrial drawings and designs arising from use of the services or any part thereof and/or otherwise.

3.23 Bidder shall label all the IT equipments.

3.24 Call closure analysis during 1<sup>st</sup> year of contract, if required, Bank reserves the right to change/ modify/ add the SLA terms.

#### 4. SCOPE OF WORK - AMC SERVICES

4.1. As per the geographical mapping between the Bidder's Service locations (PAN India) & IDBI Bank branches, the Bidder shall provide Hardware Maintenance support as follows:

*(Engineer has to carry Portable media compulsorily to the site)*

##### 4.2. Desktop

- 4.2.1. Desktop comprises of Desktop / iPad / Laptop [Branches /Office/Residence]
- 4.2.2. Partitioning of HDD into three / four partitions appropriately.
- 4.2.3. Reinstallation of licensed Operating System (OS) e.g. Windows 10 professional etc. (License key to be obtained from Central Helpdesk.
- 4.2.4. Domain migration post replacement of HDD, reinstallation of OS.
- 4.2.5. Installation of licensed software/s provided by the IDBI Bank viz. MS Office etc.
- 4.2.6. Installation and configuration of licensed anti-virus on all desktops, laptops at Office & Residence.
- 4.2.7. Installation of the portable media.
- 4.2.8. Configuration of email account with LDAP.
- 4.2.9. Data transfer from old / defective / obsolete desktop, laptop to new / replaced desktop, laptop.

##### 4.3. Printer

- 4.3.1. Printer comprises of Printer (Laser / Dot Matrix (80 Col /132 Col) / MFD / Deskjet / Passbook)
- 4.3.2. Installation & configuration of printers at Office / Residence.
- 4.3.3. Configure the printer with core banking application (Finacle) for printing the Demand Drafts, Pay order, Passbook etc.

##### 4.4. Scanner

- 4.4.1. Installation & configuration of scanner at Office / Residence.
- 4.4.2. Software / application support for DMS and CTS scanners.

4.5. Bank reserves right to enhance, amend, modify the scope of work as per the requirements and the same shall be the part of additional, revised scope of work of this RFP.

#### 5. SCOPE OF WORK – IT SUPPORT SERVICES

##### 5.1. IT Asset Inventory Reconciliation

5.1.1. The Bidder shall carry out IT asset Inventory reconciliation as stipulated in the RFP at

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

every Branch / Offices on half yearly basis and submit detail report of the inventory at the location including untagged & obsolete IT equipments (covered / to be covered under AMC), to the central IT Help Desk. Bidder shall communicate to Branch/Offices for IT Asset Inventory reconciliation activity well in advance and get it completed well in time.

5.1.2. Inventory & reconciliation report required in excel as well as PDF format along with Reconciliation date & sign stamp, User EIN of that Bank center.

- If remark deployed / Branch Stock / ITD Stock assets are not found / not available on sites then send an E-mail to respective BH / Vertical HEAD for confirmation.
- If confirmation not received in two or three working days, please send reminder. Mark CC to RH.
- In reminder-2 marks CC to RH & VMG.

## 5.2. Other IT Support Services

5.2.1 The Bidder shall provide support for software installation and troubleshooting.

5.2.2 The Bidder shall have to provide Level-1 for local area network (LAN) trouble shooting, bio-metric devices, CTS & DMS scanners.

5.2.3 The Bidder shall provide support for all IT assets, reconfiguration of Bank's software and attend to calls logged at the Centralized Helpdesk Software (ACMS) for the Bank. They will be responsible for troubleshooting and resolution of the entire field related calls and report them back to Central Helpdesk located at CBD-Belapur. (Bank has in-house software for Asset & Call Management)

5.2.4 The Bidder shall provide on-site comprehensive maintenance services including repair/replacement of faulty/ defective parts for all IT assets covered in AMC.

5.2.5 Installation / reinstallation of operating system, office automation software (e.g. MS Office), patches, core banking application, antivirus, domain migration, configuration of printer / Scanner etc. in case of system crash to be carried out on site.

5.2.6 Installation & configuration of email client, Internet browser, any other licensed software.

5.2.7 Ensuring regular antivirus update / upgrade on desktop and laptop server.

5.2.8 To help user for data transfer in case of system crash / replacement of desktop within same location.

5.2.9 Installation / deployment of licensed software provided by IDBI Bank as & when required at no extra cost.

5.2.10 Support in Shifting of IT equipments for renovation of existing branches/Offices/Executive Residences. In case IDBI Bank wishes to shift any system from one place to another, Shifting of IT equipments for Renovation of existing branches / offices/Executive Residences in the same city, the Bidder shall designate their Engineer for dismantling, re-installation of the Systems, pre-shifting inspection, post-shifting inspection etc.

5.2.11 The Bidder shall take necessary backup/ restore of e-mail & other data in case of replacement of HDD & OS reinstallation. (This is applicable for all end user devices)

5.2.12 **Ensure compliance with Desktop policy of the Bank:**

- Set BIOS Power on (User & Administrator) password for all the Desktops.
- Only Bank approved software to be installed.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- Checking bad sectors, defragmentation of disks and Clean Temp files; checking available free space on HDD.
- 5.2.13 The bidder shall carry out compliance of the Bank's IT policy every six months for all the IT equipment covered / to be covered under AMC & submit the report at the end of every six months along with the invoice. IDBI Bank office may log a call with IT Service desk for IT compliance as per their convenience. Given below the scope of work during IT policy compliance
- Check & install latest anti-virus software and updates provided by IDBI Bank, Microsoft patches, service packs (Win 10 /required IE versions etc.), Bigfix client are installed on all the working desktops.
  - Ensure compliance of Desktop / iPad / Laptop policy of IDBI Bank: Set Power on & Supervisor password in BIOS of all the Desktops/Laptops.
- 5.2.14 The Bidder shall resolve any other problem reported by the computer users on the Bank's network.
- 5.2.15 The Bidder shall carry out training for users on "Basics of the PC software and troubleshooting" whenever asked for.
- 5.2.16 The Bidder shall provide necessary support for PCs and other IT equipments installed at the residences of senior executives of Bank and their branches as may be decided by Bank.
- 5.2.17 The Bidder shall provide need-based support for relocation (Shifting) of IT equipments.
- 5.2.18 The Bidder shall provide need-based support for double formatting for EOL system for disposal process.
- 5.2.19 The Bidder shall arrange for monitoring and verification of various computer-related items moving in and out of the Bank premises. This includes preparation and maintenance of Gate Pass register/slip.
- 5.2.20 The Bidder shall provide and arrange for Start-up and shutdown of Servers and backup thereof. (Wherever onsite engineers are available)
- 5.2.21 The bidder shall provide further services as may be required and to the satisfaction of Bank.
- 5.2.22 Bank's Helpdesk shall ensure that all calls to IT helpdesk are logged at the central helpdesk. All calls logged will have to be monitored and assigned to respective vendors/ analysts and tracked for proper closure within the specified SLA/SLE. Helpdesk shall ensure that the calls should be updated with the diagnosis carried out to close the call.
- 5.2.23 In case the IDBI Bank desires to shift any IT equipment under the AMC cover from one place to another, the bidder shall make it possible to dismantle, pre-shifting inspection, post-shifting inspection, installation etc.
- 5.2.24 The Bidder shall ensure that necessary toolkits and test equipments needed for the maintenance are provided to their (resident / field) engineers that are required to perform the required maintenance and Facility Management. The Bidder shall also ensure that all Local Area

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Network (LAN) related calls are attended by an engineer & he carries with him all necessary test equipment such as LAN tester, Crimping / Crone tool etc.

5.2.25 The Bidder shall provide on-site comprehensive maintenance services including repair/replacement of faulty / defective spare parts of IT equipments including Apple devices. The Bidder shall provide equivalent or higher model as standby against faulty IT equipments (desktop PC / iPad / Printer / Laptop / Scanner etc.) at all circumstances wherever hardware is not made functional within the defined timelines as per the SLE/SLA hereof (Section-4). Bidder shall ensure that necessary OS/ Bank's applications/Middleware/software are installed on Standby IT equipment in order to carry out day-to-day work at IDBI Bank. All the parts of IT equipments except ink/toner cartridges, Laptop Battery shall be covered under AMC.

## 6. SERVICE LEVEL EXPECTATIONS

- 6.1. This section lists the minimum Service Level Expectations (SLE) required to be maintained by the Bidder on award of the contract.
- 6.2. Software / Application Calls log in Bank's call management software.
- 6.3. Higher officers comprise of ED and above grade officers.

### 6.3.1. SLE for Software / Application Calls (logged by Corporate Office – Higher Officers)

Classification	Response Time	Resolution Time
	From the time call is logged	
Corporate Office Higher Officer	Within 1 working Hour	Within 2 working Hour

(For software calls logged after 7.30 PM (IST), resolution time starts from the Next Business Day)  
Higher officer – ED and above grade officers.

### 6.3.2. SLE for Software / Application Calls (logged other than Corporate Office – Higher Officers)

Classification	Response Time	Resolution Time
	From the time call is logged	
Metro	Within 2 working hours	Within 8 working hours
Urban		
Semi Urban		
Rural / Rural FI		

(For software calls logged after 7.30 PM (IST), resolution time starts from the Next Business Day)

- 6.3.3. SLE for Hardware Calls i.e. IT Assets covered under AMC (Desktop Computer, ipad, Laptop, Printer, Scanner etc.)

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Classification	Response Time	Resolution Time wherein spare part not required	Resolution Time wherein spare part required
	From the time call is logged		
Metro	Same day	2 <sup>nd</sup> Business Day	5 <sup>th</sup> Business Day
Urban			
Semi Urban		3 <sup>rd</sup> Business Day	6 <sup>th</sup> Business Day
Rural / Rural FI		4 <sup>th</sup> Business Day	7 <sup>th</sup> Business Day

For calls logged after 7.30PM (IST), resolution time starts from the Next Business Day (NBD).  
It is applicable to all classifications.

## 7. PENALTY FOR DEFAULT IN SERVICE AND SUPPORT

7.1. **Penalty shall only be applicable if hardware call pendency would be less than 10% and Software Call pendency would be less than 5% at the end of every month.**

7.2. The penalties for any non-compliance under the Bid Documents and the Contract are mentioned / defined under the Scope of Work and the Service Level Expectations given in Section-2.

7.3. The on-going performance and service levels of the Bidder will be measured as per parameters defined/ mentioned above in Scope of Work / Service Level Expectations.

7.4. The Non-coordination related penalties will be applicable to the Bidder responsible for delay/default as provided under the Bid Documents.

7.5. **Penalty for calls for Hardware covered under AMC**

7.5.1. In case of Hardware (covered under AMC) calls, if the downtime for a particular equipment i.e. desktop, printer, and other equipment exceeds the stipulated resolution time, a onetime **penalty @ Rs.200/- per call (Rupees Two Hundred Only) and Rs.100/- (Rupees One Hundred Only) per day per call** shall be levied till call is resolved / standby is provided whichever is earlier. Vendor should ensure that Bank's original IT equipment shall be repaired (wherever standby IT equipment is provided) within 15 business days from the date standby was provided. Same is tabulated below.

(Amount in Rs., exclusive of taxes)

One-time Penalty (Per Call)	200
Subsequent Penalty until call is resolved / standby is provided, whichever is earlier. (Per Day, Per Call)	100

7.5.2. In case of a call remain unresolved for more than 7-days or Bank's original IT equipment is not repaired (wherever standby IT equipment is provided) within 15 business days from the date standby was provided, the Bank reserves the right to get it repaired / hired / replaced at its own and adjust the cost incurred towards the same in the payments due to the Vendor over & above the penalty. However, the AMC will continue for such equipments.

7.6. **Penalty for (Software / application) calls**

7.6.1. In case of all types of Software / application (remote support) calls logged in the Bank's call

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

management system under Software / Application category, if the call remains unresolved for more than 8 business hours from the time it is logged, a **penalty @ Rs.100/- per call per day** shall be levied. (*For calls logged after 5.00PM (IST), resolution time starts from the Next Business Day*)

- 7.6.2. The penalty clause is also applicable to any kind of absenteeism of on-site FM support resources. Bidder has to make alternate arrangements in case of absenteeism. A **penalty @ Rs. 1,000/- per person per day** shall be levied in case of absenteeism exceeding 2 days in a month wherever on-site FM support resources are deployed.

## 8. STANDARD PERFORMANCE

- 8.1. The Bidder shall carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted practices used in industry. It shall employ appropriate procedures and methods. The Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to the Bank and shall, at all times, support and safeguard Bank's legitimate interests in any dealing with the third parties.

## 9. ANNUAL MAINTENANCE CONTRACT, IT ASSETS RECONCILIATION ACTIVITY AND FACILITY MANAGEMENT SERVICE

- 9.1. The list of IT equipments to be covered under comprehensive AMC, IT Assets Reconciliation activity and Facility Management Services (FMS) are to be carried out is given at Annexure-17. It shall be noted that the list is indicative & the Bidder should include any other IT asset / FMS, which is necessary to meet the end objectives of the Bank as detailed in this section.

*The unit rates quoted for the IT equipments covered under AMC OR IT Asset Reconciliation and FMS shall apply for any additional equipments and FMS services coming under that category, during the currency of the contract on pro-rata basis.*

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## SECTION 3

## 1. DEFINITIONS

In this RFP / Bid Document / Contract, the following terms shall have the following meanings and shall be interpreted accordingly:

- 1.1. "The Contract" means the agreement entered into between Purchaser and the Bidder as recorded in the contract form duly signed by the Parties, including all annexure, schedules, exhibits, supplements, appendices, amendments, revisions, notations and modifications thereof for providing AMC and FMS for IT equipments for the Bank as inclusively stated under Service Level Expectations, Resource Qualifications requirement and Scope of work.
- 1.2. "Successful Bidder" or "Vendor" means any firm / company, etc., to whom work has been awarded and whose Bid has been accepted by Purchaser and shall include its authorized representatives, successors and permitted assignees.
- 1.3. "Purchaser" means IDBI Bank Limited including its successors and assigns.
- 1.4. "Contract Price" means the price/compensation payable to the Successful Bidder under and in accordance with the Contract for the due performance and observance of its contractual obligations under and in accordance with the Contract.
- 1.5. "Service(s)" means all the services, which the Bidder is required to provide and/or procure to the Purchaser under and in accordance with the Contract.
- 1.6. "Service Period" means the period of **three years, extendable by two more years based on mutual acceptance**, commencing from the date of issuance of LOI/PO whichever is earlier.
- 1.7. In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by Purchaser and decision of Purchaser in this behalf shall be final, conclusive and binding on the Bidder.
- 1.8. "Acceptance of Bid" means the letter/fax or any memorandum communicating to the Bidder the acceptance of its Bid and includes an advance acceptance of his Bid.
- 1.9. "Business Day" means neither any day that is not a Sunday nor a public holiday (as per the official holidays observed by Bank).
- 1.10. "Confidential Information" means all intellectual property information; technical or business information or material not covered; proprietary or internal information related to the current, future and proposed products or services of the Parties including, financial information, process/flow charts, business models, designs, drawings, data information related to products and services, procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Bank provide regarding third parties; information disclosed pursuant to RFP & other documents; documents, accounts, business plans, information or documents whatsoever, concerning business, policies, strategy, property, contracts, trade secrets, transactions, or interested parties of IDBI Bank or its Subsidiaries or Affiliates and/or any other information whether disclosed to the other Party in oral, graphic, written, electronic or machine readable form, and whether or not the information is expressly stated to be confidential or marked as such, all Trade Secrets and other proprietary information including but not limited to customer list, financial information, and pricing information.

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

1.11. “Commissioning” means, the System (standby equipments) shall be considered to have been commissioned, when the entire job, including supply, configuration, successful testing of all hardware & software is executed to the satisfaction of the Purchaser.

1.12. “Document” means any embodiment of any text or image howsoever recorded and includes any data, text, images, sound, voice, codes, computer programs, software and / or databases or microfilm or computer generated microfiche or similar device.

1.13. “Intellectual Property Rights” means any patent, copyright, trademark, trade name, design, trade secret, permit, service marks, brands, propriety information, knowledge, technology, licenses, databases, computer programs, software, know how or other form of intellectual property right, title, benefits or interest whether arising before or after the execution of this Contract and the right to ownership and registration of these rights.

1.14. “Parties” means the Purchaser and the Bidder and “Party” means either of the Parties.

1.15. “Site” means the place where the product / service / solution is to be delivered and provided or places approved by the Purchaser for the purposes of the Contract together with any other places designated in the Contract as forming part of the Site.

## 2. INTERPRETATION

In this Contract unless a contrary intention is evident:

- 2.1. The clause headings are for convenience only and do not form part of this Contract;
- 2.2. Unless otherwise specified a reference to a clause number is a reference to all of its sub-clauses;
- 2.3. Unless otherwise specified a reference to a clause, sub-clause or section is a reference to a clause, sub-clause or section of this Contract including any amendments or modifications to the same from time to time;
- 2.4. A word in the singular includes the plural and a word in the plural includes the singular;
- 2.5. A word importing a gender includes any other gender
- 2.6. A reference to a person includes a partnership and a body corporate;
- 2.7. A reference to legislation includes legislation repealing, replacing or amending that legislation;
- 2.8. Where a word or phrase is given a particular meaning it includes the appropriate grammatical forms of that word or phrase which have corresponding meanings;
- 2.9. Reasonability and materiality of "doubt" and "controversy" shall be at the discretion of IDBI Bank Ltd.
- 2.10. The words not expressly defined herein shall have meanings ascribed to them in the General Clauses Act, 1897 and the Information Technology Act, 2000.

## 3. CONDITIONS PRECEDENT

This Contract is subject to the fulfillment of the following conditions precedent by the Bidder

3.1. Furnishing of an unconditional and irrevocable Performance Bank Guarantee (Performance Security), as per the format given in **Annexure 8**.

