



सेन्ट्रल बैंक ऑफ़ इंडिया  
Central Bank of India

1911 से आपके लिए "केंद्रित" "CENTRAL" TO YOU SINCE 1911

Procurement of MS Visual Studio, MS SQL Server Database Software and License with Annual Technical Support.  
Central Bank of India – Tender No – GEM/2025/B/6001655



# Central Bank of India

## Department of Information Technology

1<sup>st</sup> Floor, Plot no-26, Sector-11  
CBD Belapur, Navi Mumbai-400614

### Request for Proposal (Bid) Document

*For*

Procurement of Microsoft Visual Studio and MS SQL Server Database Software and License with Annual Technical Support.

(Supply of Software Licenses, Deployment and Annual Technical Support to the Bank)

**Bid Number: GEM/2025/B/6001655**

**27<sup>th</sup> of Feb 2025**



## Disclaimer

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

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of unconditional 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 advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.



## List of Abbreviations

Abbreviations	Description
AMC	Annual Maintenance Contract
ATS	Annual Technical Support
BFSI	Banking Financial Services and Insurance
Bidder / Service Provider / System Integrator	An eligible entity/ firm submitting a Proposal/ Bid in response to this RFP.
BG	Bank Guarantee
BOM	Bill of Material
CBI	Central Bank of India
CBS	Core Banking Solution
CO	Central Office
DIT	Department of Information Technology
CGST	Central Goods and Service Tax
EMD	Earnest Money Deposit / Bid Security
GST	Goods and Service Tax
IEM	Independent External Monitor
LOI	Letter of Intent
MSE	Micro, Small Enterprises
NDA	Non-Disclosure Agreement
OEM	Original Equipment Manufacturer
PBG	Performance Bank Guarantee
PO	Purchase Order
RFP	Request for Proposal
Primary Site	Primary Site – Mumbai
Secondary Site	Secondary Site – Hyderabad
RO	Regional Office
ZO	Zonal Office
Project Cost	Project cost would be Licensing Cost / Initial cost / Onetime cost / Fees / Development Cost / Installation cost / Implementation and Commissioning cost / Integration cost with Existing systems / Training cost / Technical assistance / Total Cost of Ownership (TCO).
Proposal / Bid	The Bidder's written reply or submission in response to this RFP.
PSB	Public Sector Bank
PSU	Public Sector Undertaking
SLA	Service Level Agreement
Solution / Services / Work / System	"Solution" or "Services" or "Work" or "System" or "IT System" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as supply, deployment, installation, commissioning, integration with existing systems, provision of technical assistance, training, certifications, auditing and other regulatory obligation of the Supplier covered under the RFP.
Supplier / Contractor / Vendor	Selected Bidder / Service Provider / System Integrator under this RFP.
TCO	Total Cost of Ownership



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## 1. Introduction

Central Bank of India, The Bank, a body corporate constituted under the Banking Companies (Requisition and Transfer of Undertaking) Act 1970 having its Central Office at Chandermukhi, Nariman Point, Mumbai-400021 hereinafter called "Bank" and having 90 Regional Offices (RO), 13 Zonal Offices (ZO) and 4615 plus branches spread across India.

## 2. Invitation of Tender Bids

Central Bank of India, intend for Procurement of Microsoft Visual Studio and MS SQL Server Database Software License with Annual Technical Support to the Bank.

Bank invites online Tender offers (Technical Offer and Commercial offer) from eligible Bidders for Procurement of Microsoft Visual Studio and MS SQL Server Database Software License with Annual Technical Support to the Bank for a period of 3 (Three) years.

Important details related to Tender Process are given below:

Tender Particulars	Important Details
Tender Reference Number	GEM/2025/B/6001655
Date of Issue of RFP	<b>27/02/2025</b>
Earnest Money Deposit (EMD) / Bid Security	₹18,00,000/- (Rupees Eighteen Lakh Only) in the form of Bank Guarantee issued by a Scheduled Bank other than Central Bank of India for the entire period of Bid validity (120 days) plus 3 months or by means of Banker's Cheque / Account Payee Demand Draft /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no GEM/2025/B/6001655 in favour of "Central Bank Of India" and payable at Mumbai/Navi Mumbai.
E-mail IDs for sending written queries and Last Date for submission of queries before Pre-bid Meeting	developdit@centralbank.co.in cmdevelopdit@centralbank.co.in agmitcomp@centralbank.co.in, Latest by – <b>07/03/2025 up to 17:00 hrs</b>
Date and Time for Offline / online Pre-Bid Meeting.	<b>10/03/2025 15:00 hrs</b> Conference Number or link for online Pre-Bid Meeting shall be shared separately.
Pre-Bid Meeting details	Pre bid meeting will be held offline/ online, which will be intimated later to the participating bidders.



Tender Particulars	Important Details
Last Date and Time for submission of RFP responses.	<b>03/04/2025 up to 15:00 hrs</b>
Mode of bid submission	Government e Marketplace (GeM)
Date & Time of Opening of Technical Bids.	<b>03/04/2025 at 15:30 hrs</b>
Response Types	1. Technical Bid + Bid Security
	2. Commercial Bid
Address for Communication	Chief Manager-IT (DIT) Central Bank of India Department of IT (DIT), 1 <sup>st</sup> Floor, Plot no-26, Sector-11, CBD Belapur, Navi Mumbai-400614 Email address: smitpurchase@centralbank.co.in developdit@centralbank.co.in, cmdevelopdit@centralbank.co.in
Place of Submission / Opening Tender Offers:	Central Bank of India Department of IT (DIT), 1st Floor, Plot no-26, Sector-11, CBD Belapur, Navi Mumbai-400614
Contact Telephone Numbers	022- 27582389/27582369/67123669/67173559

Note - The pre bid meeting will be held offline / online, as per the stipulated date and time.

Pre-Bid queries should be submitted in the following format through E-Mail only.

SNo.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/Remarks

- For any clarification with respect to this RFP, the bidder may send their queries/suggestions, valuable inputs by email to the Bank. It may be noted that all queries, clarifications, questions etc. relating to this RFP, technical or otherwise, must be in writing only and should be sent to designated e-mail ID within stipulated time, as mentioned.
- In accordance with Government of India guidelines, Micro and Small Enterprises are eligible to get tender document free of cost and exempted from payment of Earnest Money Deposit (EMD) upon submission of valid MSME certificate copy.