3.2. Execution of a Deed of Indemnity as per format given in **Annexure 10**.

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15

10-June-2022

3.3. Obtaining of all statutory, regulatory and other approvals, consents and no-objections required for the performance of the Services under and in accordance with this Contract.

3.4. Furnishing solvency certificate and certificate confirming that there are no vigilance or court cases threatened or pending against the Bidder and that the bidder is not in violation of any law including Intellectual Property Rights.

3.5. Furnishing of such other documents as the Purchaser may specify, including but not limited to definitive documents.

#### 4. STANDARD PERFORMANCE

4.1. The Successful Bidder shall carry out its obligations under the Contract with due diligence, efficiency and economy, in accordance with generally accepted techniques and practices used in industry and with professional standards and shall observe sound management, technical practices. It shall employ appropriate advanced technology, procedures and methods. The Successful Bidder shall always act, in respect of any matter relating to the Contract, as faithful advisors to Bank and shall, at all times, support and safeguard Bank's legitimate interests in any dealing with third parties.

#### 5. USE OF CONTRACT DOCUMENTS AND INFORMATION

5.1. The Successful Bidder shall treat all documents, information, data and communication of and with Purchaser as privileged and confidential and shall be bound by the terms and conditions of the Non-Disclosure Agreement. The Successful Bidder shall execute this Non-Disclosure Agreement simultaneously at the time of execution of this Contract. The Successful Bidder shall not, without Purchaser's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, sample or information or data or drawings / designs furnished by or on behalf of Purchaser in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in utmost confidence and shall extend only so far as may be necessary and relevant for purpose of such performance and shall be subject to the terms and conditions of the Non-Disclosure Agreement.

5.2. The Bidder shall not, without Purchaser's prior written consent, make use of any document, data or information etc., enumerated in this Bid Documents save and except for due performance and observance of the Contract.

5.3. Any document, other than the Contract itself, enumerated in this Bid Documents shall remain the property of Purchaser and shall be returned (in all copies) to Purchaser on completion of the Bidder's performance under and in accordance with the Contract, if so required by Purchaser.

5.4. The Bidder shall sign the Non-Disclosure Agreement as per format provided in Annexure 8.

#### 6. INDEMNITY

6.1. The Bidder shall execute and furnish to the Purchaser, a deed of indemnity in favor of the Purchaser in a form and manner, as given in Annexure 9, indemnifying the Purchaser its directors, employees, agents and representatives from and against any costs, loss, damages, expense, claims, litigations, suits, actions, judgments, and or otherwise including but not limited to those from third parties or liabilities of any kind howsoever suffered, arising out of or incurred inter alia during and after the Contract period including but not limited to third-party claims due to infringement of Intellectual Property Rights including but not limited to patent, trademark, copy-rights or industrial drawings and designs arising from use of the Services or any part thereof and/or otherwise.

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

6.2. The provisions under this clause shall survive the termination of the Contract.

## 7. INTELLECTUAL PROPERTY RIGHTS & PATENT RIGHTS

7.1. Purchaser shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes and products which have been developed by the Bidder during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Bidder undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to the Purchaser and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits, approvals, consents and no objections that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of the Purchaser.

7.2. Further, the Bidder shall be obliged to ensure that all approvals, consents, no objections, registrations, licenses, permits and rights which are inter-alia necessary for use of the information technology system installed by the Bidder, shall be acquired in the name of the Purchaser, prior to termination of this Contract and which shall be assigned by the Purchaser if necessary under the applicable laws or otherwise to the Bidder for the purpose of execution of any of its obligations under the terms of the Bid, or this Contract. However, subsequent to the term of this Contract, such approvals, consents, no objections, registrations, licenses, permits and rights etc., shall ensure to the exclusive benefit of the Purchaser.

7.3. The Bidder shall ensure that while it uses any software, hardware, processes or material in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Bidder shall keep the Purchaser indemnified against all costs, charges, expenses, liabilities, claims, damages, litigations, suits, judgments and/or otherwise howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Bidder or any sub-Bidder during the course of performance of the Services.

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

## 8. INSPECTION & QUALITY CONTROL TESTS/CHECK

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

8.2. Nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.

8.3. IDBI Bank reserves the right to evolve a procedure of quality checking to ensure that the Services are according to the prescribed specifications and standards.

8.4. Purchaser's has the right to inspect and test the goods at Bidder plant at any time during the contract period.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 9. MANUALS

- 9.1. The Bidder must along with the equipment, supply all relevant manuals for the systems delivered / installed. The manuals shall be in English.
- 9.2. Unless and otherwise agreed, the equipment(s) shall not be considered to be completely delivered for the purpose of taking over, until such manuals as may be necessary are provided to Purchaser.
- 9.3. System manuals should include the specifications of the various equipments supplied.

## 10. INCIDENTAL SERVICES

- 10.1. All the incidental services including the services mentioned below shall be provided without any additional cost pursuant to and in accordance with the Contract:
- IT Assent Reconciliation of the system and submission of IT policy compliance Report;
  - Furnishing of services required for maintenance of the rendered Systems.
  - Furnishing manuals for each appropriate unit of the rendered Systems
  - Maintenance of the rendered equipment for the “Contract Period”, provided that this equipment shall not relieve the Bidder of any warranty period obligations under and in accordance with this Contract; and
  - Any other related services as the Purchaser may require and deem fit.

## 11. CHANGE ORDERS / ALTERATION / VARIATIONS

11.1. The Bidder agrees that the requirements given in specifications, charts, etc. in the Bid Documents are minimum requirements of mere indicative nature and are in no way exhaustive. It shall be the responsibility of the Bidder to meet all the requirements of specifications, charts, etc. and other criteria contained in the Bid Documents and any upward revisions and/or additions of quantities, specifications sizes given in specifications, charts, etc., of the Bid Documents required to be made during execution of the works shall not constitute a change order and shall be carried out without a change order as forming part of the Services agreed hereunder and shall be carried out without any time and cost effect to Purchaser. Further upward revisions and or additions required to make Bidder’s selected equipment and installation procedures to meet Bid Documents requirements expressed and to make entire facilities safe, operable and as per specified codes and standards shall not constitute a change order and shall be carried out without any time and cost effect to Purchaser. Any upward revision and/or additions consequent to errors, omissions, ambiguities, discrepancies in the specification etc. of the Bid Documents which the Bidder had not brought out to the Purchaser’s notice in his Bid shall not constitute a change order and such upward revisions and/or addition shall be carried out by Bidder without any time and cost effect to Purchaser.

11.2. Purchaser may at any time, by a written order given to the Bidder, make changes within the general scope of the Contract in any one or more of the following:

- Functional specification
- The Services to be provided by the Bidder

11.3. If any such change causes an increase or decrease in the cost of, or the time required for the Bidder’s performance or observance of any provisions under the Contract, an equitable adjustment shall be made in the Contract price or delivery schedule, or both, and the Contract shall accordingly be amended as may be decided by Purchaser. Any claims by the Bidder for adjustment under this clause must be asserted within 30 (Thirty) days from the date of knowledge of Purchaser’s change order by the Bidder.

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

11.4. Change order as stated above comprising an alteration which involves change in the cost of the works (which sort of alteration is hereinafter called a “Variation”) shall be the subject of an amendment to the Contract by way of an increase or decrease in the Contract Price and adjustment of the implementation schedule if any.

11.5. If the Contract provides applicable rates for the valuation of the variation in question, the Contract price shall be increased or decreased in accordance with those rates.

11.6. Any change order shall be duly approved by the Purchaser (including any modification / change in the Contract Price) in writing.

11.7. If there is a difference of opinion between the Bidder and Purchaser whether a particular work or part of the work constitutes a change order or not, the decision of the Purchaser shall be final, conclusive and binding on the Bidder.

## 12. CONTRACT AMENDMENT

12.1. No variation in or modification of the terms of the Contract shall be made, except by prior written amendment after obtaining prior written approval from both the Parties and shall be signed by the Parties. The Successful Bidder, however, agrees it shall be bound to amend the Contract, if so required by IDBI Bank, for giving effect to any amendment, modification etc. in the applicable laws including but not limited to amendment / modification etc. in the Reserve Bank of India Act, 1934 / the Banking Regulations Act, 1949 and / or to give effect to any modifications, amendments or fresh guidelines issued/imposed by RBI.

## 13. LIQUIDATED DAMAGES

13.1. If the successful Bidder fails to perform the Services of AMC as specified in the RFP document, IDBI Bank/ Purchaser shall, without prejudice to its other rights and remedies under and in accordance with the Agreement or law or otherwise, impose penalty at the rate of 1% of the Contract Value for delayed/unperformed/interrupted services will be deducted from the Invoice/PBG. Maximum 10% penalty will be imposed for delayed/unperformed/interrupted services and deducted from the invoice/PBG. IDBI Bank may consider termination of the Agreement, in case of unsatisfactory/unperformed services given by the bidder for 7 days continuously.

13.2. If the Bidder consistently fails to meet the requirements under the Service Level Expectations or provide / complete the services as per the scope of work & scheduled completion date or the extended date or if Bidder repudiates the Contract before completion of the contract / services, the Purchaser may without prejudice to any other right or remedy (i.e. penalties) available to the Purchaser as under the Contract, recover from the Bidder, liquidated damages over and above the penalties.

13.3. The Bank may without prejudice to its right to effect recovery by any other method, deduct the amount of liquidated damages from any money belonging to the Vendor in its hands (which includes IDBI Bank's right to claim such amount against Vendor's EMD/Bid Security Amount) or which may become due to the Vendor. Any such recovery or liquidated damages shall not in any way relieve the Vendor from any of its obligations to complete the works / service(s) or from any other obligations and liabilities under the Agreement.

13.4. The Bank reserves the right to impose / waive off the Liquidated Damages.

## 14. DEFICIENCY IN THE BIDDER'S PERFORMANCE

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

14.1. Delivery, Installation & Maintenance of the equipment shall be made by the Successful Bidder strictly in accordance with the scope of work and the service level expectations prescribed by the Bank. Time is of the essence of Contract.

14.2. If at any time during the performance of the Contract, the Successful Bidder encounters conditions / situations impeding adherence to the scope of work, the Successful Bidder shall promptly notify the Bank in writing of the fact of the delay, its likely duration and the cause(s) thereof. After receipt of the Successful Bidder's notice, the Bank shall at the earliest evaluate the condition / situation, and consider, extending the Successful Bidder's time for performance, with or without penalty, in which case, the extension shall be ratified by the Parties by written amendment of the Contract or through an email.

14.3. Except as provided in the above clause, a delay by the Successful Bidder in the performance of its delivery obligations shall render the Successful Bidder liable to the imposition of penalty, unless an extension of time is agreed upon without levying penalty.

14.4. A delay by the Successful Bidder in the performance of its Contract obligations shall render the Successful Bidder liable to any or all the following sanctions:

- i. Forfeiture of its performance security
- ii. Termination of the Contract for default

## 15. DISPUTE RESOLUTION

15.1. The Parties shall use their best efforts to amicably settle all disputes arising out of or in connection with this Contract in the following manner:

- i. The Party raising the dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within ten (10) days of receipt of the notice.
- ii. The matter will be referred for negotiation between CGM (ITD) of the Purchaser and Shri. \_\_\_\_\_ of the Successful Bidder. The matter shall then be resolved by them and the agreed course of action documented within a further period of thirty (30) days.

15.2. The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the manner, described above, may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within thirty (30) days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Sole Arbitrator will be appointed by the Bank. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction. Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides.

15.3. The Vendor shall not be entitled to suspend the provision of the Services or the completion of the job, pending resolution of any disputes between the Parties and shall continue to render the Services in accordance with the provisions of the Contract notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

15.4. The provision under this section survives the termination of the contract.

## 16. ADDRESS FOR NOTICE

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authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

16.1. All notices, requests, consents, waivers or other communication required or permitted hereunder shall be in writing and shall be deemed properly served:

- (i) if delivered by hand and received by an authorized employee or officer of the Party,
- (ii) upon receipt of confirmation receipt when sent by facsimile; or
- (iii) 14 (fourteen) days after the date of dispatch by certified or registered mail, postage prepaid, return receipt requested;
- (iv) when sent by electronic mail. All notices and other communication shall be addressed as follows:

In the case of Purchaser	IDBI Bank Limited Annex. Bldg., 8 <sup>th</sup> Floor, Plot No.39-41, Sector-11, CBD Belapur, Navi Mumbai – 400 614.
	<b>Attn:</b> Shri. _____, DGM-ITD <b>Tel:</b> +91-22-_____, <b>Email:</b> _____
In the case of the Bidder	<..... company name & Address..... > ..... .....
	<b>Attn:</b> Shri _____ <b>Tel:</b> +91- _____ <b>Fax:</b> +91- _____ <b>Email:</b> _____

16.2. A party may change its address and/or addressee for notification purposes at any time during the term hereof by giving the other Party written notice in accordance with the terms hereof and the date on which such change will become effective.

## 17. TAXES & DUTIES

17.1. The Successful Bidder will be entirely responsible for all applicable taxes, duties, levies, imposts, costs, charges, license fees, road permits etc., in connection with delivery & transportation of equipment at the delivery locations including incidental services and commissioning. Payment of entry tax, if applicable, will be made at actual, on production of suitable evidence of payment by the Bidder.

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

17.3. The Bidder shall be liable to pay all applicable 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 quoted in the Bid by the Bidder shall include all such taxes in the Contract Price.

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

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

17.5. The Bidder's staff, personnel and labor 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 Bidder shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

17.6. The Bidder shall also be responsible for having his sub-Bidder(s) under this sub-contract(s) on account of payment received by the sub-Bidder(s) from the Bidder for works done under the sub-Bidder(s) for which Purchaser will in no case bear any responsibility. It shall be the responsibility of the Bidder to submit to the concerned Indian authorities the returns and all other connected documents required for this purpose. The Bidder shall also provide the Purchaser such information, as it may be required in regard to the Bidder's details of payment made by the Purchaser under the Contract for proper assessment of taxes and duties. The Bidder and his sub-Bidder(s) or their personnel shall bear all the taxes if any, levied on the Bidder's, sub-Bidder's and Bidder's personnel. The amount of tax withheld by the Purchaser shall at all times be in accordance with Indian Tax Law and the Purchaser shall promptly furnish to the Bidder original certificates (Challans) for tax deduction at source and paid to the Tax Authorities.

17.7. The Bidder agrees that he and his sub-Bidder(s) shall comply with the Income-tax Act in force from time to time and pay Income -tax, as may be imposed / levied on them by the Indian Income Tax Authorities, for the payments received by them for the works under the Contract.

17.8. The Bidder fail to submit returns/pay taxes in times as stipulated under the Income -tax Act and consequently any interest or penalty is imposed by the Income-tax authority, the Bidder shall indemnify Purchaser against any and all liabilities or claims arising out of this Contract for such taxes including interest and penalty any such Tax Authority may assess or levy against the Purchaser/ Bidder.

17.9. The Purchaser shall if so required by applicable laws in force, at the time of payment, deduct income tax payable by the Bidder at the rates in force, from the amount due to the Bidder and pay to the concerned tax authority directly.

## 18. SUCCESSFUL BIDDER INTEGRITY

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

## 19. SUCCESSFUL BIDDER OBLIGATION

19.1. The Successful Bidder is obliged to work closely with Purchaser's staff, act within its own authority and abide by directives / instructions issued by Purchaser from time to time. The Successful Bidder will abide by the job safety measures prevalent in India and will free / indemnify Purchaser from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Bidder's negligence. The Successful Bidder will pay all indemnities arising there from and will not hold Purchaser responsible or obligated.

19.2. The Successful Bidder would be required adhere to the scope of work defined in the RFP / bid document to enable the Purchaser to meet the operational objectives. It will be the Successful Bidder's responsibility to ensure the proper and successful implementation and continued operation of the proposed branch / sites / hardware / software.

19.3. The Successful Bidder is responsible for managing the activities of its personnel and / or personnel working pursuant to its instructions and will hold itself responsible for any misdemeanors. The Successful Bidder will treat as confidential all data and information about Purchaser, obtained in the execution of his

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of Purchaser.

## 20. SURVIVAL

20.1. Any provision of this Contract which, either expressly or by implication, survive the termination or expiration of this Contract, shall be complied with by the Parties including that of the provisions of indemnity, confidentiality, non-disclosure in the same manner as if the present Contract is valid and in force.

20.2. The provisions of the clauses of this Contract in relation to documents, data, processes, property, Intellectual Property Rights, indemnity, publicity and confidentiality and ownership survive the expiry or termination of this Contract and in relation to confidentiality, the obligations continue to apply unless the Purchaser notifies the Bidder of its release from those obligations.

## 21. NO SET-OFF, COUNTER-CLAIMS, CROSS-CLAIMS

21.1. In case the Bidder has any other business relationship with Purchaser, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract to the Bidder for any payments receivable under and in accordance with that business.

21.2. In case the Bidder has any claim, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract to the Bidder for any payments receivable under and in accordance with that business.

21.3. However, IDBI Bank shall have such rights against the successful Bidder up to maximum of 100% of the contract value.

## 22. KEY PERFORMANCE MEASUREMENTS

22.1. Unless specified by the Purchaser to the contrary (in writing), the Bidder shall deliver the services in accordance with the terms of this RFP/Contract.

## 23. REPORTING PROGRESS

23.1. Bidder shall monitor progress of all the activities specified in the scope of work and submit weekly progress report about various aspects of the works / Services such as performance, incident management for all systems covered under AMC / \_\_\_\_\_. Extracts of the progress report to be termed, as "Executive Summary" shall be submitted weekly, monthly & quarterly.