- c) Start-ups (which are not MSEs) are exempted only from Earnest Money Deposit (EMD).
- d) Earnest Money Deposit mentioned above must accompany all tender offers (Technical Bid) as specified in this tender document.
- e) Tender offers will normally be opened half an hour after the closing time. Any tender received without Earnest Money Deposit (EMD) will be disqualified.
- f) Technical Specifications, Terms and Conditions, Various Formats and Performa for submitting the tender offer are described in the tender document and its Annexures.
- g) Extant guidelines of GeM shall be applicable.

**Assistant General Manager - IT**  
**Central Bank of India, DIT, CBD Belapur, Navi Mumbai-400614**



### 3. Integrity Pact

Each Participating bidder/s shall submit Integrity Pact, as per attached Annexure-10 duly stamped for ₹500 (Rupees Five Hundred Only). Integrity pact should be submitted by all participating bidders at the time of submission of bid documents or as per satisfaction of the Bank. The Non submission of Integrity Pact, as per time schedule prescribed by Bank may be relevant ground of disqualification for participating in Bid process. Hardcopy of the Integrity Pact to be submitted to Bank prior to bid opening.

Bank has appointed Independent External Monitor (hereinafter referred to as IEM) for this pact, whose name and e-mail ID are as follows:

- Shri Anant Kumar [anant\_in@yahoo.com]
  - Shri Nirmal Anand Joseph Deva [meghanadeva2022@gmail.com]
- a) IEM's task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
  - b) IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently.
  - c) Both the parties accept that the IEM has the right to access all the documents relating to the project/procurement, including minutes of meetings.

### 4. Objectives of the RFP

Central Bank of India (hereinafter called as “Bank” or “the Bank”) has decided to invite proposals from experienced and eligible entities (hereinafter referred to as “Respondent” or “Bidder” or “Vendor”) to avail perpetual software license with Annual Technical Support for Microsoft Visual Studio and MS SQL Server Database from bidders, who are Certified Authorized Service Providers of Microsoft. This aforesaid perpetual license of Microsoft Visual Studio and MS SQL Server Database will be deployed and used at the Bank's Primary Site in Mumbai and Secondary Site in Hyderabad. Bidders are expected to extend their Technical Support and Services accordingly.

### 5. Eligibility Criteria

The Bidder must fulfil the following eligibility criteria:

Sr.	Eligibility of the bidder	Documents to be submitted
1	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority	Certified copy of the registration certificate (Ref Clause No 51 of RFP)
2	Bidder should be a Registered company under Indian Companies Act. 1956/2013 or LLP/Partnership firm and should have been in existence for a minimum period of 5 years in India, as on date. Bidder should be	Copy of the Certificate of Incorporation issued by Registrar of Companies for companies and copy of registration certificate in



	registered under G.S.T and/or tax registration in state where bidder has a registered office	case of LLP/Partnership Firm and full address of the registered office of the bidder.
3	The bidder must have average turnover of minimum ₹10 Crores in IT business from India operations only in the last three financial years (i.e. 2021-22, 2022-23, and 2023-24) as per the audited balance sheet available at the time of submission of tender, of individual company and not as group of companies.	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FY.
4	The bidder should have made operating profits in at least two financial years out of last three financial years (i.e. 2021-22, 2022-23, and 2023-24).	Copy of audited balance sheet and Certificate of the Chartered Accountant for preceding three FY.
5	The bidder should have a positive net worth in last three financial years (i.e. 2021-22, 2022-23, and 2023-24)	Certificate of the Chartered Accountant for three preceding FY
6	The bidder must have successfully executed two (2) orders: one for the supply of Microsoft Visual Studio and/or MS SQL Server Database Licenses, and the other for the supply of any Windows OS and/or MS Office, for at least two organizations or institutions, such as PSUs / Central Government / State Government / BFSI in India during the financial years (i.e. 2021-22, 2022-23, 2023-24 and 2024-25).	Documentary proof to be submitted – Copy of Credential Letter / Contract / Purchase Order.
7	The bidder must have executed at least one single order with a minimum value of ₹5 Crore for the supply and support of Licenses for any Microsoft products during the financial years (2021-22, 2022-2023, 2023-2024 and 2024-25).	Documentary proof to be submitted – Copy of Credential Letter / Contract / Purchase Order.
8	Bidder should have support Centres at Mumbai and Hyderabad. In case support office of the bidder is not present in these Sites, then an undertaking is to be provided by the bidder stating that direct onsite support would be provided by the bidder without any additional cost to the Bank at above mentioned Sites, whenever desired by the Bank. However, Bidder must submit list of support offices available in Mumbai and Hyderabad in Annexure-18 of RFP.	Submit the self-declaration on Company's letter head
9	Bidder should not have filed for bankruptcy in any country including India.	Submit the self-declaration on Company's letter head
10	At the time of bidding, the Bidder/OEM should not have been blacklisted / debarred by any Government offices / IBA / RBI / PSU / PSE / or Banks, Financial institutes for any reason or non-implementation / delivery of the order. Self-declaration to that effect should be submitted along with the technical bid.	Submit the self-declaration on Company's letter head
11	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five	Submit the self-declaration on Company's letter head

	years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services.	
12	Bidder/OEM should not have <ul style="list-style-type: none"> <li>NPA with any Bank in India / financial institutions.</li> <li>Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank.</li> </ul>	Submit the self-declaration on Company's letter head
13	The Bidder must be a Certified Authorized Service Providers of Microsoft for Enterprise Agreement (EA).	Necessary proof from Microsoft should be submitted – Manufacturer's Authorization Form (MAF)
14	Bidder must provide confirmation that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/ management or partnership firms/ LLPs having common partners have not participated in the bid process.	Submit the self-declaration on Company's letter head

The bidder must submit only such document as evidence of any fact as required herein.

The Bank, if required, may call for any mandatory documents as per RFP, which are not submitted by the bidder / additional documents during the evaluation process and the bidder will be bound to provide the same.

In case of unaudited balance sheet for the Financial Year 2023-24, bidder needs to submit copy of Provisional Balance Sheet along with copy of CA Certificate for the Financial Year 2023-24.