23.2. Bidder shall also provide IT Asset Inventory reconciliation details in the predefined format provided by the Bank at end of every six month.

23.3. Also the successful AMC/FMS bidder will have to participate in weekly meetings with the Bank to discuss on various issues concerning efficient and timely call resolution.

23.4. In case the performance falls below par during execution of Services, the Bidder should notify the IDBI Bank in writing about the same with proper causes for the delay and recovery procedures in order to overcome on it. Bidder shall deploy extra/additional resources at no extra cost in order to improve the performance & meet agreed SLA/SLE

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 24. ADHERENCE TO SAFETY PROCEDURES, RULES, REGULATIONS AND RESTRICTIONS

24.1. Bidder shall comply with the provision of all laws including labor and industrial laws, rules, regulations and notifications issued there under from time to time. All safety and labor and industrial laws enforced by statutory agencies and by Purchaser shall be applicable in the performance of this Contract and Bidder shall abide by these laws. The Bidder shall indemnify and keep indemnified and hold harmless the Purchaser for any loss, damage, claims, costs, charges, expenses, etc. arising out of and/or suffered on account of actions, litigations, proceedings, suits, arising out of breach of the above laws.

24.2. Bidder shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions.

24.3. The Bidder shall report as soon as possible any evidence, which may indicate or is likely to lead to an abnormal or dangerous situation and shall take all necessary emergency control steps to avoid such abnormal situations.

24.4. Bidder shall also adhere to all security requirement/regulations of the Purchaser during the execution of the work.

## 25. STATUTORY REQUIREMENTS

25.1. During the tenure of this Contract nothing shall be done by the Bidder in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and shall keep Purchaser indemnified in this regard.

25.2. Successful Bidder undertakes to promptly produce all records and information relating to the Contract/this RFP for the purpose of inspection and audit of IDBI Bank. Successful Bidder shall provide access, to officers / employees / representatives / agents or auditors of the Bank to the premises / places where such records are kept / maintained. The Bank shall not be duty bound to give any prior notice to Successful Bidder before carrying out the said inspection or audit.

25.3. The Successful Bidder agrees to allow officers of the Bank to inspect and make copies at their own cost, of the records relating to the Services performed / delivered by the Successful Bidder, maintained by Successful Bidder pursuant to the Contract/this RFP.

25.4. In regards to the above, the Regulators and Government Authorities including RBI officials shall be entitled to conduct audits of the Successful Bidder at any point of time.

## 26. PURCHASER'S RIGHT OF INSPECTION AND PERIODIC AUDIT

26.1. The Purchaser reserves the right to inspect and monitor/assess the progress of the project at any time during the course of the Contract. The Purchaser may demand and upon such demand being made, the Purchaser shall be provided with any document, data, material or any other information, which it may require, to enable it to assess the progress of the project.

26.2. The Purchaser shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the Bidder of its obligations/functions in accordance with the standards committed to or required by the Purchaser and the Bidder undertakes to cooperate with and provide to the Purchaser/ any other agency appointed by the Purchaser, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

need to be rectified by the Bidder failing which the Purchaser may, without prejudice to any other rights that it may have, issue a notice of default.

26.3. Purchaser's right to inspect, test and, where necessary, reject the Goods / Services after the Goods / Services' arrival at the destination shall in no way be limited or waived by reason of the goods / services having previously been inspected, tested, and passed by Purchaser or its representative prior to the Goods / Services shipment from the place of origin.

26.4. It is expressly agreed that nothing stated herein above shall in any way release or discharge the Bidder from any warranty or other obligations / liabilities under and in accordance with this Contract.

## 27. CONTRACT PRICE

27.1. Prices payable to the bidder as stated in the Contract shall be firmed and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

27.2. The contract price will be valid for a period of 1 (one) year from the date of issue of LOI / First PO whichever is earlier.

27.3. Further, Bank shall be entitled to make adjustment in the payment of Contract price in the event of levying penalty on the Bidder.

## 28. INFORMATION SECURITY

28.1. The Successful Bidder and its personnel shall not carry any written material, layout, diagrams, floppy diskettes, hard disk, storage tapes or any other media out of Purchaser's premise without written permission from the Purchaser.

28.2. The Successful Bidder personnel shall follow Purchaser's information security policy and instructions in this behalf.

28.3. The Successful Bidder acknowledges that Purchaser's business data and other Purchaser proprietary information or materials, whether developed by Purchaser or being used by Purchaser pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to Purchaser; and Bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Bidder to protect its own proprietary information. The Successful Bidder recognizes that the goodwill of Purchaser depends, among other things, upon Bidder keeping such proprietary information confidential and that unauthorized disclosure of the same by Bidder could damage Purchaser. By reason of Bidder's duties and obligations hereunder, Bidder may come into possession of such proprietary information, even though Bidder does not take any direct part in or furnish the Services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the Services required by this Contract. Bidder shall use such information only for the purpose of performing the Services.

28.4. The Successful Bidder shall, upon termination of this Contract for any reason, or upon demand by Purchaser, whichever is earliest, return any and all information provided to Bidder by Purchaser, including any copies or reproductions, both hardcopy and electronic.

28.5. Bidder shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code."

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

28.6. The Successful Bidder shall ensure that the equipment / application / software being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the Bank arising due to activation of any such embedded malware / malicious code. The Bidder shall further supply a certificate to the Bank in the form Appended herewith.

28.7. The Successful bidder shall ensure that subsequent patch, hotfixes and upgrades are also free from malicious code.

28.8. The bidder shall abide to the Information Security Policy (ISP) and Cyber Security Policy (CSP) of the Bank (as amended from time to time), which will be shared by the Bank with the L1 Bidder on need to know basis. The L1 Bidder shall ensure that the equipment/application/software supplied under the RFP shall be complacent with the ISP and CSP at all times.

28.9. The bidder shall submit the background verification and provide the training on information security awareness for their employees, in the case of deputing them to work in our Bank premises.

28.10. The bidder shall make sure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by the Bank should be kept within the geographical boundaries of India. The Bidder shall further supply a certificate to the bank in the form Appended in **Annexure 12**.

## 29. OWNERSHIP AND RETENTION OF DOCUMENTS

29.1. The Purchaser shall own the documents, prepared by or for the Bidder arising out of or in connection with this Contract.

29.2. Forthwith upon expiry or earlier termination of this Contract and at any other time on demand by the Purchaser, the Bidder shall deliver to the Purchaser all documents provided by or originating from the Purchaser and all documents produced by or from or for the Bidder in the course of performing the Services, unless otherwise directed in writing by the Purchaser at no additional cost. The Bidder shall not, without the prior written consent of the Purchaser store, copy, distribute or retain any such Documents.

## 30. DATA AND HARDWARE

By virtue of this Contract, the Bidder's team may have access to personal and business information of the Purchaser and/or a third party or any taxpayer, any other person covered within the ambit of any Income tax legislation. The Purchaser have the sole ownership of and the right to use, all such data in perpetuity including any data or other information pertaining to the subscriber that may be in the possession of the Bidder or Bidder's team in the course of performing the Services under this Contract.

## 31. REPRESENTATIONS AND WARRANTIES

In order to induce the Purchaser to enter into this Contract, the Bidder hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

31.1. That the selected Bidder is a company which has the requisite qualifications, skills, experience and expertise in providing Information and Communication Technology (ICT) and other services contemplated hereunder to third Parties, the technical know-how and the financial wherewithal, the power and the authority that would be required to successfully set up the required infrastructure and to enter into this

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Contract and provide the Services/Systems sought by the Purchaser, under and in accordance with this Contract.

31.2. That the Bidder is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Services /Systems under the Contract.

31.3. That the representations made by the Bidder in its Bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract and the Bid Documents and unless the Purchaser specifies to the contrary, the Bidder shall be bound by all the terms of the Bid.

31.4. That the Bidder has the professional skills, personnel and resources/authorizations that are necessary for providing all such services as are necessary to perform its obligations under the Bid and this Contract.

31.5. That the Bidder shall ensure that all assets including but not limited to equipment, licenses, etc. developed, procured, deployed and created during the term of this Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary requirements.

31.6. That the Bidder shall use such assets of the Purchaser as the Purchaser may permit for the sole purpose of execution of its obligations under the terms of the Bid, Tender or this Contract. The Bidder shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.

31.7. That the Bidder shall procure insurance policies for all its present and future property and assets that are developed, procured and created during the term of this Contract with financially sound and reputable insurers to the satisfaction of the Purchaser and shall pay all premium in relation thereto and shall ensure that nothing is done to make such insurance policies void or voidable. The Bidder shall also furnish to the Purchaser a certificate evidencing such insurance, risks covered, names of beneficiaries, expiration dates, names of insurers and all other features of the insurance policy, both original and renewed and shall keep the same alive during the term of this Contract.

31.8. That the Bidder shall procure all the necessary permissions and adequate approvals and licenses for use of various software and any copyrighted process/product free from all claims, titles, interests and liens thereon and shall keep the Purchaser indemnified in relation thereto.

31.9. That all the representations and warranties as have been made by the Bidder with respect to its Bid and Contract, are true and correct, and shall continue to remain true and correct through the term of this Contract.

31.10. That the execution of the Services herein is and shall be in accordance and in compliance with all applicable laws

That there are – (a) no legal proceedings pending or threatened against Bidder or any sub Bidder/third party or its team which adversely affect/may affect performance under this Contract; and (b) no inquiries or investigations have been threatened, commenced or pending against Bidder or any sub-Bidder / third part or its team members by any statutory or regulatory or investigative agencies.

31.11. That the Bidder has the corporate power to execute, deliver and perform the terms and provisions of this Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.

31.12. That all conditions precedent under the Contract has been complied.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

31.13. That neither the execution and delivery by the Bidder of the Contract nor the Bidder's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the Bidder, (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the Bidder is a Party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the Bidder or other constitution documents as the case may be.

31.14. That the Bidder certifies that all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the Bidder which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.

31.15. That the Bidder confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of the Purchaser, which may directly or indirectly have a bearing on the Contract or the project.

31.16. That the Bidder owns or has good, legal or beneficial title, or other interest in, to the property, assets and revenues of the Bidder on which it grants or purports to grant or create any interest pursuant to the Contract, in each case free and clear of any encumbrance and further confirms that such interests created or expressed to be created are valid and enforceable.

31.17. That the Bidder owns, has license to use or otherwise has the right to use, free of any pending or threatened liens or other security or other interests all Intellectual Property Rights, which are required or desirable for the project and the Bidder does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the Bidder or which the Bidder is licensed to use, which are material in the context of the Bidder's business and operations are being infringed nor, so far as the Bidder is aware, is there any infringement or threatened infringement of those Intellectual Property or Intellectual Property Rights licensed or provided to the Bidder by any person. All Intellectual Property Rights (owned by the Bidder or which the Bidder is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep the Purchaser indemnified in relation thereto.

## 32. CONFIDENTIALITY

32.1. The Successful Bidder agree that they shall hold in trust any Confidential Information received by Successful Bidder under this Contract, and the strictest of confidence shall be maintained in respect of such Confidential Information. The Successful Bidder also agrees:

32.1.1. to maintain and use the Confidential Information only for the purposes of this Contract and only as permitted herein;

32.1.2. to only make copies as specifically authorized by the prior written consent of Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;

32.1.3. to restrict access and disclosure of Confidential Information to such of their employees, agents, vendors, and Bidders strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this Clause and

32.1.4. to treat Confidential Information as confidential for a period of 5 (five) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

confidentiality of the Confidential Information for a further period of 2 (two) years from the date of such termination.

32.2. Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 days of such disclosure. Confidential Information does not include information which:

32.2.1. the Successful Bidder knew or had in its possession, prior to disclosure, without limitation on its confidentiality;

32.2.2. is independently developed by the Successful Bidder without breach of this Contract;

32.2.3. information in the public domain as a matter of law;

32.2.4. is received from a third party not subject to the obligation of confidentiality with respect to such information;

32.2.5. is released from confidentiality with the written consent of the other party.

32.3. The recipient shall have the burden of proving that Clauses (i) or (ii) above are applicable to the information in the possession of the recipient.

32.4. Notwithstanding the foregoing, Successful Bidder acknowledge that the nature of the services to be performed under this Contract may require the Bidder's personnel to be present on premises of the Purchaser or may require the Bidder's personnel to have access to computer networks and databases of the Purchaser while on or off premises of the Purchaser. It is understood that it would be impractical for the Purchaser to monitor all information made available to the Bidder under such circumstances and to provide notice to the Bidder of the confidentiality of all such information. Therefore, the Bidder agrees that any technical or business or other information of the Purchaser that the Bidder's personnel, sub-Bidders, or agents acquire while on the Purchaser premises, or through access to the Purchaser computer systems or databases while on or off the Purchaser premises, shall be deemed Confidential Information.

32.5. Confidential Information shall at all times remain the sole and exclusive property of the Bank. Upon termination of this Contract, Confidential Information shall be returned to the Bank or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the Parties. Nothing contained herein shall in any manner impair rights of the Purchaser in respect of the Systems, Services, and Documents etc.

32.6. In the event that Successful Bidder hereto becomes legally compelled to disclose any Confidential Information, Successful Bidder shall give sufficient notice to the Bank to enable the Bank to prevent or minimize to the extent possible, such disclosure. The Successful Bidder shall not disclose to a third party any Confidential Information or the contents of this Contract without the prior written consent of the Bank. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the Successful Bidder applies to its own similar confidential information but in no event less than reasonable care. The obligations of this Clause shall survive the expiration, cancellation or termination of this Contract.

32.7. The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.

### 33. TERM AND EXTENSION OF THE CONTRACT

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

33.1. The term of the Contract shall be for a period of three years and shall be renewed annually upon satisfactory performance during the preceding year/s. PO will be raised separately for each year.

33.2. The Purchaser shall reserve the sole right to grant further two years of extension to the term above mentioned and shall notify in writing / email to the Bidder, at least 3 (three) months before the expiration of the term hereof, whether it will grant the Bidder an extension of the term. The decision to grant or refuse the extension shall be at the discretion of Bank.

### 34. CONFLICT OF INTEREST

34.1. Bidder shall not have a conflict of interest (the “Conflict of Interest”) that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification The Bank shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance Bank Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered and incurred by the Bank and not by way of penalty for, inter alia, the time, cost and effort of the Bank, including consideration of such Bidder’s proposal (the “Damages”), without prejudice to any other right or remedy that may be available to the Bank under the Bidding Documents and/ or the Concession Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Bidding Process, if:

34.1.1. the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a Bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- i. where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “Subject Person”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
- ii. subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

34.1.2. A constituent of such Bidder is also a constituent of another Bidder; or

34.1.3. Such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 34.1.4. Such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- 34.1.5. Such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's' information about, or to influence the Bid of either or each other; or
- 34.1.6. Such Bidder or any Associate thereof has participated as a consultant to the Bank in the preparation of any documents, design or technical specifications of the Project.

### 35. FRAUD & CORRUPT PRACTICES

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

35.2. Without prejudice to the rights of the Bank, if a Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt / fraudulent / coercive / undesirable or restrictive practices during the Bidding Process, such Bidder shall not be eligible to participate in any RFP issued by the Bank during a period of 2 (two) years from the date if such Bidder is found by the Bank to have directly or indirectly or through an agent, engaged or indulged in any corrupt/ fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.

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

- i. **“corrupt practice”** means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Bank who is or has been associated in any manner, directly or indirectly with the Bidding Process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Bank, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of the Bank in relation to any matter concerning the Project;
- ii. **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
- iii. **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
- iv. **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Bank with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- v. “**Restrictive practice**” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

### 36. TERMINATION

36.1. The Purchaser may, terminate this Contract by giving the Bidder a prior and written 30 (thirty) days’ notice indicating its intention to terminate the Contract under the following circumstances:

- i. Where it comes to the Purchaser’s attention that the Bidder (or the Bidder’s team) is in a position of actual conflict of interest with the interests of the Purchaser, in relation to any of terms of the Bidder’s Bid or this Contract.
- ii. Where the Bidder’s ability to survive as an independent corporate entity is threatened or is lost owing to any reason whatsoever, including inter-alia the filing of any bankruptcy proceedings against the Bidder, any failure by the Bidder to pay any of its dues to its creditors, the institution of any winding up proceedings against the Bidder or the happening of any such events that are adverse to the commercial viability of the Bidder. In the event of the happening of any events of the above nature, the Purchaser shall reserve the right to take any steps as are necessary, to ensure the effective transition of the project to a successor Bidder, and to ensure business continuity.
- a. **Termination for Insolvency:** The Purchaser may at any time terminate the Contract by giving written notice of 30 (thirty) days to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Purchaser.
- b. **Termination for Default:** The Purchaser, without prejudice to any other right or remedy for breach of Contract, by a written notice of default sent to the Successful Bidder / Vendor, may terminate the Contract in whole or in part.
- c. **Termination for Convenience:** Notwithstanding the provisions of the Contract and/or the Bid Documents, the Purchaser at its sole discretion and without prejudice to any other right or remedy and without assigning any reasons, by written 30 days’ notice sent to the Bidder, 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 Purchaser’s convenience, the extent to which performance of the Bidder under and in accordance with the Contract is terminated, and the date upon which such termination becomes effective.

36.2. The payments will be made for all services rendered up to the date the termination becomes effective, at the contracted terms and prices.

### 37. CONSEQUENCE OF TERMINATION

37.1. In the event of termination of this Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise] the Purchaser shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the project which the Bidder shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the successor Bidder to take over the obligations of the erstwhile Bidder in relation to the execution/continued execution of the scope of this Contract.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

37.2. In the event that the termination of this Contract is due to the expiry of the term of this Contract / a decision not to grant any (further) extension by the Purchaser, the Bidder herein shall be obliged to provide all such assistance to the successor Bidder or any other person as may be required and as the Purchaser may specify including training, where the successor(s) is a representative/personnel of the Purchaser to enable the successor to adequately provide the Services hereunder, even where such assistance is required to be rendered for a reasonable period that may extend beyond the term/earlier termination hereof.

37.3. Where the termination of the Contract is prior to its stipulated term on account of a default on the part of the Bidder or due to the fact that the survival of the Bidder as an independent corporate entity is threatened/has ceased, the Purchaser shall pay the Bidder for that part of the equipment procured which have been authorized by the Purchaser and satisfactorily performed by the Bidder up to the date of termination, without prejudice any other rights, the Purchaser may retain such amounts from the payment due and payable by the Purchaser to the Bidder as may be required to offset any direct losses caused to the Purchaser as a result of any act/omissions of the Bidder. In case of any loss or damage due to default on the part of the Bidder in performing any of its obligations with regard to executing the scope of work under this Contract [as laid down in the Service Specifications,] the Bidder shall compensate the Purchaser for any such direct loss, damages or other costs, incurred by the Purchaser. (The Bidder shall not be liable for any indirect or consequential losses). Additionally, the sub Bidder / other members of its team shall continue to perform all its obligations and responsibilities under this Contract in an identical manner as were being performed hitherto before in order to execute an effective transition and to maintain business continuity.

37.4. All third Parties shall continue to perform all/any functions as stipulated by the Purchaser and as may be proper and necessary to execute the Services under the Contract in terms of the Bidder's Bid and this Contract.

37.5. Nothing herein shall restrict the right of the Purchaser to invoke the Bank guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Purchaser under law or otherwise.

37.6. The termination hereof shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of this Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

37.7. Termination survives the Contract.

37.8. In the event of termination of this Contract for any reason whatsoever, IDBI Bank shall have the right and it may publicize such termination to caution the customers/public from dealing with the Successful Bidder.

### 38. BUSINESS CONTINUITY PLAN

38.1. The Successful Bidder shall take all necessary precautions to prevent and mitigate any interruption and/or disaster that may affect its ability to provide the Services as mentioned in this RFP document.

38.2. The Successful Bidder shall have a business continuity/disaster recovery plan (BCP) and facilities that meets industry best practices and to the satisfaction of the Bank to minimize interruptions of Service and ensure recovery of systems and applications used to provide the Services under this RFP document, and which, in the event of an interruption and/or disaster affecting Successful Bidder shall be sufficient to enable the Successful

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Bidder to resume and continue to perform its obligations under this RFP document without undue delay or disruption.

38.3. Such BCP shall cover the facilities, systems, applications and employees that are critical to the provision of the Services hereunder, and shall be tested periodically to validate whether the recovery strategies, requirements, and protocols are viable and sustainable.

38.4. Successful Bidder shall provide the Bank an executive summary of the BCP, which shall highlight the parameters of such plan. Successful Bidder shall promptly notify the Bank of any interruption or the disruption and the steps being implemented under the BCP Plan.

38.5. Successful Bidder shall, as per the best industry, put in place sufficient tools & solutions to protect its systems & IT infrastructure from any breaches including, data breach, cyber-attack, malware, Trojan Horse etc. The Successful Bidder shall use the updated firewalls, antivirus etc. for protection of its IT infrastructure. Any such tool/system should detect and respond to the breaches immediately. The Successful Bidder shall do breach readiness assessment of its systems & tools regularly. The Successful Bidder shall obtain the requisite insurance covers including cyber insurance for its systems and IT infrastructure.

### 39. PUBLICITY

The Bidder is not permitted to make any public announcement or media release about any aspect of this Contract unless the Purchaser first gives the Bidder its written consent.

### 40. NO ASSIGNMENT

The Contract cannot be transferred or assigned by the Bidder without the prior written approval of the Purchaser.

### 41. RELATIONSHIP BETWEEN THE PARTIES

41.1. Nothing in this Contract constitutes any fiduciary relationship between the Purchaser and Bidder / Bidder's Team / employees or any relationship of employer - employee, principal and agent, or partnership, between the Purchaser and Bidder.

41.2. No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.

41.3. The Purchaser has no obligations to the Bidder's team except as agreed under the terms of this Contract.

### 42. ENTIRE CONTRACT

The terms and conditions laid down in the Bid and all its Annexures thereto as also the Bid document and any attachments / annexes thereto shall be read in consonance with and form an integral part of this Contract. This Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

### 43. JURISDICTION OF COURT

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

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 Mumbai to determine any proceeding in relation to this Contract. These provisions shall survive the Contract.

#### 44. "NO CLAIM" CERTIFICATE

44.1. The Bidder shall not be entitled to make any claim, whatsoever against the Purchaser, under or by virtue of or arising out of, this Contract, nor shall the Purchaser entertain or consider any such claim, if made by the Bidder after he shall have signed a "No claim" certificate in favor of the Purchaser in such forms as shall be required by the Purchaser after the works, Services/Systems are finally accepted.

44.2. In case the Bidder has any other business relationship with the Purchaser, no right of set-off, counter-claim and cross-claim and or otherwise will be available under this Contract to the Bidder for any payments receivable under and in accordance with that business.

#### 45. COMPLETION OF CONTRACT

Unless terminated earlier, the Contract shall terminate on the successful completion of the Service Period as specified in the Contract.

#### 46. PENALTY

The penalties for any non-compliance under the Bid Documents and the Contract are defined under Service Level Agreement (SLA)/Service Level Expectation (SLE) given in Section-2 of this Bid Document.

#### 47. INSURANCE

47.1. The Bidder shall:

- i. take out and maintain at their own cost but on terms and conditions approved by Purchaser, insurance against the risks, and for the coverage, as shall be specified below.
- ii. at the Purchaser's request, provide evidence to the Purchaser showing that such insurance has been taken out and maintained and that the current premiums therefore have been paid.

47.2. Third party liability insurance with a sufficient coverage for the period of the Contract.

47.3. Employer's liability and workers' compensation insurance in respect of the personnel of the Bidder, in accordance with the relevant provisions of the applicable law, as well as, with respect to such personnel, any such life, health, accident, travel or other insurance as may be appropriate; and

47.4. Insurance against loss of or damage to (i) equipment(s) purchased in whole or in part with funds provided under this Contract or otherwise, (ii) the Bidder's property used in the performance of the Services, and (iii) any documents prepared by the Bidder in the performance of the Services.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

47.5. The Bidder shall not use these documents for purposes unrelated to this Contract without the prior written approval of the Purchaser.

47.6. All obligations of the Bidder under the Contract / Bid Documents survive the Contract / Bid Documents, subject to the provisions stipulated therein.

## 48. LIMITATION OF LIABILITY

48.1. The Parties acknowledge that circumstances may arise where on account of a breach by Successful Bidder of the terms of this RFP and subsequent Agreement, or other contractual or tortuous claim, the Bank may be entitled to damages from Successful Bidder. Successful Bidder's aggregate liability shall be subject to an overall limit of the Total Contract price during the execution of the Project (Service period).

48.2. The limits specified in Sub-Clause (47.1) above shall not apply to:

- i. claims made by the Bank for claims relating to the loss of or damage to real property and tangible personal property and for bodily injury or death which is caused by sole gross negligence or sole willful misconduct of the Bidder or its employees;
- ii. claims against the Bank resulting from misconduct, fraud or negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations.

48.3. The Bank shall not be held liable for and is absolved of any responsibility or claim / litigation arising out of the use of any third party software or modules supplied by the Bidder as part of this RFP. The Bank may be entitled to damages from Bidder on account of this. In no event shall the Bank be liable for any indirect, incidental or consequential damages or liability, under or in connection with or arising out of this RFP and subsequent agreement or the hardware or the software delivered hereunder, howsoever such liability may arise, provided that the claims against customers, users and service providers of the Bank would be considered as a direct claim.

48.4. In circumstances where the Bidder indemnifies the Bank against any claims of infringement of any Intellectual Property rights, the Bidder must at its own expense promptly;

- i. Procure the unrestricted right for the Bank to continue using and receiving the same; or
- ii. Make or procure on Bank's behalf such alterations, modifications, adjustments or substitutions to all or any parts of the same so that it becomes non-infringing without affecting the relevant part of Deliverables or Services or prejudice their compliance with their terms of the specifications or requirements of RFP ; or
- iii. Substitute a non-infringing version of the infringing item of at least functional equivalence conforming to applicable requirements under the RFP.
- iv. If Bidder is unable to provide any of the forgoing alternatives, the Bank may at its own option terminate forthwith the subsequent Agreement to be entered into with the Bidder.

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authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- v. The Parties hereby acknowledge that Bidder shall not be responsible for any special, incidental, indirect and consequential damages.
- vi. Bidder will, upon payment or satisfaction of such indemnity in full, be subrogated to all rights of the Bank with respect to the claims to which such indemnification relates.
- vii. The Parties hereby acknowledge that Bidder shall not be responsible for any special, incidental, indirect and consequential damages.
- viii. This limitation of liability shall not apply for indemnity at clause 6 of this RFP document.

#### 49. PRE CONTRACT INTEGRITY PACT

49.1. IDBI Bank has implemented Integrity Pact (IP) to avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudice dealings prior to, during and subsequent to the currency of the Contract to be entered into for the purpose of this LRFP. The Bidder is required to submit duly stamped & executed IP in line with section 4 (**Annexure-19**) as a pre-requisite condition while submitting the bid.

49.2. The Bank is in the process of appointing Independent External Monitors (IEMs) in consultation with Central Vigilance Commission. The prospective bidders would be informed the names of selected IEMs so as to enable them to raise their grievance, if any, in the tendering process, by approaching the IEM for a redressal of their complaints.

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authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## SECTION 4

## 1. TECHNICAL BID FORM (ANNEXURE-1)

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

Date: \_\_\_\_\_ (DD/MM/YYYY)

To

The Deputy General Manager,  
Vendor Management Group,  
Information Technology Division  
**IDBI Bank Ltd.**

Annex. Bldg., 8<sup>th</sup> Floor, Plot No. 39-41, Sector-11,  
Belapur, Navi Mumbai – 400 614.

Dear Sir,

**Refer: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments  
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

After going through the Bid Documents, the receipt whereof is hereby duly acknowledged, we the undersigned, absolutely, unconditionally and irrevocably offer AMC & FMS for IT Equipments (Desktops, iPads, Laptops, Printers & Scanners etc.) for branches / offices of the Bank in conformity with the said Bid Documents.

If our Bid is accepted, we agree and undertake that, to deliver and commission the Services in accordance with the delivery schedule specified in the schedule of requirements.

If our Bid is accepted, we will obtain Bank Guarantee for a sum equivalent to 3% (three percent) of the value of yearly Contract for the due performance and observance of the Contract, in the form and manner prescribed by and to the satisfaction of the Bank.

We agree and undertake to abide by the bid terms of Bank including the rates quoted therein for the orders awarded by Bank up to the period prescribed in the Bid, which shall be final and conclusive and remain binding upon us.

We agree and undertake to supply upgraded model of the product in case of technological obsolescence / non-availability of contracted product/model. The supply of upgraded product, subject to the Bank's approval, will be at the same contracted price as the obsolete model.

Until a formal contract is finalized and executed, this Bid Documents, together with relevant documents as amended, modified, supplemented, revised, modified by addendum, etc., if any, at the sole discretion of Bank duly initialed/executed shall constitute a binding Contract between us.

We agree and undertake that, in competing for (and, if the Bid is accepted by you) the above contract, we will strictly observe the laws inter alia, in particular, against fraud and corruption in force in India namely "Prevention of Corruption Act, 1988" and similar laws and also strictly abide by and observe all applicable laws.

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

We agree and confirm that you are not bound to accept the lowest or any Bid you may receive and you also have the right to re-issue/re-commence the Bid. Any decision in this regard by you shall be final and binding on us.

We enclose a NEFT Receipt of the amount mentioned in Schedule of Events towards EMD, deposited with the Bank at the account and other details mentioned in the Schedule of Events.

We understand that the EMD will be refunded after the Bidder signing the Contract and furnishing of the Performance Bank Guarantee in case of Successful Bidder and within a period of 30 (thirty) days after the conclusion of the contract for Unsuccessful Bidders. We have noted that Bid Security shall not carry any interest.

Dated this \_\_\_\_\_ Day of \_\_\_\_\_ 2022.

Sign

Name:

Designation:

(Company Seal)

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 2. COMMERCIAL BID (ANNEXURE-2)

(To be submitted on the Company's Letter Head and included in Commercial Bid Envelope)

Date: \_\_\_\_\_ (DD/MM/YYYY)

To,  
The Deputy General Manager,  
Vendor Management Group,  
Information Technology Division  
**IDBI Bank Ltd.**  
Annex. Bldg., 8<sup>th</sup> Floor, Plot No. 39-41, Sector-11,  
Belapur, Navi Mumbai – 400 614.

Dear Sir,

**Refere: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments**  
**(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

### Price list for AMC

Description	1 <sup>st</sup> Year Cost (A)	2 <sup>nd</sup> Year Cost (B)	3 <sup>rd</sup> Year Cost (C)	Total Cost (F) =A+B+C
<b>AMC Cost + IT Assets Inventory Reconciliation Cost</b> (as per details provided in Annexure-17)				
<b>FMS Cost</b> (as per details provided in Annexure-17)				
<b>Total amount (In figures)</b>				

### Important Instructions:

- L1 bidder shall be the one who quotes the lowest total cost for the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, years put together.
- The **line item wise price break up for AMC, FMS & IT Assets Reconciliation** as per details provided in Annexure-17 should be attached with this commercial bid as Annexure – I
- For any additional equipments to be covered under AMC and any additional human resources required during the currency of the contract, the unit prices shall remain the same throughout the 3 years' contract period as shown in the respective price break up.
- Yearly step up is allowed but it should not go beyond 8% of the cost indicated for 1<sup>st</sup> year of contract.

### **Note: -**

- Prices quoted should be **exclusive of GST**.
- All other duties / levies and charges for packing, forwarding, freight, transit insurance, loading and unloading, if any, are included in the Bid price.
- Price for all items mentioned above is mandatory.
- The Vendors will be shortlisted after the evaluation of their Technical Bids and Financial Bids.
- IDBI Bank Ltd reserves the Right to accept any Bid, and to annul the Bid process and reject all Bids at any

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authorized to sign for and on behalf of the  
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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

time prior to award of contract without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for IDBI Bank Ltd.'s action. Any decision in this regards by IDBI Bank Ltd shall be Final, conclusive and binding on the Bidder.

The price bid is to be submitted along with the price schedule in the next page.

We declare that all the terms & conditions as per the RFP are agreeable to us.

(Signature)

(Name of the signatory)

(In the capacity of)

Duly authorized to sign Bid for and on behalf of

(Company Seal)

Date:

Place:

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**3. PRICE SCHEDULE – FORMAT (ANNEXURE-3)**

(To be included as part of the Commercial Bid)

- 1) Having perused the Bid Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer our services as vendor, in conformity with the said Bid Documents at rates mentioned in the commercial bid.
- 2) Prices quoted are exclusive of GST.
- 3) All other Taxes / Duties / levies and charges for packing, forwarding, freight, transit insurance, loading and unloading, are included in the Bid price.
- 4) Applicable taxes would be deducted by the Bank at source, if any, as per prevailing rates.
- 5) In case of discrepancy between unit price and total price, the unit price shall prevail.
- 6) In case of discrepancy between figures and words, the amount in words shall prevail.
- 7) The unit / total price of the equipment's should be rounded off to the nearest rupee, in the price break up sheet.
- 8) For the above, any decision of Bank, in this behalf shall be final, conclusive and binding on us
- 9) We undertake to supply upgraded model of the product in case of technological obsolescence / non-availability of contracted product/model. The supply of upgraded product, subject to the Bank's approval, will be at the same contracted price as the obsolete model.

Sign

Name of the signatory

Designation

Company Seal.

Date:

Place:

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

#### 4. FORMAT OF POWER-OF-ATTORNEY (ANNEXURE – 4)

(On Stamp Paper of relevant value)

##### POWER OF ATTORNEY

Know all men by these presents, we M/s \_\_\_\_\_, \_\_\_\_\_ (name of the Bidder and its address) do hereby appoint and authorize Shri \_\_\_\_\_ (full name and residential address) who is presently employed with us and holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for \_\_\_\_\_, in response to the RFP (Request for Proposal) floated by IDBI Bank Ltd (hereinafter referred to as IDBI Bank), including signing and submission of all documents and providing information/responses to IDBI Bank in all matters in connection with our Bid.

We hereby agree, declare and undertake that all the acts, deeds and things lawfully done by our said attorney shall be construed as acts, deeds and things done, performed and executed by us and we hereby agree to ratify and confirm all acts, deeds and things lawfully done by our said attorney pursuant to this irrevocable Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2022

For or on behalf of M/s \_\_\_\_\_

(Authorised Signatory)  
(Name, Designation and Address)

Accepted

(Authorised Signatory)  
(Name, Title and Address of the Attorney)

Date:

Witnesses:

1) (Name, Signature & Address)	2) (Name, Signature & Address)
-----------------------------------	-----------------------------------

Note:

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
- In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**5. UNCONDITIONAL ACCEPTANCE OF TERMS & CONDITIONS OF THE RFP  
(ANNEXURE – 5)**

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

Date: \_\_\_\_\_ (DD/MM/YYYY)

To,  
The Deputy General Manager,  
Vendor Management Group,  
Information Technology Division  
**IDBI Bank Ltd.**  
Annex. Bldg., 8<sup>th</sup> Floor, Plot No. 39-41, Sector-11,  
Belapur, Navi Mumbai – 400 614.