**NOTE:**

- Certified Authorized Service Providers of M/s Microsoft are eligible to bid in this tender for Supply of "Licenses for Visual Studio and MS SQL Server Database with Annual Technical Support for 3 years".
- In case any purchase order has been issued to the bidder by our Bank in respect of any other project/product and the same has not been delivered/executed even after the stipulated period and if the delay is not accepted & approved by the Bank, the bid of the respective bidder is liable for rejection.
- Bidder should submit detailed response along with documentary proof for all the above eligibility criteria. The eligibility will be evaluated based on the bid and the supporting documents submitted. Bids which are not meeting the above eligibility criteria will be rejected.
- Evaluation of Technical bids will be done by Bank's Evaluation Committee and the decision of the committee will be final.
- Bidders to submit relevant documentary evidence for all parameters mentioned herein.



- f) Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
- g) All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party.
- h) All third-party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident.
- i) Bidder is also required to substantiate whether the person signing the document from his/her Company and from OEM Company is authorized to do so on behalf of his/her/OEM's company respectively. Inability of the bidder to prove the genuineness/authenticity of document from his/her Company and from OEM Company, may make the bid liable for rejection. In support of this, bidder must submit a copy of the 'resolution of the Board of Directors', containing the name of the authorized signatory.
- j) The participating bidders are required to submit unambiguous documentary evidence, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.
- k) Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

## 6. Earnest Money Deposit (EMD) / Bid Security

Prospective bidders are required to submit the Demand Draft drawn in favor of "Central Bank of India" payable at Mumbai/Navi Mumbai, towards EMD / Bid Security of ₹18,00,000/- (Rupees Eighteen Lakh Only). The Bank may accept bank guarantee in lieu of Bid Security for an equivalent amount valid for 180 days from the last date of bid submission and issued by any scheduled commercial bank in India (Annexure-13). The Bank will not pay any interest on the Bid security. Alternatively, bidders can pay the Bid Security amount through NEFT/RTGS in the account no.-3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with the narration of RFP Reference No.

### The EMD / Bid Security shall be liable to be forfeited:

- a) if a Bidder withdraws its tender during the period of tender validity specified by the Bidder; or
- b) if the Bidder does not accept the correction of its Tender Price; or
- c) if the successful Bidder fails within the specified time to:
  - i. Sign the Contract; or
  - ii. Furnish the required security deposit.

The EMD / Bid Security of a Joint Venture (JV) must be in the name of the JV that submits the tender. If the JV has not been legally constituted at the time of bidding, the EMD / Bid Security shall be in the names of all future partners as named in the letter of intent.



The EMD / Bid Security will be refunded to The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) as security deposit for 5% of the total project cost valid for 39 months, within 21 working days from the date of acceptance of purchase order, validity starting from its date of issuance.

The EMD / Bid Security of unsuccessful Bidders shall be returned as promptly as possible after completion of bidding process.

## 7. Performance Bank Guarantee

- a) As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank, in the format given by the Bank in Annexure-12, for 5% of the total project cost valid for 39 months, (3 (Three) years for total project period plus 3 months for claim period) validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 working days of the PO acceptance by the Bidder.
- b) The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his/her favor with authorization to sign the documents.
- c) Each page of the PBG must bear the signature and seal of the BG issuing Bank and PBG number.
- d) In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
- e) In the event of delays by Successful Bidder in any of supply, support, service beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
- f) Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract. Bank shall notify the Successful Bidder in writing of the exercise of its right to receive such compensation within 14 days from the date of notifying the bidder, indicating the contractual obligation(s) for which the Successful Bidder is in default.
- g) The Bank shall also be entitled to make recoveries from the Successful Bidder's bills or any other amount due to him, the equivalent value of any payment made





to him by the bank due to inadvertence, error, collusion, misconstruction or misstatement.

- h) The PBG may be discharged / returned by Bank upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on the PBG.

## 8. Cost of Bidding

The bidder shall bear all the costs associated with the preparation and submission of bid and Bank will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

## 9. Manufacturer's Authorization form

Bidders must submit a letter of authority from their manufacturers in Annexure-9 that they have been authorized to quote OEM Product.

## 10. Scope of Work

The Scope of work of this RFP is to supply latest/higher available version of Microsoft Visual Studio (Professional Edition) and MS SQL Server Database (Standard Edition) Software License, Deployment of Licenses and Annual Technical Support to the Bank for a period of 3 (Three) years, as per the quantity details in Bill of Materials given below as well as in the Annexure-6 and else wherein the document. Bidder should ensure that the software licenses are legally obtained with valid documentation made available to the Bank.

Scope of work under Annual Technical Support (Product Support) from the successful Bidder is as under.

- a) Proposed activities under Annual Technical Support will be applicable for Servers (Physical and VM Servers) of In-House Development Team of the Bank installed at Primary Site (Mumbai) and Secondary Site (Hyderabad) on need basis, as and when asked by the Bank. Approximate current count of proposed VM Servers, is as under -
- i) 16 Application Servers & 12 Database Servers at Primary Site.
  - ii) 14 Application Servers & 10 Database Servers at Secondary Site.
- b) Onsite support is expected for the following scope of work under Annual Technical Support, wherever required.
- c) Supply and Deployment of Visual Studio and MS SQL Server Database Software and License with product support from the selected bidder.
- d) Bidder to ensure 100 hrs of Microsoft Professional Services during the contract period of 3 years.