Dear Sir,

**Refer: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility  
Management Services (FMS) for IT Equipments  
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

This is to confirm that we absolutely & unconditionally accept all the terms and conditions as mentioned in the said RFP floated by IDBI Bank Ltd. regarding Annual Maintenance Contract Services (AMC) and Facility Management Services for IT Assets deployed at IDBI Bank offices/branches PAN India.

(Authorized Signatory)

Name of the signatory \_\_\_\_\_

Designation \_\_\_\_\_

(Company Seal)

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 6. SELF DECLARATIONS (ANNEXURE – 6)

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

Date: \_\_\_\_\_ (DD/MM/YYYY)

To,  
The Deputy General Manager,  
Vendor Management Group,  
Information Technology Division  
**IDBI Bank Ltd.**  
Annex. Bldg., 8<sup>th</sup> Floor, Plot No. 39-41, Sector-11,  
Belapur, Navi Mumbai – 400 614.

Dear Sir,

**Refer: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments**  
**(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

We, \_\_\_\_\_ (name and designation) on behalf of  
\_\_\_\_\_ having its registered office at  
\_\_\_\_\_ have submitted a Bid proposal to the Bank for  
\_\_\_\_\_ in response to the Request for Proposal titled above..

- i. We are duly authorized persons to submit this undertaking.
- ii. We have read and understood the aforesaid RFP and we hereby convey our absolute and unconditional acceptance to the aforesaid RFP.
- iii. We do not have any business relationship with IDBI Bank including its directors and officers which may result in any conflict of interest between us and IDBI Bank. We shall on occurrence of any such event immediately inform the concerned authorities of the same.
- iv. We have submitted our Bid in compliance with the specific requirements as mentioned in this RFP.
- v. We declare and confirm that on award of the Contract, we shall not make any request for modifications in the prescribed formats of legal documents.
- vi. We have provided with all necessary information and details as required by IDBI Bank and shall provide with such additional information's may be required by IDBI Bank from time to time.
- vii. Neither we nor any of our employee / director has been barred from providing the Services nor are we in negative list/blacklisted by any public sector Banks, statutory or regulatory or investigative agencies in India or abroad in the last 5 years.
- viii. There are no vigilance and / or court cases pending against us / company and no inquiry or investigation pending against us from any statutory regulatory and / or investigation agency.

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- ix. All the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and are aware that we would be liable to any punitive action in case of furnishing of false information / documents.
- x. We also undertake that we were / are never involved in any legal case that may affect the solvency / existence of our organization or in any other way that may affect capability to provide / continue the services to Bank.

It is further certified that we have not modified or deleted any text/matter in this RFP / Bid Document.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2022

(Authorized Signature)

(Company Seal)

Name: Shri \_\_\_\_\_

In the capacity of \_\_\_\_\_

Duly authorized to sign bids for and on behalf of: M/s \_\_\_\_\_

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 7. CONTRACT FORM (ANNEXURE – 7)

(To be submitted by the Successful Bidder)

**THIS AGREEMENT** made at \_\_\_\_\_ the \_\_\_\_\_ day of \_\_\_\_\_ Two thousand twenty-two between

**IDBI BANK LIMITED**, a company registered under the Companies Act, 1956 (1 of 1956) and a Banking Company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) with CIN L65190MH2004GOI148838 and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 (hereinafter called “**the Purchaser**”/ “**IDBI Bank**” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and assigns) of the **ONE PART**

and

\_\_\_\_\_ (Name of Successful Bidder) of \_\_\_\_\_ (Please specify the registered office of the Successful Bidder) (Hereinafter called “**the Vendor**” which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors) of the **OTHER PART**;

The Purchaser and the Vendor are hereinafter collectively referred to as “**Parties**” and individually as “**Party**”-

### WHEREAS

1. IDBI Bank is engaged in banking business and being desirous of engaging service provider for availing **Annual Maintenance Contract (AMC) and Facility Management Services for IT Equipments (such as Desktops, iPads, Laptops, Printers & Scanners etc.) of Bank.**
2. The Purchaser vide **RFP # IDBI-Bank/ITD/VMG/RFP/22-23/15 dated June 10 , 2022** (the RFP) invited bids from prospective bidders for **Appointment of Service Provider for Annual Maintenance Contract (AMC) and Facility Management Services for IT Equipments** for IDBI Bank (“**Services**”) and more particularly stated in the Scope of Work and Service Level Expectation in the Section 2 of RFP.
3. The Vendor has represented to IDBI Bank that it has necessary and requisite experience and expertise to offer the Services to IDBI Bank and that in terms of its constitutional documents.
4. Based on the representation made by the Vendor and as a pre-condition, the Parties are desirous of setting out the understanding and arrangement between them with respect to the Services and have accordingly, agreed to enter into this Agreement.

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

- 1) In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP document.

Signature of Bidder’s Representative duly authorized to sign for and on behalf of the company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 2) The terms and conditions of RFP document, Scope of Work and Service Level Expectation as stated in the signed original copy of the aforementioned RFP submitted by the Vendor to the Bank shall form an integral part of this contract form.
- 3) The Parties hereto by way of abundant precaution do hereby agree, admit & declare that all the contractor's representations, warranties & undertakings recorded in the RFP document shall be deemed to be incorporated and adopted herein by reference to constitute and form an integral part of this contract form.
- 4) Each of the representations, warranties and undertakings of the contractor contained in the RFP document shall be deemed to have been made as of the date hereof. In consideration of the payments to be made by the Purchaser to the Contractor as hereinafter mentioned, the Contractor hereby agrees and covenants with the Purchaser to provide/render the Services and to remedy defects, if any therein, strictly in conformity in all respects with the provisions of the Contract.
- 5) The Contract shall be valid for 3 years commencing on ----- and ending on -----.
- 6) In consideration of the payments to be made by IDBI Bank to the Vendor as mentioned in the RFP document, the Vendor hereby agrees and covenants with the Purchaser to provide/render the Services and to remedy defects, if any therein, strictly in conformity in all respects with the provisions of the Agreement.
- 7) The Purchaser hereby agrees and covenants to pay the Vendor in consideration of the rendering of the Services, furnish necessary undertakings, guarantees and also to remedy defects, if any therein, the contract price or such other sum as may become payable under the provisions of the Agreement at the times and in the manner prescribed in RFP document.

**IN WITNESS WHEREOF** the parties hereto have caused this Agreement to be executed on the day, month and year first above written.

Signed and Delivered by the within named

Signature:

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

Date: \_\_\_\_\_ (DD/MM/YYYY)

IN THE PRESENCE OF

1. Signature	2. Signature
Name: _____	Name: _____
Address: _____	Address: _____

Signed and Delivered by the within named

Signature:

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

Date: \_\_\_\_\_ (DD/MM/YYYY)

IN THE PRESENCE OF:

1. Signature	2. Signature
--------------	--------------

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Name: _____	Name: _____
Address: _____	Address: _____

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 8. PERFORMANCE BANK GUARANTEE (ANNEXURE – 8)

(To be submitted by the Successful Bidder)

<b>Bank Guarantee No.</b>	
<b>Bank Guarantee Amount</b>	
<b>Bank Guarantee Expiry Date</b>	
<b>Claim Expiry Date</b>	

### GUARANTEE FOR PERFORMANCE OF CONTRACT

THIS GUARANTEE AGREEMENT executed at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ Two thousand twenty-two.

**BY**

\_\_\_\_\_ Bank, a body corporate constituted under \_\_\_\_\_, having its Registered Office/ Head Office at \_\_\_\_\_, and a Branch Office 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 assigns)

### IN FAVOUR OF:

**IDBI BANK LIMITED**, a company registered under the Companies Act, 1956 (1 of 1956) and a Banking Company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) with CIN L65190MH2004GOI148838 and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 and having its Branch Office amongst other places (hereinafter referred to as “**the Bank**” which expression shall unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and assigns),

- WHEREAS**, the Bank vide **RFP No. IDBI-Bank/ITD/VMG/RFP/22-23/15 dated June 10 , 2022** called for the bids for appointment of Vendor for **Annual Maintenance Contract (AMC) & Facility Management Services for IT Equipments**, \_\_\_\_\_ (Name of the Successful Bidder) have been appointed as the Successful bidder (hereinafter referred to as “**Vendor**”) and accordingly has entered into Agreement with the Bank subject to the terms and conditions contained in the said documents and the Vendor has duly confirmed the same.
- AND WHEREAS** pursuant to the RFP Document, the Contract Form, Annexure Forms and the other related documents (hereinafter collectively referred to as “**the said documents**”), the Bank has agreed to avail **Annual Maintenance Contract( AMC) and Facility Management Services for IT Equipments** from \_\_\_\_\_ (Name of the Successful Bidder) and \_\_\_\_\_ (Name of the Successful Bidder) has agreed to provide to the Bank AMC & FMS services, more particularly described in the Schedule/Annexure to the said documents (hereinafter collectively referred to as “**the Services**”), subject to payment of the Contract price as stated in the said documents and also subject to the terms, conditions, covenants, provisions and stipulations contained the said documents. The Vendor has executed Contract Form furnished Indemnity Deed) and Non-Disclosure Agreement dated \_\_\_\_\_ and as such is bound by the same.

Signature of Bidder’s Representative duly authorized to sign for and on behalf of the company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

3. **AND WHEREAS** the Vendor has duly signed the said documents.
4. **AND WHEREAS** in terms of the Agreement, the Vendor has agreed to provide the Services and to procure an unconditional and irrevocable Performance Bank Guarantee, in favor of the Bank, from a Bank acceptable to the Bank for securing **Annual Maintenance Contract (AMC) and Facility Management Services for IT Equipments** towards faithful observance and performance by the Vendor of the terms, conditions, covenants, stipulations, provisions of the Contract/the said documents.
5. **AND WHEREAS** at the request of the Vendor, the Guarantor has agreed to guarantee the Bank, payment of the 3% of the yearly Contract Price amounting to \_\_\_\_\_ (amount *in words*) with validity of 24 months (12 months contract period + 12 months claim period) towards faithful observance and performance by the Vendor of the terms of the Agreement and the said documents.

**NOW THEREFORE THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In consideration of the above premises, the Guarantor hereby unconditionally, absolutely and irrevocably guarantees to the Bank as follows:

1. The Guarantor hereby guarantees and undertakes to pay, on demand, to the Bank at its office at Mumbai forthwith, the \_\_\_\_\_ or any part thereof, as the case may be, as aforesaid due to the Bank from the Vendor, towards any loss, costs, damages, etc. suffered by the Bank on account of default of the vendor in the faithful observance and performance of the terms, conditions, covenants, stipulations, provisions of the Contract, without any demur, reservation, contest, recourse or protest or without any reference to the vendor. Any such demand or claim made by the Bank, on the Guarantor shall be final, conclusive and binding notwithstanding any difference or any dispute between the Bank and the vendor or any dispute between the Bank and the vendor pending before any Court, Tribunal, Arbitrator, or any other authority.
2. The Guarantor agrees and undertakes not to revoke this Guarantee during the currency of these presents, without the previous written consent of the Bank and further agrees that the Guarantee herein contained shall continue to be enforceable until and unless it is discharged earlier by the Bank, in writing.
3. The Bank shall be the sole judge to decide whether the vendor has failed to perform the terms of the Contract for providing the Services by the vendor to the Bank, and on account of the said failure what amount has become payable by the vendor to the Bank under this Guarantee. The decision of the Bank in this behalf shall be final, conclusive and binding on the Guarantor and the Guarantor shall not be entitled to demand the Bank to establish its claim under this Guarantee but shall pay the sums demanded without any objection, whatsoever.
4. To give effect to this Guarantee, the Bank, may act as though the Guarantor was the principal debtor to the Bank.
5. The liability of the Guarantor, under this Guarantee shall not be affected by
  - 5.1. any change in the constitution or winding up of the vendor or any absorption, merger or amalgamation of the Vendor with any other company, corporation or concern; or

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 5.2. any change in the management of the Vendor or takeover of the management of the vendor by the Government or by any other authority; or
- 5.3. acquisition or nationalization of the Vendor and/or of any of its undertaking(s) pursuant to any law; or
- 5.4. any change in the constitution of Bank/Vendor; or
- 5.5. any change in the set-up of the Guarantor which may be by way of change in the constitution, winding up, voluntary or otherwise, absorption, merger or amalgamation or otherwise; or
- 5.6. The absence or deficiency of powers on the part of the Guarantor to give Guarantees and/or Indemnities or any irregularity in the exercise of such powers.
6. Notwithstanding anything contained hereinabove, the liability of the Guarantor hereunder shall not exceed the rupee equivalent of \_\_\_\_\_ (in words) being the 3% of the Contract Price.
7. This Guarantee will expire on \_\_\_\_\_ (DD/MM/YYYY). Any demand or claim under this Guarantee must be received by the Guarantor by \_\_\_\_\_ (DD/MM/YYYY) and if no such demand or claim has been received by the Guarantor by the date mentioned as aforesaid, then all the rights of the Bank under this Guarantee shall cease.
8. For all purposes connected with this Guarantee and in respect of all disputes and differences under or in respect of these presents or arising there from the courts of Bombay city/ Mumbai city where the Bank has its Registered Office shall alone have jurisdiction to the exclusion of all other courts.

**IN WITNESS WHEREOF** the Guarantor has caused these presents to be executed on the day, month and year first herein above written as hereinafter appearing.

**SIGNED AND DELIVERED BY**

the within named Guarantor,

\_\_\_\_\_,  
by the hand of Shri \_\_\_\_\_,  
its authorized official.

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 9. NON-DISCLOSURE AGREEMENT (ANNEXURE – 9)

(To be submitted by the Successful Bidder  
On Rs.100/- stamp paper)

This Non-Disclosure Agreement entered into at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ Two thousand twenty-two.

### Between

**IDBI Bank Limited**, a company incorporated and registered under the Companies Act, 1956 (1 of 1956) and a banking company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai – 400 005 (hereinafter called **“the Purchaser”/ “the Bank”** which expression shall unless it be repugnant to the subject, context or meaning thereof be deemed to mean and include its successors and assigns) of the **ONE PART**

### AND

M/s \_\_\_\_\_ (Name of Vendor) of \_\_\_\_\_ (Please specify the registered office of the Vendor) (Hereinafter called **“the Vendor”/ “Contractor”** which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and permitted assignees) of the **OTHER PART**;

**WHEREAS**, the Bank called for the bids (RFP # **IDBI-Bank/ITD/VMG/RFP/22-23/15 dated June 10 , 2022**) for engagement of Bidder for availing **Annual Maintenance Contract and Facility Management Services for IT Equipments** for use at branches / offices of the Bank. The Vendor after going through the RFP Documents and being interested to act as Vendor and provide Annual Maintenance Contract and Facility Management Services for IT equipment for IDBI Bank branches/offices/other locations has submitted its bid hereafter referred to as the **“Services”**.

**WHEREAS**, the Vendor is aware and confirms that the information, data, drawings and designs, and other documents (whatever name) made available in the Bid Documents and Agreement dated \_\_\_\_\_ (DD/MM/YYYY) and thereafter regarding the Services as furnished by the Vendor in their Request For Proposal or otherwise and all the Confidential Information under the Bid Documents/Agreement is privileged and strictly confidential and/or proprietary to the Bank,

**NOW THEREFORE**, in consideration of the foregoing, the vendor agrees to all of the following conditions, for Bank, to grant the vendor specific access to Bank’s property/information and other data.

In connection with this Agreement,

**“ Confidential Information”** means all intellectual property information; technical or business information or material not covered; proprietary or internal information related to the current, future and proposed products or services of the Parties including, financial information, process/flow charts, business models, designs, drawings, data information related to products and services, procurement requirements, purchasing, customers, investors, employees, business and contractual relationships, business forecasts, business plans and strategies, information the Bank provide regarding third parties; information disclosed pursuant to RFP & other documents; documents, accounts, business plans, information or documents whatsoever, concerning business, policies,

Signature of Bidder’s Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

strategy, property, contracts, trade secrets, transactions, or interested parties of IDBI Bank or its Subsidiaries or Affiliates and/or any other information whether disclosed to the other Party in oral, graphic, written, electronic or machine readable form, and whether or not the information is expressly stated to be confidential or marked as such, all Trade Secrets and other proprietary information including but not limited to customer list, financial information, and pricing information.

It is hereby agreed as under:

- a) The Vendor agree that they shall hold in trust any Confidential Information received by Vendor, under this Agreement, and the strictest of confidence shall be maintained in respect of such Confidential Information. The Vendor also agree and undertake to:
- i. maintain and use the Confidential Information only for the purposes of this Agreement and only as permitted herein;
  - ii. make copies as specifically authorized by the prior written consent of the Bank and with the same confidential or proprietary notices as may be printed or displayed on the original;
  - iii. restrict access and disclosure of confidential information to such of their employees, agents, vendor, and contractors strictly on a "need to know" basis, to maintain confidentiality of the Confidential Information disclosed to them in accordance with this clause; and
  - iv. Treat Confidential Information as confidential for a period of 5 (five) years from the date of receipt. In the event of earlier termination of this Contract, the Parties hereby agree to maintain the confidentiality of the Confidential Information for a further period of 2 (two) years from the date of such termination.
- b) Confidential Information in oral form must be identified as confidential at the time of disclosure and confirmed as such in writing within 30 (thirty) days of such disclosure. Confidential Information does not include information which:
- i. the Vendor knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
  - ii. is independently developed by the Vendor without breach of this Agreement;
  - iii. is the public domain;
  - iv. is received from a third party not subject to the obligation of confidentiality with respect to such information;
  - v. is released from confidentiality with the prior written consent of the Bank.

The Vendor shall have the burden of proving hereinabove are applicable to the information in the possession of the Vendor.