- e) Timely supply and deployment of Patches / Upgrades released by the Microsoft related to Microsoft Visual Studio and MS SQL Server Database.
- f) Technical support and deployment of patches / upgrades to comply with Audit (IS Audit and VAPT Audit) observations and Statutory Guidelines.
- g) Troubleshooting issues related to Visual Studio and MS SQL Server Database.
- h) Technical assistance in Database Performance Optimization and Configuration of Primary and Secondary Mirroring for MS SQL Server Databases.
- i) Technical guidance and assistance in procurement and implementing Security and Performance Solutions for In-House Development Team of the Bank.
- j) Technical assistance in implementing security features in MS SQL Server Databases.
- k) Technical assistance in confirming Backup of Data related to Application and Database Servers of all web sites / web portals.
- l) Technical Support in restoration of Backup of Application and Database Servers as per DR Drill and Business Continuity Plan on Quarterly / Half yearly basis.
- m) Adequate training to the Bank staff on upgradation of Security and other patches for Visual Studio and MS SQL Server Database.
- n) Training assistance to the Bank staff on Compliance of Audit and Regulatory Compliance.
- o) Training assistance to the Bank staff on Backup mechanism and Database Mirroring.
- p) The successful bidder must provide 5 Days adequate onsite training to the designated 10 Bank personal for the activities covered under the Annual Technical Support. One time training needs to be provided to the Bank staff during the contract period along with the supply of operational and procedural guidelines to the Bank staff.
- q) The patches / updates released by Microsoft from time to time should be available for life cycle of the product and will be downloaded and applied after testing. However, the successful bidder must provide the patches/updates, which are not available on website or not downloadable from the website for any technical reason.
- r) Telephonic as well as offline support will be required to resolve technical issues, if any arises during the contract period. However, onsite support will be extended,



whenever issues are not resolved through telephonic and offline support during the contract period.

- s) Onsite support needs to be provided for any un-resolved issues within 12 hours from the date and time of report, failing which proportionate penalty will be levied and such penalty amount will be recovered from quarterly bills of Annual Technical Support.
- t) One quarterly onsite visit is mandatory to review the services and compliance of scope of work under Annual Technical Support during the contract period.

### 10.1 BOM (Bill of Materials)

Sno	Description	Part Code	Qty.
1	Visual Studio 2022 (Professional Edition)	C5E-01412	25
2	MS SQL Server 2022 Database (Standard Edition) SLng 2 Core pack	7NQ-01782	230
3	Annual Technical Support for 3 (Three) Years.	N/A	N/A

Selected bidder must supply latest / higher available version of Microsoft Visual Studio (Professional Edition) and MS SQL Server Database License (Standard Edition) of 2 Core pack for VM Servers. Both MS Visual Studio and MS SQL Server Database Licenses must be Perpetual Licenses of latest release from Microsoft at the same price finalized in the Tender Process.

After delivery of the above-mentioned Microsoft Products licenses, the selected bidder also must ensure the following things:

- a) The selected bidder must ensure timely delivery, successful deployment of License in the Servers at Primary and Secondary Sites, as per Bank plan.
- b) Bank reserves the right to issue a repeat order for additional Licenses of MS Visual Studio and MS SQL Server Database at the same price subject to a maximum of 25% of ordered quantity, as per Bill of Material within 6 months from the date of execution of SLA.
- c) Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the successful bidder needs to provide the same at no additional cost to the Bank. The successful bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the successful bidder later for omission of services on the pretext that the same was not explicitly mentioned in the RFP.



- d) Renewal of the Annual Technical Support contract may be extended further for a period of 2 years, after expiry of 3 (Three) years contract period, as per the mutually agreed terms between Bank and the successful bidder.

## 10.2 General Conditions

- a) The successful Bidder shall ensure that no existing Hardware / Software / Structure / Setup get damaged / corrupted while performing their activities during support. Any damages / losses caused to Bank due to Bidder's negligence shall be passed on the Bidder's account.
- b) The successful bidder should ensure that the setup / link provided for updation / downloading / authorisation of licenses either on Banks network or through Internet should be free of any malware / viruses etc. Any damages / losses caused to Bank due to aforesaid shall be passed on to the bidder account.
- c) The successful Bidder shall complete the assigned work within a stipulated timeline mentioned in the delivery schedule of this RFP or as requested by the Bank under Annual Technical Support.
- u) The support system should be on 24\*7 basis in case of any disruption of services.

## 10.3 Regulatory Compliance Requirement

- a) The Annual Technical Support under the RFP should comply with all the Regulatory/ Compliance guideline of the Banks/ Regulatory authority in India. Bank has right to change the compliance/ guideline at any point of time and the service provider must comply with the guidelines. Bank has right to audit by regulatory authority or any agency appointed by the Bank, as a part of Vendor Audit.
- b) The service should comply with Bank IT/ Information Security (IS) / BCP Policy of the Bank.
- c) It will be mandatory to protect the data privacy, as per Indian Data Privacy Law. Service provider should comply with all such laws in existence currently or introduced in future by the Govt. agencies or any other regulatory body.

## 10.4 Delivery Schedule

All the licenses as mentioned in Bill of Materials (BOM) should be procured in the name of the "Central Bank of India" and the Licenses of "Microsoft Visual Studio and MS SQL Server Database" must be delivered to the Bank within 8 (Eight) weeks from date of acceptance of purchase order.

The successful bidder must strictly adhere to the delivery timelines as mentioned in the RFP. In case, delivery deadlines are not met for reasons attributable to bidder,



then the Bank will be forced to impose penalty of ₹ 1000/- per day for the delayed period subject to a maximum cap of 10% of the project cost. If delay exceeds 8 (Eight) weeks from due date of delivery, Bank reserves the right to cancel the entire order.

Further, Failure to meet these stipulated delivery schedules; it may constitute a material breach of the Bidder's performance unless it is due to reasons entirely attributable to the Bank and the bidder will be solely responsible for any loss to the Bank. The liability in such an event could be limited to the extent of loss to the bank and will be adjusted from Performance Bank Guarantee.

### 10.5 Service Levels and Uptime

- a) In case of Malfunctioning of the Servers due to improper implementation of patches/updates or non-implementation of patches/updates timely. The Bidder is liable for penalty of ₹ 1000/- per day in case of non-availability / accessibility of Server due to technical reason, if any attributed to Bidder / OEM during the contract period. The total penalty will be the maximum of 10% of the contracted value of the project and hence Bank will have the discretion to cancel the contract if penalty amount exceeds 10% of the total contract value.

### 10.6 Right to alter / delete Components and Quantities specified in the RFP

The Bank reserves the right to alter / delete the requirements (Components) specified in the Tender document. The Bank also reserves the right to alter / add the quantity of "Visual Studio and MS SQL Server Database Licenses" from the quantity specified in the Tender.