- c) Notwithstanding the foregoing, the Vendor acknowledge that the nature of the Services to be performed under this Agreement may require the vendor's personnel to be present on premises of Bank or may require the vendor's personnel to have access to computer networks and databases of the Bank while on or off premises of the Bank. It is understood that it would be impractical for the Bank to monitor all information made available to the vendor's personnel under such circumstances and to provide notice to the vendor's of the confidentiality of all such information. Therefore, the vendor agrees and undertakes that any technical or business or other information of Bank that the vendor's personnel, or agents acquire while on Bank premises, or through access to Bank computer systems or databases while on or off Bank premises, shall be deemed Confidential Information.
- d) Confidential Information shall at all times remain the sole and exclusive property of the disclosing party. Upon termination of this Agreement, confidential information shall be returned to the disclosing party or

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of the parties. Nothing contained herein shall in any manner impair or affect rights of Bank in respect of the Confidential Information.

- e) In the event that any of the Vendor hereto becomes legally compelled to disclose any Confidential Information, Vendor shall give sufficient notice to the Bank to enable the Bank to prevent or minimize to the extent possible, such disclosure. The Vendor shall not disclose to a third party any Confidential Information or the contents of this Agreement without the prior written consent of the other party. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving party applies to its own similar confidential information but in no event less than reasonable care. The obligations of this clause shall survive the expiration, cancellation or termination of this Contract.
- f) The Parties agree that any dispute between the Parties, which cannot be settled by negotiation in the may be resolved exclusively by arbitration and such dispute may be submitted by either party to arbitration within thirty (30) days of the failure of negotiations. Arbitration shall be held in Mumbai, India and conducted in accordance with the provision of the Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. The Sole Arbitrator shall be appointed by the Bank. The arbitration proceedings shall be conducted in the English language. Subject to the above, the courts of law at Mumbai alone shall have the jurisdiction in respect of all matters connected with the Contract. The arbitration award shall be final, conclusive and binding upon the Parties and judgment may be entered thereon, upon the application of either party to a court of competent jurisdiction
- g) The provisions hereunder shall survive termination of the Agreement.

Sign

Name \_\_\_\_\_

Designation \_\_\_\_\_

Company Seal

Place:

Date:

Accepted (Bank)

Sign \_\_\_\_\_

Name \_\_\_\_\_

Designation \_\_\_\_\_

Company Seal

Place:

Date:

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**10. DEED OF INDEMNITY (ANNEXURE – 10)**

(To be submitted by the Successful Bidder  
On Rs.500/- stamp paper)

This Deed of Indemnity executed at Mumbai on the \_\_\_\_\_ day of \_\_\_\_\_ Two thousand twenty-two by M/s \_\_\_\_\_ <insert name of the Successful Bidder> (hereinafter referred to as “**the Obligor**” which expression shall unless it be repugnant to the context, subject or meaning thereof, shall be deemed to mean and include successors and permitted assigns);

**IN FAVOUR OF**

**IDBI Bank Limited**, a company registered and incorporated under the Companies Act, 1956 (1 of 1956) and a Banking Company within the meaning of section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949) having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Colaba, Mumbai – 400 005 (hereinafter referred to as “**Bank**” which expression shall, unless it be repugnant to the subject or context or meaning thereof, be deemed to mean and include its successors and assigns)

Now, the Bank and Successful Bidder wherever the context so permits, shall hereinafter collectively refer to as the “**Parties**” and individually as a “**Party**”.

**WHEREAS**, the Bank vide RFP # **IDBI-Bank/ITD/VMG/RFP/22-23/15 dated June 10 , 2022** called for the bids for appointment of Vendor for availing **Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments** and the Obligor have been appointed as the Successful Bidder.

- 1) The Obligor has
  - a) offered to provide **Annual Maintenance Contract(AMC) and Facility Management Services (FMS) for IT Equipments** to the Bank’s existing and proposed new branches / offices of IDBI Bank (“**Services**”) as inclusively stated under Scope of Work and Service Level Expectations and Specifications Systems & Solutions;
  - b) represented and warranted that they have obtained all permissions, consents, licenses, registrations, confirmations, approvals from all authorities, both regulatory and non-regulatory, including statutory or otherwise, local, municipal, governmental, quasi-governmental, as are required under Applicable Laws for executing the Services to the Bank and also represented and covenanted that all above approvals shall remain in force during contract period;
  - c) represented and warranted that the aforesaid Services offered to Bank do not violate any provisions of the applicable laws, regulations or guidelines including legal and environmental. In case there is any violation of any law, rules or regulation, which is capable of being remedied the same will be got remedied immediately to the satisfaction of Bank;
  - d) represented and warranted that they are authorized and legally eligible and otherwise entitled and competent to enter into such contract(s) with Bank;

Signature of Bidder’s Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 2) Bank, relying and based on the aforesaid representations and warranties of the Obligor, has agreed to avail the services of the Obligor on the terms and conditions contained in its Agreement dated \_\_\_\_\_(DD/MM/YYYY) (the Agreement) with the Obligor;
- 3) One of the conditions of the aforesaid Contract is that the Obligor is required to furnish an indemnity in favor of Bank indemnifying the latter against any loss, damages or claims arising out of any violations of the applicable laws, regulations, guidelines during the execution of its services to Bank over the contract period as also for breach committed by the Obligor on account of misconduct, omission and negligence by the Obligor.
- 4) In pursuance thereof, the Obligor has agreed to furnish an indemnity in the form and manner and to the satisfaction of Bank as hereinafter appearing;

### **NOW THIS DEED WITNESSETH AS UNDER**

In consideration of Bank having agreed to award the aforesaid contract to the Obligor, more particularly described and stated in the aforesaid Contract, the Obligor do hereby agree and undertake that:

1. The Obligor shall, at all times hereinafter, save and keep harmless and indemnified Bank, including its respective directors, officers, and employees and keep them indemnified from and against any claim, demand, losses, liabilities or expenses of any nature and kind whatsoever and by whomsoever made in respect of the said contract and any damage caused from and against all suits and other actions that may be instituted taken or preferred against Bank by whomsoever and all losses, damages, costs, charges and expenses that Bank may incur by reason of any claim made by any claimant for any reason whatsoever or by anybody claiming under them or otherwise for any losses, damages or claims arising out of all kinds of accidents, destruction, deliberate or otherwise, direct or indirect, from those arising out of violation of applicable laws, regulations, guidelines and also from the environmental damages, if any, which may occur during the contract period.
2. The Obligor further agrees and undertakes that the Obligor shall, during the Contract period, ensure that all the permissions, authorizations, consents are obtained from the local and/or municipal, statutory, regulatory and/or governmental authorities, as may be required under the applicable laws, regulations, guidelines, orders framed or issued by any appropriate authorities.
3. The Obligor further agrees to provide complete documentation of all sub-systems, operating systems, systems software, utility software and other software, they are having. The Obligor shall also provide licensed software for all software services, whether developed by it or acquired from others for performing the obligations under the Contract. The Obligor shall also indemnify and keep indemnified IDBI Bank against any levies / penalties / claims / demands litigations, suits, actions, judgments, and or otherwise on account of any default and or breach and or otherwise in this regard.
4. If any additional approval, consent or permission is required by the Obligor to execute and perform the Contract during the currency of the Contract, they shall procure the same and/or comply with the conditions stipulated by the concerned authorities without any delay.
5. The obligations of the Obligor herein are irrevocable, absolute and unconditional, in each case irrespective of the value, genuineness, validity, regularity or enforceability of the aforesaid Contractor the insolvency, bankruptcy, re-organization, dissolution, liquidation or change in ownership of Bank or Obligor or any

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

other circumstance whatsoever which might otherwise constitute a discharge of or defense to an indemnifier.

6. The obligations of the Obligor under this deed shall not be affected by any act, omission, matter or thing which, would reduce, release or prejudice the Obligor from any of the indemnified obligations under this indemnity or prejudice or diminish the indemnified obligations in whole or in part, including in law, equity or contract (whether or not known to it, or to Bank).
7. This indemnity shall survive the termination of aforesaid Agreement.
8. Any notice, request or other communication to be given or made under this indemnity shall be in writing addressed to either party at the address stated in the aforesaid Contract and or as stated above.
9. This indemnity shall be governed by, and construed in accordance with, the laws of India. The Obligor irrevocably agrees that any legal action, suit or proceedings arising out of or relating to any this indemnity may be brought in the Courts/Tribunals at Mumbai. Final judgment against the Obligor in any such action, suit or proceeding shall be conclusive and may be enforced in any other jurisdiction, by suit on the judgment, a certified copy of which shall be conclusive evidence of the judgment, or in any other manner provided by law. By the execution of this indemnity, the Obligor irrevocably submits to the exclusive jurisdiction of such Court/Tribunal in any such action, suit or proceeding.
10. The Bank may assign or transfer all or any part of its interest herein to any other person. Obligor shall not assign or transfer any of its rights or obligations under this indemnity, except with the prior written consent of the Bank.

The words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the Bid Document.

**IN WITNESS WHEREOF** the Obligor has signed these presents on the day, month and year first above written.

Signed and Delivered on behalf of (\_\_\_\_\_)

by the hand of Mr./Ms./Mrs. \_\_\_\_\_ (Designation \_\_\_\_\_),

the authorized official of the obligor.

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 11. LETTER FOR REFUND OF EMD (ANNEXURE – 11)

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

Date: \_\_\_\_\_ (DD/MM/YYYY)

To,  
The Deputy General Manager,  
Vendor Management Group,  
Information Technology Division  
**IDBI Bank Ltd.**  
Annex. Bldg., 8<sup>th</sup> Floor, Plot No. 39-41, Sector-11,  
Belapur, Navi Mumbai – 400 614.

Dear Sir,

**Refere: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments**  
**(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

We \_\_\_\_\_ (bidder name) had participated in the aforecited RFP and are unsuccessful bidder.

OR

We \_\_\_\_\_ (bidder name) had participated in the aforecited RFP and are successful bidder and we had submitted all the required legal documents.

Therefore, kindly refund the EMD submitted for participation in the aforecited RFP. Details of EMD submitted are as follows:

S.No	Bidder Name	UTR No.	Guarantor Bank Name	Amount Rs.

Bank details to which the money needs to be credited via NEFT are as follows:

1.	Name of the Bank with Branch	
2.	Account Type	
3.	Account Title	
4.	Account Number	
5.	IFSC Code	
6.	PAN No.	
7.	GST No.	

**Signature :**

**Name :**

**Designation :**

**Company seal :**

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

Signature of Bidder's Representative duly authorized to sign for and on behalf of the company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**12. INFORMATION SECURITY CERTIFICATE (ANNEXURE – 12)**

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

**Reference: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments  
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

This is to certify that –

1. Hardware and the software / future upgrades being offered do not contain any kind of malicious code such as Viruses, Trojan, Spyware that would:
  - (a) Obstruct the desired and the designed function of hardware.
  - (b) Cause physical damage to the user or their equipment during the usage of the equipment.
  - (c) Tap the information regarding network, users and information stored on the network of the Bank or in its CBS Platform or otherwise.
  - (d) Culminate into software attack, theft of intellectual property rights, identity theft, theft of equipment or information, sabotage & information extortion;
2. We undertake to be liable in case of any loss that may be caused to the Purchaser due to the breach of any of the aforesaid assurances & representations and also for any physical damage, loss of information, loss of reputation and those relating to copyright and Intellectual Property Rights (IPRs), caused due to activation of any such malicious code in the hardware / software supplied.
3. We shall make sure that the sensitive data (such as password, financial information, biometric information, personal information etc.) shared by the Bank will be kept within the geographical boundaries of India

**Signature :** \_\_\_\_\_  
**Name :** \_\_\_\_\_  
**Designation :** \_\_\_\_\_  
**Company seal :** \_\_\_\_\_

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**13. PRE – BID QUERIES (ANNEXURE – 13)**

(To be submitted in excel file format at [vmg.procurement@idbi.co.in](mailto:vmg.procurement@idbi.co.in))

**Bidder Name:****Contact Person:****Contact No / Email id:**

S.	RFP Ref Page no	RFP Clause no	Existing clause Details	Clarification Sought

**Signature :** \_\_\_\_\_**Name :** \_\_\_\_\_**Designation :** \_\_\_\_\_**Company seal :** \_\_\_\_\_

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 14. ELIGIBILITY CRITERIA COMPLAINT SHEET (ANNEXURE – 14)

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

**Reference: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) :  
Facility Management Services (FMS) for IT Equipments  
(IDBI-Bank/ITD/VMG/RFP/22-23/15 dated June 10, 2022)**

Sr. No.	Criteria	Supporting documents	Compliance (Y/ N)	
1.	The Bidder must be a company registered in India under Company's Act 1956/2013.	<ul style="list-style-type: none"> <li>Bidder Profile as per Annexure 16 along with its supporting documents</li> <li>Certificate of Incorporation</li> </ul>	Yes/No	
2.	The Bidder should have been in the business of providing Annual Maintenance Services of IT equipments in India at least for the last five years.	<ul style="list-style-type: none"> <li>Commencement of Business, Certificate of Incorporation, Memorandum &amp; Articles of Association etc.</li> </ul>	Yes/No	
3.	The Bidder should have Annual Turnover of at least Rs. 100 crore (Rs.50 crore for MSE bidder) in each of the preceding three financial years (FY 2019-20, 2020-21 and 2021-22).	<ul style="list-style-type: none"> <li>Copy of Audited Financial Sheet/Report of the last three financial years to be provided.</li> <li>For FY 2021-22 – If Audited financial statement is not available then bidder may submit provisional certificate duly signed by CA/Statutory Auditor.</li> </ul>	FY 2019-20	
			FY 2020-21	
			FY 2021-22	
4.	The Bidder should have a positive Net Worth for all 3 preceding financial years.	<ul style="list-style-type: none"> <li>Copy of Audited Financial Sheet/Report of the last three financial years to be provided.</li> <li>For FY 2021-22 – If Audited financial statement is not available then bidder may submit provisional certificate duly signed by CA/Statutory Auditor.</li> </ul>	FY 2019-20	
			FY 2020-21	
			FY 2021-22	

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Sr. No.	Criteria	Supporting documents	Compliance (Y/ N)
5.	The Bidder should have executed at least one contract each of AMC in entities in BFSI / PSU, having minimum 500 (250 for MSE bidder) branches, during each of FY 2019-20, 2020-21 and 2021-22.	<ul style="list-style-type: none"> <li>Supporting proof / document to be submitted viz. Rate Contract / Purchase Order and Satisfactory Performance Certificate from the client etc. for the said period along with the number of branches duly mentioned.</li> </ul>	
6.	The Bidder, who have been associated with IDBI Bank for AMC during past three years, have to submit the Satisfactory Performance Certificate issued by the competent authority in the Bank.	<ul style="list-style-type: none"> <li>Satisfactory Performance Certificate issued by Competent Authority in IDBI Bank.</li> </ul>	Yes/No
7.	The Bidder can support directly or through their franchise / Certified Channel Partners (CCPs) PAN-India. The Bidder should have support centers in minimum 21 (twenty-one) States / UTs wherein IDBI Bank has 25 (twenty-five) or more branches as given in RFP. The bidder should have at least one support center in North-East region. Bidder should submit the (state wise) list of support centers as on date of RFP. However, at the Mumbai and Navi Mumbai location, the bidder shall have its own presence and itself has to provide these services.	<ul style="list-style-type: none"> <li>Bidder is required to submit the list of support centers as on date of RFP in the format given in Annexure-18.</li> <li>If Supporting through CCP then document to establish partner relationship to be submitted along with profile of CCP as per Annexure 18 along with supporting documents.</li> </ul>	Yes/No
8.	The Bidder shall produce a self-declaration that there are - (a) no vigilance and / or court cases pending against it; (b) no inquiry or investigation pending against it from any statutory regulatory and / or investigation agency; and (c) The Bidder has not been blacklisted by any public sector organization in last 5-years.	<ul style="list-style-type: none"> <li>Self-Declaration on Company's letterhead signed by authorized person.</li> </ul>	Yes / No
9.	The Bidder should be an ISO 9001-2015	<ul style="list-style-type: none"> <li>Current and valid certificate.</li> </ul>	Yes/No

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Sr. No.	Criteria	Supporting documents	Compliance (Y/ N)
	certified company.		
10.	<p>Micro and Small Enterprises (MSE): Procurements through MSE will be done as per the policy guidelines issued by Ministry of Micro, Small and Medium Enterprises (MSME), GOI from time to time. MSEs registered under the SPRS (Single Point Registration Scheme) of NSIC and complying with all the guidelines there as well as those issued by GOI from time to time shall be eligible. MSEs meeting all the eligibility criteria laid down in this RFP will be eligible to bid.</p> <p>For eligible bidders, exemption will be provided only for Cost of the Bid Document &amp; EMD, as per GOI norms.</p>	<ul style="list-style-type: none"> <li>Micro and Small Enterprises (MSEs) involved in manufacturing &amp; services to submit a valid SPRS Certificate received from NSIC along with Udyog Aadhaar Memorandum (UAM) / Udyam Registration. Application for registration / certification / renewal of such registration / will not be considered as valid registration / certificate / renewal.</li> </ul>	Yes/No
11.	The bidder shall comply to the extant labor laws of the land.	<ul style="list-style-type: none"> <li>Undertaking from the Bidder to be submitted that, the required certificate will be submitted to the purchaser after appointment of vendor / award of contract.</li> </ul>	Yes/ No

Signature :

Name :

Designation :

Company seal :

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Signature of Bidder's Representative duly authorized to sign for and on behalf of the company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 15. TECHNICAL RESOURCE QUALIFICATION (ANNEXURE – 15)

(To be submitted on Company's Letterhead and included in the Technical Bid Envelope)

Sr. No.	Requirement	Compliance (Yes/No)
1	<p>The bidder shall undertake to maintain highest service standards as per industry practice. The bidder shall arrange for qualified resident engineers (Graduate, IT Diploma Holder, Microsoft / Cisco certified) with at least two years' experience in Desktop/LAN/Server support to meet the pre-defined &amp; agreed service levels. In order to ensure smooth functioning of the operations, personnel with appropriate skills, aptitude and experience shall be deputed at IDBI Bank offices. For the maintenance of RISC / Intel based servers the engineer should have at least four years' experience &amp; adequate server level skills (Graduate, IT Diploma Holders, Microsoft/ Cisco certified).</p> <p><b>Required certification and resume of the resources to be submitted.</b></p>	
2	The bidder shall submit complete details such as resume, photograph of engineers who are assigned for IDBI Bank. The bidder shall ensure referral check (Police Verification) for all their personnel deployed at IDBI Bank offices. Bank reserves the right to accept / reject the proposed personnel.	
3	<p>The bidder shall possess professionally skilled personnel / resources for providing AMC and IT Support Services in order to perform its obligations under the Bid and this Contract.</p> <ul style="list-style-type: none"> <li>➤ Bidder shall have ITIL practices for the services and shall provide support to all licensed software / applications of IDBI Bank including installation and troubleshooting.</li> <li>➤ Bidder shall have training facility &amp; shall be able to provide training to the end users whenever required</li> </ul>	
4	Bidder would provide the staff deployed at IDBI Bank with proper communication device (like mobile phones), Laptops etc. and other amenities (like Toolkit) essential for prompt and efficient services.	