## 11. Bid Submission

- a) All responses received after the due date/time be considered late and would be liable to be rejected. Portal will not allow lodgement of RFP response after the deadline. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Respondent who lodges a late RFP response for any reason whatsoever, including RFP responses taken to be late only because of another condition of responding. The bid document and all annexures must be unconditional and strictly in compliance with the RFP otherwise the bid shall be rejected.
- b) Bid Security / Earnest Money Deposit: "Earnest Money Deposit" shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) favouring CENTRAL BANK OF INDIA, BANK ACCOUNT NO.- 3287810289, IFSC CODE – CBIN0283154 or by way of Bankers Cheque/Demand Draft favouring Central Bank of India, payable at Mumbai / Navi Mumbai, or a Bank Guarantee of an equal amount issued by a scheduled commercial Bank (other than Central Bank of India) located in India, valid in the form provided in the RFP (Annexure-13). The Demand Draft should be of a Commercial Bank only



(other than Central Bank of India) and will be accepted subject to the discretion of the Bank.

#### **11.1.1 Close for Bidding:**

After the expiry of the cut- off time of Online Submission of Tender stage to be completed by the Bidders has lapsed, the Tender will be closed by the Tender Authority.

#### **11.1.2 Short listing of Bidders for Financial Bidding Process:**

The Tendering Authority will first open the Technical Bid documents of all Bidders and after scrutinizing these documents will shortlist the Bidders who are eligible for Financial Bidding Process. The short-listed Bidders will be intimated by email.

#### **11.1.3 Opening of the Financial Bids:**

The Bidders may join online for tender Opening at the time of opening of Financial Bids. However, the results of the Financial Bids of all Bidders shall be available on the Portal after the completion of opening process.

#### **11.1.4 Tender Schedule (Key Dates):**

The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. All the online activities are time tracked and the electronic Tendering System enforces time-locks that ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

At the sole discretion of the tender Authority, the time schedule of the Tender stages may be extended.

## **12. Technical Offer**

- a) The Technical Offer (TO) should be complete in all respects and contains all information asked for, in this document.
- b) It should not contain any price information. But a copy of the commercial bid without mentioning the price should be attached with Technical Offer (TO). However, any mention of price in Technical Offer (TO) will result in disqualification of the bid.
- c) The Technical Offer (TO) must be submitted in an organized and structured manner. All the product brochures / leaflets / manuals etc. should be submitted along with the Technical Offer (TO). The technical offer should be in compliance with technical requirement / specifications.



- d) The Technical Offer (TO) must contain the proof of submission of bid security. Without any of these two, bidder will be disqualified, and bid submitted by them will not be considered for process.

### 13. Commercial Offer

Commercial Bid of only technically qualified Bidders shall be opened on the basis of technical proposal. Bank will notify the date and time for participating in the online reverse auction process to the qualified Bidders. Contract will be awarded to L1 bidder identified in reverse auction process.

- a) The Commercial Offer (CO) should be complete in all respect. It should contain only the price information as per Annexure-2(B).
- b) The commercial offer should be in compliance with technical requirement / specifications, as per Annexure-1A & 1B.
- c) The price to be quoted for all individual items and it should be unit price in Indian rupees.
- d) In case there is a variation between numbers and words, the value mentioned in words would be considered. The Bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components and services on a fixed price basis, as per the commercial Bid inclusive of all costs. GST (Goods and Services Taxes) shall be payable as per applicable structure laid down under GST Law separately. The Bank will not pay any other taxes, cost or charges. The price would be inclusive of all applicable taxes under the Indian law like customs duty, freight, forwarding, insurance, delivery, etc., which shall be paid/ reimbursed on actual basis on production of bills with GSTIN. Any increase in GST will be paid in actuals by the Bank or any new tax introduced by the government will also be paid by the Bank. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to Bank. The price quoted by the Bidder should not change due to exchange rate fluctuations, inflation, market conditions, and increase in custom duty. The Bank will not pay any out-of-pocket expenses. The Selected Bidder will be entirely responsible for license fee, road permits, NMMC cess, LBT, Octroi, insurance etc. in connection with the delivery of products at site advised by the Bank including incidental services and commissioning. Payment of Octroi, entry-tax, etc., alone, if applicable, will be made at actuals, on production of suitable evidence of payment by the Bidder.
- e) The price is inclusive of applicable taxes with price breakup of unit price and applicable taxes, which shall be paid as per actuals.

### 14. Reverse Auction

Reverse Auction would be conducted amongst all the technically qualified bidders





except the highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in Reverse Auction. However, H-1 will also be allowed to participate in RA in following cases:

- a. If number of technically qualified bidders are only 2 or 3.
- b. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N sellers.
- c. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- d. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1.
- e. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

## 15. Commercial Bid Evaluation

Technical offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Only those bidders, who qualify in the technical evaluation would be considered for evaluating the commercial bid. Bank may, at its sole discretion, waive any minor non-conformity or deviations.

Bank will award the contract to the successful Bidder, whose bid has been determined as the **Lowest Commercial bid (L1) through the Reverse Auction process** of this commercial evaluation through GeM Portal. The details of Reverse Auction process are given in **Annexure-3**.

After completion of the reverse auction on GeM portal, L1 bidder should submit the price breakup as per the Annexure-2B in the company's letter head within 24 hours.

The Bank shall follow all the guidelines/notifications for public procurement.

Bank reserves the right to reject a bid offer under any of the following circumstances:

- a) If the bid offer is incomplete and / or not accompanied by all stipulated documents.
- b) If the bid offer is not in conformity with the terms and conditions stipulated in the RFP.
- c) If there is a deviation in respect to the technical specifications of software items.

The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons whatsoever.

Bank reserves the right to undertake price negotiation with L1 Bidder / OEM even after getting the L1 price through Reverse Auction if desires so, in order to get further competitive price.



## 16. General Terms

### Payment Terms

Payment of Licenses will be released on delivery by the Central office from where the purchase order is issued. The Bank shall have the right to withhold any payment in case of delays or defaults on the part of the Bidder. Such withholding of payment shall not amount to a default on the part of the Bank. All the Payment shall be made in Indian Rupees (₹) only.