Note: The service timings shall generally be 8.30 am to 8.30 pm on all working days of the Bank. The services shall also be available as and when required on Sundays / holidays & beyond office hours on any day at branches / offices at no extra cost to the Bank. AMC and FMS may be extended for IT equipments installed at residence of the Bank's senior executives as & when required.

In case the Bank desires to shift any system from one place to another, an engineer will be made available by the Bidder for the purpose of dismantling, pre-shifting inspection, post-shifting inspection, installation etc.

Signature of Bidder's Representative duly authorized to sign for and on behalf of the company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 16. BIDDER PROFILE (ANNEXURE – 16)

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

Date: \_\_\_\_\_ (DD/MM/YYYY)

To,  
The Deputy General Manager,  
Vendor Management Group,  
Information Technology Division  
**IDBI Bank Ltd.**  
Annex. Bldg., 8<sup>th</sup> Floor, Plot No. 39-41, Sector-11,  
Belapur, Navi Mumbai – 400 614.

Dear Sir,

**Reference: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments  
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

Sr. No	Particulars	Response
1.	Name & Registered Office Address of the Bidder	
2.	Type of organization & year of incorporation / Registration. (Copy of certificate of registration / incorporation to be submitted)	
3.	PAN No (Copy of PAN card to be submitted)	
4.	GST No (Copy of GST reg. to be submitted)	
5.	Correspondence address at Mumbai with contact person/s Details: Name: Telephone No.& Mobile No. Email Id: etc.	
6.	Contact person/s Details for the purpose of this RFP: Details: Name: Telephone No & Mobile No.: Email Id: etc.	
7.	Name and designation of the person authorized to sign the Bid / proposal and all other documents incidental to the RFP.	

Please find enclosed the supporting documents for above response.

Signature:

Name of the Authorized Person:

Designation:

(Company Seal)

Signature of Bidder's Representative duly authorized to sign for and on behalf of the company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 17. DETAILED COMMERCIAL FORMAT (ANNEXURE-17)

(To be submitted on the Company's Letter Head and included in Commercial Bid Envelope)

**Reference:** RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments  
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)

### AMC Cost:

Type	Make	Qty	1 <sup>st</sup> year		2 <sup>nd</sup> year		3 <sup>rd</sup> year	
			AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount
Desktops	Dell	2,515						
	HP	1,883						
	Acer	3,864						
	Gateways	2,442						
	PANACHE	1,022						
	SIS	838						
	HCL	246						
	Others	54						
Desktops Total		12,864						
Desktops – All in One	Lenovo	2,948						
	Apple	1						
Desktops – All in One Total		2,949						
Laptop	HP	134						
	Dell	152						
	Acer	64						
	Lenovo	29						
	Sony	26						
	Apple	12						
	Microsoft	6						
	Others	4						
Laptops Total		427						
Scanners	HP	1,031						
	Epson	860						
	Canon	432						

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Type	Make	Qty	1 <sup>st</sup> year		2 <sup>nd</sup> year		3 <sup>rd</sup> year	
			AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount
	Others	13						
Scanners Total		2,336						
Printers	Epson	4,469						
	HP	2,890						
	TVSE	1,679						
	LIPI	644						
	Canon	311						
	Lexmark	302						
	Samsung	233						
	Xerox	148						
	Others	65						
Printers Total		10,741						
iPads	Apple	125						
iPads Totals		125						
AMC Cost Total		29,442						

**FMS Cost:**

Resource Type	Total	1 <sup>st</sup> Year		2 <sup>nd</sup> Year		3 <sup>rd</sup> Year		Total (A+B+C)
		Unit Rate	Amount (A)	Unit Rate	Amount (B)	Unit Rate	Amount (C)	
Project Manager	1							
Senior Manager	5							
FMS Engineers	257							
Call Coordinators	10							
Office Asst.	7							
Total	280							

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**IT Assets Reconciliation:**

Type	Make	Qty	1 <sup>st</sup> year		2 <sup>nd</sup> year		3 <sup>rd</sup> year	
			AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount
Desktops	Dell	7,408						
	HP	7,152						
	Acer	3,864						
	Gateways	2,442						
	PANACHE	1,022						
	SIS	838						
	HCL	246						
	Others	54						
Desktops Total		23,026						
Desktops - All in One	Lenovo	2,948						
	HP	19						
	Dell	2						
	Apple	1						
Desktops - All in One Total		2,970						
Laptops	HP	1,749						
	Dell	215						
	Acer	64						
	Lenovo	45						
	Sony	26						
	Apple	13						
	Microsoft	6						
	Others	4						
Laptops Total		2,122						
Scanners	HP	1,749						
	Epson	215						
	Canon	64						
	Others	14						
Scanners Total		2,373						

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company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Type	Make	Qty	1 <sup>st</sup> year		2 <sup>nd</sup> year		3 <sup>rd</sup> year	
			AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount	AMC Unit Rate	Total Amount
Printers	Epson	4,486						
	HP	3,267						
	TVSE	1,679						
	LIPI	709						
	Canon	312						
	Lexmark	302						
	Samsung	233						
	Xerox	148						
	Others	65						
Printers Total		11,201						
iPads	Apple	139						
iPads Total		139						

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 18. LIST OF STATES / UTs WISE NUMBER OF BRANCHES (ANNEXURE-18)

Sr. No.	States / UTs	Number of Branches	Directly / Certified Channel Partner (CCP) Please Specify	Address	Contact Person Name & Designation	Contact Number (Mobile, Landline & Email ID)
<u>Union Territories (UTs)</u>						
1.	Andaman and Nicobar Islands	1				
2.	Dadra and Nagar Haveli and Daman and Diu	3				
3.	Chandigarh	38				
4.	Pondicherry	2				
5.	Ladakh	1				
6.	Jammu and Kashmir	6				
<u>States</u>						
7.	Andhra Pradesh	61				
8.	Bihar	75				
9.	Chhattisgarh	72				
10.	Delhi	106				
11.	Goa	8				
12.	Gujarat	126				
13.	Haryana	62				
14.	Himachal Pradesh	19				
15.	Jharkhand	60				
16.	Karnataka	100				
17.	Kerala	56				
18.	Madhya Pradesh	115				
19.	Maharashtra	514				
20.	North East States (Arunachal Pradesh-1, Assam-32, Manipur-2, Meghalaya-2, Mizoram—5, Nagaland-4, Sikkim-5, Tripura-9)	60				
21.	Odisha	78				
22.	Punjab	66				
23.	Rajasthan	75				
24.	Tamil Nadu	132				

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

25.	Telangana	49				
26.	Uttar Pradesh	113				
27.	Uttarakhand	34				
28.	West Bengal	114				
	Total	2096				

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

**Bidder shall also provide following information against each of IDBI Bank location given in Attached excel sheet:**

Support Model Direct support office or Engineer (Please specify)	Direct Support Center or Engineer Address	Contact Person	Contact Number	Email ID
--	--	-------------------	----------------	----------

Signature:

Name of the Authorized Person:

Designation:

(Company Seal)

Signature of Bidder's Representative duly  
authorized to sign for and on behalf of the  
company.

IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

**19. PRE CONTRACT INTEGRITY PACT (ANNEXURE-19)**

(To be stamped on Rs.500/- Stamp paper and included in the Technical bid)

**General**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_\_ day of the month of \_\_\_\_\_ 20\_\_\_\_, between, IDBI Bank Ltd., a company within the meaning of Section 2(20) of the Companies Act, 2013 (18 of 2013) and a banking company within the meaning of Section 5 (c) of the Banking Regulation Act, 1949 (10 of 1949), with Corporate Identity No. L65190MH2004GOI148838 and having its registered office at IDBI Tower, WTC Complex, Cuffe Parade, Mumbai 400005 through its \_\_\_\_\_ Department/ Office at \_\_\_\_\_, \_\_\_\_\_, (hereinafter called the "PRINCIPAL", which expression shall mean and include, unless the context otherwise requires, its successors) of the First Part and M/s \_\_\_\_\_ represented by Smt. / Shri \_\_\_\_\_, MD/ CEO/ CMD (hereinafter called the "BIDDER/ Seller which expression shall mean and include, unless the context otherwise requires, its/ his successors and permitted assigns) of the Second Part.

WHEREAS the PRINCIPAL proposes to procure (\_\_\_\_\_) and BIDDER/ Seller is willing to offer/ has offered the same to the Principal.

WHEREAS the BIDDER is a private company/ public company/ Government undertaking/ partnership/ registered export agency, constituted in accordance with the relevant law in the matter and the PRINCIPAL is an Office/ Department of IDBI Bank Ltd performing its functions on behalf of IDBI Bank Ltd.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/ prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

- Enabling the PRINCIPAL to obtain the desired service/ product at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
- Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the PRINCIPAL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

**1. Commitments of the PRINCIPAL**

1.1 The PRINCIPAL undertakes that no official of the PRINCIPAL, connected directly or indirectly with the contract, will demand, take a promise for or accept directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party (which is not available legally) related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

1.2 The PRINCIPAL will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.

1.3 All the officials of the PRINCIPAL will report to the appropriate authority any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.

2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the PRINCIPAL with full and verifiable facts and the same is prima facie found to be correct by the PRINCIPAL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the PRINCIPAL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the PRINCIPAL the proceedings under the contract would not be stalled.

### 3. Commitments of the BIDDERS

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage commission, fees brokerage or inducement to any official of the PRINCIPAL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement (not available legally) to any official of the PRINCIPAL or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with IDBI Bank Ltd for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with IDBI Bank Ltd.

3.3 The BIDDER confirms and declares that they have not made any payments to any agents/brokers or any other intermediary, in connection with this bid/ contract.

3.4 The BIDDER further confirms and declares to the PRINCIPAL that the BIDDER is the original vendor or service provider in respect of product/ service covered in the bid documents and the BIDDER has not engaged with any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the PRINCIPAL or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

3.5 The BIDDER, at the earliest available opportunity, i.e. either while presenting the bid or during

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

pre-contract negotiations and in any case before opening the financial bid and before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the PRINCIPAL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of the services agreed upon for such payments.

3.6 The BIDDER will not enter into any undisclosed agreement or collude with other parties interested in the contract/ other BIDDERS to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract or with respect to prices, specifications, certifications, subsidiary contracts etc.

3.7 The BIDDER will not accept any advantage in exchange for any corrupt practice; unfair means and illegal activities.

3.8 The BIDDER shall not use improperly, for purpose of competition or personal gain or pass on to others, any information provided by the PRINCIPAL as a part of the business relationship, regarding plans, technical proposals and business details including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

3.9 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

3.10 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

3.11 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the PRINCIPAL, or alternatively, if any relative of an officer of the PRINCIPAL has financial interest/ stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender.

3.12 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the PRINCIPAL.

3.13 The BIDDER/ Contractor shall not directly or through any other person or firm use coercive practices against IDBI Bank and/ or other BIDDERS/ Contractor(s).

3.14 BIDDERS are not to pass any information provided by the PRINCIPAL as a part of business relationship to others and not commit any offence under PC/ IPC Act.

3.15 Foreign BIDDERS if any, to disclose name and address of agents and representatives in India and Indian Bidders to disclose their foreign principal or associates.

3.16 BIDDERS to disclose any transgressions with any other company that may impinge on anti-corruption principle.

#### **4. Previous Transgressions**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

any corrupt practices envisaged hereunder or with any Public Sector Enterprise / Public Sector Banks in India or any Government Department in India or RBI that could justify BIDDER's exclusion from the tender process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

## **5. Earnest Money Deposit / Security Deposit**

5.1 While submitting commercial bid, the BIDDER shall deposit an amount (specified in RFP) as Earnest Money / Security Deposit, with the PRINCIPAL through any of the modes mentioned in the RFP/ bid document and no such mode is specified, by a Bank Draft or a Pay Order in favour of IDBI Bank Ltd. However, payment of any such amount by way of Bank Guarantee, if so permitted as per bid documents/ RFP should be from any nationalized Bank other than IDBI Bank Ltd and promising payment of the guaranteed sum to the PRINCIPAL on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the PRINCIPAL shall be treated as conclusive proof for making such payment to the PRINCIPAL.

5.2 Unless otherwise stipulated in the Bid document/ RFP, the Earnest Money/ Security Deposit shall be valid up to a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the PRINCIPAL, including warranty period, whichever is later.

5.3 In case of the successful BIDDER, a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

5.4 No interest shall be payable by the PRINCIPAL to the BIDDER on Earnest Money/ Security Deposit for the period of its currency.

## **6. Sanctions for Violations**

6.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the PRINCIPAL to take all or any one of the following actions, wherever required:

- 6.1.1 To immediately call off the pre contract negotiations without assigning any reason and without giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue, unless the PRINCIPAL desires to drop the entire process.
- 6.1.2 The Earnest Money Deposit (in pre-contract stage) and / or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the PRINCIPAL and the PRINCIPAL shall not be required to assign any reason therefore.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 6.1.3 To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - 6.1.4 To encash the advance bank guarantee and performance bond / warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the PRINCIPAL along with interest.
  - 6.1.5 To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the PRINCIPAL resulting from such cancellation/ rescission and the PRINCIPAL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
  - 6.1.6 To debar the BIDDER from participating in future bidding processes of the PRINCIPAL or any of its subsidiaries for a minimum period of five years, which may be further extended at the discretion of the PRINCIPAL.
  - 6.1.7 To recover all sums paid, in violation of this Pact, by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
  - 6.1.8 Forfeiture of Performance Bond in case of a decision by the PRINCIPAL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
  - 6.1.9 Intimate to the CVC, IBA, RBI, as the PRINCIPAL deemed fit the details of such events for appropriate action by such authorities.
- 6.2 The PRINCIPAL will be entitled to take all or any of the actions mentioned at para 6.1.1 to 6.1.9 of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offense as defined in Chapter IX of Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the PRINCIPAL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

## 7. Fall Clause

7.1 The BIDDER undertakes that it has not supplied/ is not supplying similar product/ systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/ Department of the Government of India or PSU or any other Bank and if it is found at any stage that similar product/ systems or sub systems was supplied by the BIDDER to any other Ministry/ Department of the Government of India or a PSU or a Bank at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the PRINCIPAL, if the contract has already been concluded.

## 8. Independent External Monitors

8.1 The PRINCIPAL has appointed Independent External Monitors (hereinafter referred to as Monitors or IEMs) for this Pact in consultation with the Central Vigilance Commission (Names and Addresses of the Monitors to be given).

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

8.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.

8.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.

8.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/ procurement, including minutes of meetings.

8.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the PRINCIPAL.

8.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the PRINCIPAL including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-contractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Sub-contractor(s) with confidentiality.

8.7 The PRINCIPAL will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

8.8 The Monitor will submit a written report to the designated authority of PRINCIPAL/ Secretary in the Department/ within 8 to 10 weeks from the date of reference or intimation to him by the PRINCIPAL/ BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **9. Facilitation of Investigation**

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

## **10. Law and Place of Jurisdiction**

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the PRINCIPAL.

## **11. Other Legal Actions**

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

## **12. Validity**

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

12.1 The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of the PRINCIPAL and the BIDDER/ Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract, with the successful bidder by the PRINCIPAL.