### 16.1 Payment Terms for different items of Bill of Material

#### a) Payment of Visual Studio and MS SQL Server Database Licenses.

- i) 90% payment of Visual Studio and MS SQL Server Database Software License plus applicable taxes will be released after delivery of License to the Bank subject to submission of following documents:
  - (1) PBG (Performance Bank Guarantee).
  - (2) Delivery of licenses sign-off, signed by respective Bank Officials and the Bidder's representative.
- ii) 10% balance payment will be released on deployment / installation of Licenses in the designated VM Servers of Primary and Secondary sites of the Bank, as per schedule of the Bank within 6 Months. In case, there is a delay from the Bank side for arrangement of VM Servers for deployment of Licenses, Bank will release the balance 10% of License cost plus applicable taxes, by the end of 7<sup>th</sup> month or on successful deployment / installation of all Licenses in the Servers, whichever is earlier.

#### b) Payment of Annual Technical Support.

- i) Payment of Annual Technical Support will be processed and released on quarterly basis in arrears on submission of correct invoice in all respect.

#### c) Bank will not pay any amount in advance.

#### d) The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any. The Successful Bidders must provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

### 16.2 Fixed Price and Taxes

- a) The commercial offer shall be on a fixed price basis, inclusive of applicable taxes.





No price variation relating to increases in applicable taxes customs duty, excise tax, dollar price variation etc. will be permitted. The bidder shall pay any other Tax being applicable after placement of order, during currency of the project only.

b) Taxes:

- i) The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP shall be all-inclusive amount with currently (prevailing) applicable taxes. The bidder shall provide the details of the taxes applicable in the invoices raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes including TDS from the payments due/ payments to bidder. The applicable tax shall be paid by the bidder to the concerned authorities.
- ii) In case of any variation (upward or downward) in Government levies / taxes / etc. up-to the date of providing services, the benefit or burden of the same shall be passed on or adjusted to the Bank. If the service provider makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly.
- iii) Goods and Services Taxes (GST) and its Compliance
  - a. Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Bidder shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder.
  - b. TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the supplier of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes. The statutory compliances contained in the statutes include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.
  - c. It is mandatory to pass on the benefit due to reduction in rate of tax or from input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.
  - d. If bidder as the case may be, is backlisted in the GST (Goods and Services Tax) portal or rating of a supplier falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract.
- iv) Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Service provider shall pay any other taxes separately or along with GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

## 17. Penalty

### 17.1 Deployment of Software and License

Software and Licenses of “Visual Studio and MS SQL Server Database” must be delivered, deployed in the proposed Servers as per plan and schedule of the Bank. Failure to meet these schedules as mentioned in “Clause no 10.4 – Delivery Schedule” will constitute a material breach of performance.

Penalty will be charged ₹ 1000/- per day for the delayed period in delivery and deployment of Licenses beyond stipulated time period from the schedule of the Bank or from the date of acceptance of purchase order subject to a maximum cap of 10% of the project cost.

In the event of delayed beyond 8 weeks, the Bank will be forced to cancel an awarded contract related to this RFP due to the successful bidder’s inability to meet the agreed delivery dates, the bank may take suitable penal actions as deemed fit.

### 17.2 Server Up-Time:

In case of Malfunctioning of the Servers due to improper implementation of patches/updates or non-implementation of patches/updates timely. The Bidder is liable for penalty of ₹ 1000/- per day in case of non-availability / accessibility of Server due to technical reason, if any attributed to Bidder / OEM during the contract period. The total penalty will be the maximum of 10% of the contracted value of the project and hence Bank will have the discretion to cancel the contract if penalty amount exceeds 10% of the total contract value.

In case of dispute arises at any stage, the same shall be settled as per terms and conditions stipulated in the RFP. If the same is not settled as per terms and conditions stipulated in the RFP, either party may refer the dispute to arbitration as provided herein.

## 18. Service Level Agreement (SLA)

Format of SLA is to be submitted by Bank within 30 days from date of acceptance of PO for Licenses of “Visual Studio and MS SQL Server Database” and Bidder must execute SLA with Bank within 21 days after receipt of the SLA format.

The Bidder will take total responsibility for the fault free / statutory compliant support to the Bank during the period of contract.

All the expenses related to execution of the document such as the applicable stamp duty and registration charges if any shall be borne by the successful bidder.

## 19. Order Cancellation



If the bidder fails to deliver and implement the product within time schedule of 8 (Eight) weeks or the extended date communicated by the Bank, it would be considered as a breach of contract. Bank reserves the right to cancel the purchase order or entire contract in all such cases of breach of contract by giving 30 days' notice.

In addition to the cancellation of purchase order, Central Bank of India reserves the right to appropriate the damages from the Bid Security /Performance Bank Guarantee given by the bidder and/or foreclose the bank guarantee given by the bidder against the advance payment and may take appropriate action. Further, in case of failure to adhere to the terms and conditions of the RFP in totality, concealment of facts in the tender documents, failure to fulfil the contractual obligations of the Purchase order etc., Bank may debar/blacklist the successful bidder from participating in future tender processes.

Bank reserves the right to inform IBA/ other banks about blacklisting the Service Provider in case of default in service or delay leading to financial or reputation loss, loss of time of the bank.

## 20. Indemnity

- a) The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:
  - i) Bank's authorized / bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
  - ii) An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in the SLA (Service level Agreement) or Purchase Order (PO) and/or
  - iii) Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank and/or
  - iv) Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
  - v) Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights and/or



- vi) Breach of confidentiality obligations of the Bidder contained in this RFP or; any or all terms and conditions stipulated in the SLA (Service level Agreement) or PO and/or
  - vii) Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors.
- b) The Bidder will have to at its own cost and expenses defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trade mark in the country where the Deliverables and Services are used, sold or received, provided the Bank:
- i) Notifies the Bidder in writing; and
  - ii) Cooperates with the Bidder in the defense and settlement of the claims.
- c) The Bidder shall compensate the Bank for direct financial loss suffered by the Bank, if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank.
- d) Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, suffered by bank due to the following reasons:
- i) that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or The Bidder shall indemnify the Bank in case of any mismatch of ITC (Input Tax Credit) in the GSTR 2A, where the Bank does not opt for retention of GST component on supplies.
  - ii) all claims, losses, costs, damages, expenses, action, suits and other proceedings resulting from infringement of any patent, trade-marks, copyrights etc. or
  - iii) such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however:
    - (a) The Bidder has sole control of the defense and all related settlement negotiations.
    - (b) The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and bidder is aware of the rights



to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect and incidental damages and compensations.