12.2 Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

13. The parties hereby sign this Integrity Pact at \_\_\_\_\_ on \_\_\_\_\_.

**IN WITNESS WHEREOF**, the Parties have signed and executed this Integrity Pact at the place and date first hereinabove mentioned in the presence of following witness:

Signature  
(For & on behalf of the PRINCIPAL)

Signature  
(For & on behalf of the BIDDER/ Contractor)

Office Seal  
Name  
Designation

Office Seal  
Name  
Designation

Witness 1:  
(Name & Address) \_\_\_\_\_

Witness 2:  
(Name & Address) \_\_\_\_\_

*[Provisions of the above clauses would need to be amended/ deleted in line with the policy of the PRINCIPAL in regard to involvement of Indian agents of foreign suppliers].*

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 20. LIST OF DOCUMENTS TO BE SUBMITTED IN RESPONSE TO THE RFP (ANNEXURE-20)

(To be submitted on the Company's Letter Head and included in the Technical Bid Envelope)

**Reference: RFP for Appointment of Vendor for Annual Maintenance Contract (AMC) and Facility Management Services (FMS) for IT Equipments  
(REF No: IDBI-Bank/ITD/VMG/RFP/22-23/15: June 10, 2022)**

Sr.	Documents to be submitted	Supporting Documents	Submitted (Yes / No)
1.	Copy of NEFT receipt/UTR details (EMD and Bid Cost)	<ul style="list-style-type: none"> <li>• EMD</li> <li>• Bid document fee</li> <li>• MSE Certificate / NSIC / Other Supporting document for waiver for EMD / Bid Fee</li> </ul>	Yes / No
2.	Technical Bid Form	<ul style="list-style-type: none"> <li>• As per Annexure-1</li> </ul>	Yes / No
3.	Masked Commercial Bid format along with annexure 17 format	<ul style="list-style-type: none"> <li>• As per Annexure-2</li> </ul>	Yes / No
4.	Power of Attorney as per format provided in RFP (accompanied by certified true copy of Board Resolution)	<ul style="list-style-type: none"> <li>• Certified true copy of Board Resolution</li> <li>• POA as per format at Annexure-4 (If sub delegates the power by the authorized signatory whose nominated by the board)</li> </ul>	Yes / No
5.	Unconditional Acceptance of Terms and Conditions of RFP	<ul style="list-style-type: none"> <li>• As per Annexure-5</li> </ul>	Yes / No
6.	Self-Declarations by Bidder	As per Annexure-6	Yes / No
7.	Letter for Refund of EMD	<ul style="list-style-type: none"> <li>• As per Annexure-11</li> </ul>	Yes / No
8.	Information Security Certificate	<ul style="list-style-type: none"> <li>• As per Annexure-12</li> </ul>	
9.	Eligibility Criteria Compliance (accompanied by all the supporting documents)	<ul style="list-style-type: none"> <li>• As per Annexure-14</li> </ul>	Yes / No
10.	Technical Resource Qualification	<ul style="list-style-type: none"> <li>• As per Annexure-15</li> </ul>	Yes / No
11.	Bidder's Profile	<ul style="list-style-type: none"> <li>• As per Annexure-16</li> <li>• Incorporation Certificate</li> <li>• GST</li> <li>• PAN</li> </ul>	Yes / No

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

12.	Pre-Contract Integrity Pact	<ul style="list-style-type: none"><li>As per Annexure-19</li></ul>	
13.	Signed Copy of RFP, Bank's Response to pre-Bid queries and Corrigendum (if any)	<ul style="list-style-type: none"><li>Signed copy of RFP (all the pages to be signed).</li><li>Signed copy of Bank's Responses, Corrigenda and addenda, if, any, to be submitted</li></ul>	Yes / No

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 21. INSTRUCTIONS TO BIDDER – ONLINE MODE (ANNEXURE-21)

### 21.1. DEFINITIONS:

**21.1.1. e-Procurement Technologies Ltd. (Auction Tiger):** Service provider to provide the e-Tendering Software.

**21.1.2. IDBI Bank e-Procurement Portal:** An e-tendering portal of IDBI Bank introduced for the process of e-tendering which can be accessed on <https://eauction.auctiontiger.net/EPROC/>

### 21.2. ACCESSING / PURCHASING OF BID DOCUMENTS:

**21.2.1.** It is mandatory for all the bidders to have Class-II or Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under CCA, Ministry of Electronics and Information Technology, Government of India to participate in e-tendering portal of IDBI Bank. Bidders can see the list of licensed CA's from the link [www.cca.gov.in](http://www.cca.gov.in). **e-Procurement Technologies Ltd. (Auction Tiger):** also facilitate Class II or Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact **e-Procurement Technologies Ltd. (Auction Tiger):** at mobile no. +91-9099090830 for DSC related queries or can email at [dsc@abcprocure.com](mailto:dsc@abcprocure.com).

**21.2.2.** To participate in the e-bid, it is mandatory for the Applicants to get themselves registered with the IDBI Bank e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>) to have a user ID & Password with no registration fee.

**21.2.3.** The amendments / clarifications to the tender, if any, will be posted on the IDBI Bank e-Tendering Portal (<https://eauction.auctiontiger.net/EPROC/>).

**21.2.4.** The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.

**21.2.5.** For helpdesk, please contact e-Tendering Cell and Help Desk Support Monday to Friday Landline Numbers: 079 6813 6857/ 6848/ 6842/ 6820/ 6880/ 6837/ 6895

Primary Contact Numbers: M:- 9081000427/ 09904406300

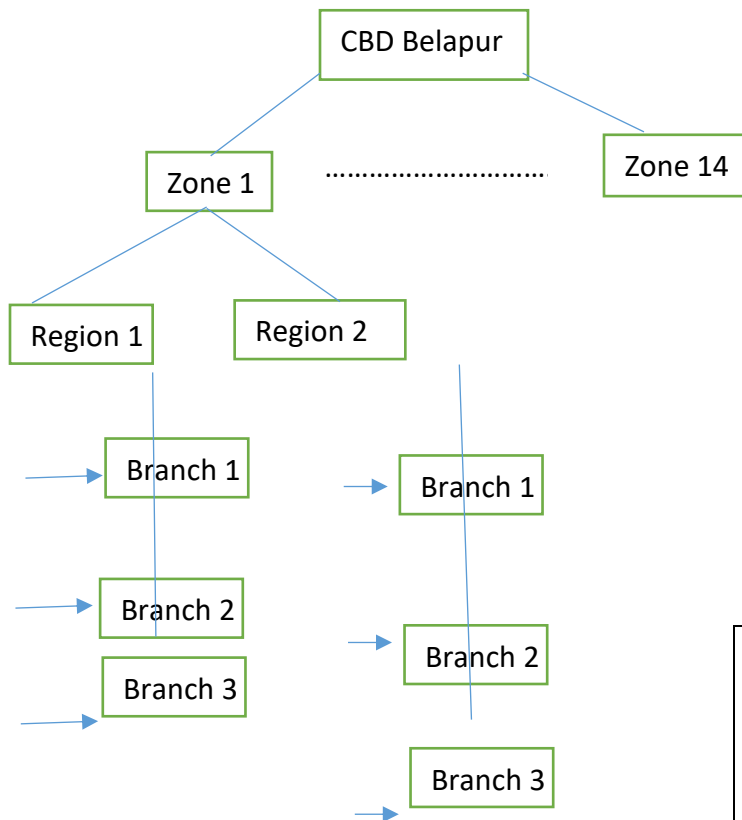
E-mail ID: [nandan.v@eptl.in](mailto:nandan.v@eptl.in), [fahad@eptl.in](mailto:fahad@eptl.in), [devendra.r@eptl.in](mailto:devendra.r@eptl.in), [nikhil@eptl.in](mailto:nikhil@eptl.in)

**Note:** It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither IDBI Bank nor e-Procurement Technologies Ltd. (Auction Tiger) will be responsible for such eventualities.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 22. INDICATIVE STRUCTURE FOR DEPLOYING FMS RESOURCES (ANNEXURE-22)



All 14 zones to report to CBD Belapur.

All regions falling under particular zone shall report to the respective zones.

Region should take care of the Branches / offices falling under them.

Branches can raise IT related queries to their region.

Total Branches – 2082 Branches  
(excluding Corporate office, Belapur and Nariman Point location)

Total Regions – 71

Total Zones – 14

CBD Belapur – 1 (3 Sols)

Corporate Office – 1 (5 Sols)

Nariman Point – 1 (2 Sols)

Min Branches in any Region – 17

Max Branches in any Region – 52

Min Regions in any Zone - 4

Max Regions in any Zone – 6

NOTE: These are existing details. This may undergo change as per Bank's expansion policy. Accordingly, Bidder has to deploy their resource.

List of Zones, Regions and Branches are provided in Appendix.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

## 23. DETAILED SCOPE OF WORK (ANNEXURE-23)

### General Instructions

1. Data Backup as and when needed.
2. Upgrade of Operating System, PAN India without any additional cost to Bank.
3. Data Recovery in case of HDD failure.
4. Trade Finance (TF) INI replacement Activity.
5. Multiple Vulnerabilities in Adobe Photoshop/adobe.
6. Desktop PCs in workgroup.
7. OS issue /Upgradation payment
8. Laptop Domain Migration.
9. TLS configuration Email.
10. TLS configuration Java.
11. Big Fix Installation Vulnerabilities
12. Anti-Virus nap wrong.
13. Laptop Hardening for VPN.
14. Swift RDP removal.
15. New proxy setting in Aadhaar.
16. Email Exchange Migration.
17. Aadhaar Up gradation.
18. Java Configuration for Finacle.
19. Any other related service/s which may be needed to carry out in due course of time.
20. Any other IT related support service/s, Bank may convey during contract period.

### Email

21. Email Configuration
22. Email Address Book
23. Email Backup (within branch)
24. Email Send/Receive
25. Unable to access emails
26. Unable to search emails / indexing issue
27. Unable to open an attachment in emails
28. Email password issue
29. Email getting stuck in outbox
30. Undelivered email issue

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

MS Office

- 31. MS Office Installation
- 32. MS Office Up-gradation
- 33. Outlook not opening
- 34. Excel / Word File issue
- 35. Save as PDF
- 36. Unable to open files in MS Office

CTS

- 37. CTS Software driver installation
- 38. Unable to login due to Java error
- 39. MICR Error
- 40. Starting Scanning Error
- 41. Scanner Acquisition error / USB connection error
- 42. Cheque getting stuck
- 43. Adapter Power On Issue
- 44. NACH - Java settings

Domain Related

- 45. Domain Migration
- 46. Change Domain profile.
- 47. Trust relationship error.
- 48. Domain controller down.
- 49. Domain profile login as temp profile.

Desktop Related

- 50. Provide Admin right to vendor for installation.
- 51. Desktop working slow / hang.
- 52. Change system date and time
- 53. Data backup (within branch).
- 54. C drive full.
- 55. Network problem.
- 56. System compliance IP block.
- 57. Desktop configuration when system restore.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 58. IE up gradation.
- 59. Windows service Pack installation.
- 60. VNC /Remote settings.
- 61. PAX Not Working. System Blocked On NAC

#### JAWS Software

- 62. Software installation.

#### Jeevan Praman

- 63. Installation and Up gradation
- 64. Certificate Error

#### Finacle Issue

- 65. Finacle Issue
- 66. Browser Issue
- 67. Applet Opening Issue
- 68. Modules not working i.e. CRM, E-reg, NEFT
- 69. Finacle hang
- 70. Java Error

#### Printer Installation

- 71. Junk Printing issue
- 72. IE Page setup
- 73. Printer network issue
- 74. Printer offline issue.
- 75. Printer Spooler Service Stop
- 76. Printer ribbon issue
- 77. Printer manual and track setting
- 78. Printer FONT and Pitch setting
- 79. Printer sharing issue
- 80. Printer IP configuration
- 81. Form setting issue.

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

Scanner Related

- 82. Scanner Installation
- 83. Scanner USB Connection Issue
- 84. Scanner Paper Jam Issue
- 85. Scanner Ccd Issue
- 86. Scanner Folder Sharing Issue

DMS Related

- 87. New-gen Omni Installation and Re installation
- 88. DMS scanner driver installation
- 89. AOF pages and KYC pages dark black scanning issue
- 90. AOF, CKYC, POI, POA File size issue while exporting
- 91. Job already exits
- 92. Template installation
- 93. Memory full, Not enough memory Issue
- 94. Scanner not detected

AV Issues

- 95. AV not installation
- 96. AV version Upgradation
- 97. AV Nap Change

Data Transfer

- 98. i-smart Request
- 99. AS per approval installation of Third party application, VNC viewer etc.
- 100. Internet Access

Biometric Related

- 101. Installation support for the new Devices
- 102. Support for existing device related problems
- 103. Finacle Biometric & OLAMS system/IE related problem
- 104. SSO (Windows Biometric Logon)
- 105. EKYC whitelisting from vendor (Device Model and P/N S/N required)

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

- 106. Jeevan Pramaan installation.
- 107. Telemetry Unsuccessful
- 108. Please check RD services is working properly
- 109. General Exception for Finacle login

#### Aadhaar related

- 110. System configuration (IP configuration and compliance) (after O/S reinstalled and branch shifting)
- 111. New software installation
- 112. Aadhaar Printer/scanner installation and configuration
- 113. IRIS Scanner driver's installation and troubleshooting
- 114. GPS driver's installation and troubleshooting
- 115. Camera driver's installation and troubleshooting
- 116. Figures scanner driver's installation and troubleshooting
- 117. L1 registration and L2 registration
- 118. User/operator on boarding.
- 119. Test new launch software.
- 120. Internal error while on boarding user
- 121. Authentication failed for user
- 122. The local verification service is not accessible
- 123. Unable to fetch registration inform from OUC service
- 124. Pre sync failed after on boarding
- 125. Shifting Aadhaar System
- 126. Registration with CIDR failed due to: failed to update local data

#### Hindi Application

- 127. Installation

#### Big Fix Installation

- 128. Big fix Not working
- 129. Up gradation

#### LPS/LOS/ SWIFT/ Oracle / TCI Convertor /Risk Calculator / Ekube / Rcom

- 130. Level 1 Troubleshooting

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10-June-2022

**Number of FMS Resources required at Zonal and Regional Office**

ZONE	REGION	Total SOLs	Total PCs	Resources Suggested at ROs	Resources Suggested at ZO's
Ahmedabad	Ahmedabad	41	390	4	2
	Rajkot	24	136	2	
	Surat	32	192	2	
	Vadodara	29	159	2	
Ahmedabad Total		126	877	10	
Bengaluru	Belagavi	34	214	2	2
	Bengaluru City	42	413	4	
	Kochi	32	264	3	
	Kozhikode	24	162	2	
	Mangaluru	24	148	2	
Bengaluru Total		156	1,201	13	
Bhopal	Bhopal	34	234	3	2
	Gwalior	17	100	1	
	Indore	36	218	2	
	Jabalpur	28	134	1	
Bhopal Total		115	686	7	
Bhubaneswar	Berhampur	18	86	1	2
	Bhilai	20	96	1	
	Bhubaneswar	36	308	3	
	Bilaspur	24	116	1	
	Raipur	28	164	2	
	Sambalpur	24	122	1	
Bhubaneswar Total		150	892	9	
Chandigarh	Amritsar	32	162	2	2
	Chandigarh	38	275	3	
	Karnal	31	180	2	
	Ludhiana	34	171	2	

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10-June-2022

ZONE	REGION	Total SOLs	Total PCs	Resources Suggested at ROs	Resources Suggested at ZOs
	Panchkula	31	167	2	
Chandigarh Total		166	955	11	
Chennai	Chennai	48	531	5	2
	Coimbatore	29	212	2	
	Madurai	26	157	2	
	Tiruchirappalli	29	177	2	
Chennai Total		132	1,077	11	
Delhi	Delhi - South West	25	199	2	2
	Jaipur	32	275	3	
	Jodhpur	20	134	2	
	National Capital Region	38	256	3	
	New Delhi	43	666	7	
	Udaipur	23	140	2	
Delhi Total		181	1,670	19	
Hyderabad	Hyderabad I	28	513	5	2
	Hyderabad II	21	131	2	
	Vijayawada	35	270	3	
	Vishakhapatnam	26	206	2	
Hyderabad Total		110	1,120	12	
Kolkata	Guwahati I	32	212	2	2
	Guwahati II	23	123	2	
	Kolkata I	47	532	5	
	Kolkata II	38	216	2	
	Siliguri	29	169	2	
Kolkata Total		169	1,252	13	
Lucknow	Dehradun	21	122	2	2
	Haldwani	13	70	1	
	Kanpur	28	197	2	

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IDBI-Bank/ITD/VMG/RFP/22-23/15  
10-June-2022

ZONE	REGION	Total SOLs	Total PCs	Resources Suggested at ROs	Resources Suggested at ZOs
	Lucknow	27	295	3	
	Modinagar	35	215	2	
	Varanasi	23	167	2	
Lucknow Total		147	1,066	12	
Mumbai	Nashik	23	155	2	3
	Navi Mumbai	52	224	2	
	South Mumbai	47	566	6	
	Thane	30	254	3	
	West Mumbai	35	266	3	
Mumbai Total		189	1,467	16	
Nagpur	Ahmednagar	25	128	2	2
	Aurangabad	25	185	2	
	Jalgaon	28	172	2	
	Nagpur	30	288	3	
	Solapur	23	141	2	
	Wardha	18	123	2	
Nagpur Total		149	1,037	13	
Patna	Bhagalpur	20	128	2	2
	Jamshedpur	31	186	2	
	Muzaffarpur	25	160	2	
	Patna	30	298	3	
	Ranchi	29	185	2	
Patna Total		135	957	11	
Pune	Kolhapur and Goa	35	218	2	2
	Pune I	38	401	4	
	Pune II	34	251	3	
	Satara I	31	218	2	
	Satara II	31	152	2	

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10-June-2022

ZONE	REGION	Total SOLs	Total PCs	Resources Suggested at ROs	Resources Suggested at ZOs
Pune Total		169	1,240	13	
Grand Total		2,092	15,495	170	29

Infonet Center, Pune	1
DR, Chennai	3
Corporate Office	24
Belapur Annex Bldg.	10
Belapur Main Bldg.	10
Belapur Central Location	10
Total	58

Grand Total	$170 + 29 + 58 = 257$
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10-June-2022

**Indicative Number of Software & Hardware Calls****1. Software / Application calls reported during January 2021 to March 2022**

Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
17311	15237	15600	11263	10523	16737	20107	23459	24697	15429	13840	18015	14271	13368	14123

**2. Hardware calls reported during January 2021 to March 2022**

Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
2949	2566	2643	1887	1664	2560	2482	2495	2782	2125	2065	2425	2129	2032	2188

\*\*\*\*\* END OF RFP DOCUMENT \*\*\*\*\*

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10-June-2022