- e) Indemnity would be limited to damages awarded in arbitration and shall exclude indirect, and incidental damages. However, indemnity would also cover damages, loss or liabilities, compensation suffered by the Bank arising out of claims made by regulatory authorities.

## 21. Liquidated Damages

- a) If the successful Bidder/Vendor fails to perform the Services within the period(s) specified in the Contract / SLA, the Bank shall, without prejudice to its other remedies under the Contract, deduct penalty from the Contract Price, as Liquidated Damages (LD), for every such default in service.
- b) The Liquidated Damages (LD) shall be 1 % of the affected Components / delayed services. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount. Once the liquidated damages reach 10% of the contract amount, the bank may consider termination of the contract or invocation of Bank guarantee. In this context Bank may exercise both the rights simultaneously or severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard.

At that point, the contract price will stand reduced to the actual amount payable by the Bank. Proportionately the payment payable to the Successful Bidder will also stand reduced. All the deliverables given to the Bank at that instant will continue to be the property of the bank and the bank plans to use the same for any purpose which it may deem fit.

## 22. Confidentiality & Non – Disclosure

The bidder is bound by this agreement for not disclosing the Banks data and other information. Resources working in the premises of the Bank are liable to follow the rules and regulations of the Bank and are governed by the outsourcing policy of the Bank.

The document contains information confidential and proprietary to the Bank. Additionally, the bidder will be exposed by virtue of the contracted activities to the internal business and operational information of the Bank, affiliates, and/or business partners, disclosure of receipt of this tender or any part of the aforementioned information to parties not directly involved in providing the requested services could result in the disqualification of the bidders, premature termination of the contract, or legal action against the bidder for breach of trust.

No news release, public announcement or any other reference to the order, relating to the contracted work if allotted with the assignment or any program hereunder shall be made without written consent from the Bank.

As the bidder is providing support services for multiple Banks, the bidder at all times should take care to build strong safeguards so that there is no mixing together of information/ documents, records and assets is happening by any chance.

The bidder should undertake to maintain confidentiality of the Banks information even after the termination / expiry of the contracts.

The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the successful bidder within a period of 21 days from, the date of acceptance of purchase order.

### **23. Guarantee on software license**

The bidder shall guarantee that the software and License supplied under this contract to the Bank is legally obtained. Software supplied should not have any embedded malicious and virus programs.

### **24. Force Majeure**

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, as a result of force majeure. For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, epidemic/pandemic, insurrections, riots, earthquake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months due to force majeure situation, the parties shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of the Bank shall be final and binding on the Bidder.

### **25. Resolution of Disputes**





The Bank and the bidder shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the Bank and the Bidder have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration.

All questions, disputes or differences arising under and out of, or in connection with the contract, shall be referred to two Arbitrators: one Arbitrator to be nominated by the Bank and the other to be nominated by the Bidder.

In the case of the said Arbitrators not agreeing, then the matter will be referred to an umpire to be appointed by the Arbitrators in writing before proceeding with the reference. The award of the Arbitrators, and in the event of their not agreeing, the award of the Umpire appointed by them shall be final and binding on the parties. The Arbitration and Reconciliation Act 1996 shall apply to the arbitration proceedings and the venue of the arbitration shall be Mumbai.

The Language of Arbitration will be English. Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, bidder will continue to perform its contractual obligations and the Bank will continue to pay for all products and services that are accepted by it, provided that all products and services are serving satisfactorily, as per satisfaction of the Bank.

If a notice has to be sent to either of the parties following the signing of the contract, it has to be in writing and shall be first transmitted by facsimile transmission, by postage prepaid registered post with acknowledgement due or by a reputed courier service, in the manner as elected by the Party giving such notice. All notices shall be deemed to have been validly given on (i) the business date immediately after the date of transmission with confirmed answer back, if transmitted by facsimile transmission, or (ii) on the date of acknowledgment signed by the receiver or (iii) the business date of receipt, if sent by courier.

This RFP shall be governed and construed in accordance with the laws of India. The courts of Mumbai alone and no other courts shall be entitled to entertain and try any dispute or matter relating to or arising out of this RFP. Notwithstanding the above, The Bank shall have the right to initiate appropriate proceedings before any court of appropriate jurisdiction, should it find it expedient to do so.

## **26. Format of the Letter of undertaking of Authenticity to be submitted by the Bidder**

The successful bidder must submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of the letter of intent. The undertaking from OEMs needs to be provided to the Bank for the activities owned by them in coordination with the bidder as per the details mentioned in the document along with the pricing.

The format for the same is as below.

“We undertake that all the Software, License supplied shall be original and new only, sourced from the respective OEM/OSDs of the products and that no refurbished / duplicate/ secondhand software / license is being used or shall be used.

We also undertake that in respect of licensed asked by you in the Purchase Order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source.

We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of supply and deployment. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of delivery of License as per PO or within a reasonable time.

In case of default and we are unable to comply with the above at the time of delivery or deployment, for the software License already billed, we agree to take back the software License without demur, if already supplied and return the money, if any paid to us by you in this regard”.

## 27. Independent Contractor

Nothing herein contained will be construed to imply a joint venture, partnership, principal-agent relationship or co-employment or joint employment between the Bank and Bidder. Bidder, in furnishing services to the Bank hereunder, is acting only as an independent contractor. Bidder does not undertake by this Agreement or otherwise to perform any obligation of the Bank, whether regulatory or contractual, or to assume any responsibility for the Bank's business or operations. The parties agree that, to the fullest extent permitted by applicable law; Bidder has not, and is not, assuming any duty or obligation that the Bank may owe to its customers or any other person. The bidder shall follow all the rules, regulations statutes and local laws and shall not commit breach of any such applicable laws, regulations etc. In respect of sub-contracts, as applicable – If required by the Bidders, should provide complete details of any subcontractor/s used for the purpose of this engagement. It is clarified that notwithstanding the use of sub-contractors by the Bidder, the Bidder shall be solely responsible for performance of all obligations under the SLA/ NDA (Non-Disclosure Agreement) irrespective of the failure or inability of the subcontractor chosen by the Bidder to perform its obligations. The Bidder shall also have the responsibility for payment of all dues and contributions, as applicable, towards statutory benefits including labour laws for its employees and sub-contractors or as the case may be. Bidder should take bank's prior written permission before subcontracting/ resource outsourcing of any work related to the performance of this RFP or as the case may be. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for this project are completed and is available for scrutiny by the Bank

## 28. Assignment



Bank may assign the Project and the solution and services provided therein by Bidder in whole or as part of a corporate reorganization, consolidation, merger, or sale of substantially all of its assets. The Bank shall have the right to assign such portion of the facilities management services to any of the Contractor/sub-contractor, at its sole option, upon the occurrence of the following: (i) Bidder refuses to perform; (ii) Bidder is unable to perform; (iii) termination of the contract with Bidder for any reason whatsoever; (iv) expiry of the contract. Such right shall be without prejudice to the rights and remedies, which the Bank may have against Bidder. Bidder shall ensure that the said sub-contractors shall agree to provide such services to the Bank at no less favorable terms than that provided by Bidder and shall include appropriate wordings to this effect in the agreement entered into by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract/project.

## 29. Execution of Contract, SLA and NDA

The bidder and Bank should execute

- a) Contract, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and
- b) Non-disclosure Agreement.
- c) The bidder should execute the contract and NDA within 21 days from the date of acceptance of the Purchase Order.
- d) SLA with Bank should be executed within 21 days from the date of receipt of the SLA format from Bank. The format of SLA with Bank should be submitted to successful bidder within 30 days from the date of acceptance of the Purchase Order.

## 30. Bidder's liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of the contract. The Bidders liability in case of claims against the Bank resulting from misconduct or gross negligence of the Bidder, its employees and subcontractors or from infringement of patents, trademarks, copy rights (if any) or breach of confidentiality obligations shall be unlimited. 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 tender and subsequent agreement or services provided on behalf of bank hereunder. The bidder should ensure that the due diligence and verification of antecedents of employees/personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

## 31. Information Ownership



All information transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final if any unauthorized disclosure have encountered. Types of sensitive information that will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank Site. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank Site.

### **32. Inspection, Audit, Review, Monitoring & Visitations**

All records of OEMs/Bidders with respect to any matters / issues covered under the scope of this RFP/project shall be made available to the Bank at any time during normal business hours, as often as the Bank deems necessary, to audit, examine, and make excerpts or transcripts of all relevant data. Such records are subject to examination. The Bank's auditors would execute confidentiality agreement with the Bidder, provided that the auditors would be permitted to submit their findings to the Bank, which would be used by the Bank. The cost of such audit will be borne by the Bank. Bidder shall permit audit by internal/external auditors of the Bank or RBI to assess the adequacy of risk management practices adopted in overseeing and managing the outsourced activity/arrangement made by the Bank. Bank shall undertake a periodic review of service provider/BIDDER outsourced process to identify new outsourcing risks as they arise. The BIDDER shall be subject to risk management and security and privacy policies that meet the Bank's standard. In case the BIDDER outsourced to third party, there must be proper Agreement / purchase order with concerned third party. The Bank shall have right to intervene with appropriate measure to meet the Bank's legal and regulatory obligations. Access to books and records/Audit and Inspection would include:

- a) Ensure that the Bank has the ability to access all books, records and information relevant to the outsourced activity available with the BIDDER. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
- b) Provide the Bank with right to conduct audits on the BIDDER whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain

copies of any audit or review reports and finding made on the service provider in conjunction with the services performed for the bank.

c) Include clause to allow the Reserve Bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to you, stored or processed by the BIDDER within a reasonable time. This includes information maintained in paper and electronic formats.

d) Recognized the right of the Reserve Bank of India to cause an inspection to be made of a service provider of the bank and its books and account by one or more of its officers or employees or other persons.

Banks shall at least on an annual basis, review the financial and operational condition of the BIDDER. Bank shall also periodically commission independent audit and expert assessment on the security and controlled environment of the BIDDER. Such assessment and reports on the BIDDER may be performed and prepared by Bank's internal or external auditors, or by agents appointed by the Bank.

### **Monitoring**

Compliance with Information security best practices may be monitored by periodic Information security audits performed by or on behalf of the Bank and by the RBI. The periodicity of these audits will be decided at the discretion of the Bank. These audits may include, but are not limited to, a review of: access and authorization procedures, physical security controls, backup and recovery procedures, network security controls and program change controls. To the extent that the Bank deems it necessary to carry out a program of inspection and audit to safeguard against threats and hazards to the confidentiality, integrity, and availability of data, the Service Provider shall afford the Bank's representatives access to the Bidder's facilities, installations, technical resources, operations, documentation, records, databases and personnel. The Bidder must provide the Bank access to various monitoring and performance measurement systems (both manual and automated). The Bank has the right to get the monitoring and performance measurement systems (both manual and automated) audited without prior approval /notice to the Bidder.

### **Visitations**

The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative(s) of the Bank and shall provide all information/ documents required to the Bank.

## **33. Intellectual Property Rights**

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that same as expressly provided in this RFP, all Intellectual Property Rights in relation to the Hardware, Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in



connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Bidder a right to use at no cost or charge the Hardware and Software licensed to the Bank, solely for the purpose of providing the Services. The Bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Hardware and Software used by Bidder in performing its obligations under this Project. If a third party's claim endangers or disrupts the Bank's use of the Hardware and Software, the Bidder shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or (ii) modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or (iii) replace the Software with a compatible, functionally equivalent and non-infringing product. All third-party Hardware/software / service/s provided by the bidder in the scope of the RFP will be the responsibility of the bidder if any discrepancy or infringement is encountered. The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third-party software or modules supplied by the Bidder as part of this Project.

### 34. Termination

- a) **Termination for Default:** The Bank, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Successful Bidder, may terminate this Contract in whole or in part:
- i) If the Successful Bidder fails to deliver any or all of the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or;
  - ii) If the Successful Bidder fails to perform any other obligation(s) under the contract.
  - iii) If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the procurement process or in contract execution; and "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.
- b) In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful



Bidder shall continue performance of the Contract to the extent not terminated when the value of the liquidated damages exceeds 10% of the contract value.

- c) In case the contract is terminated then all undisputed payment will be given to bidder, but disputed payment shall be adjusted by way of penalty from invoices or PBG.
- d) **Termination for Insolvency:** If the Bidder becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt; then the Bank plans to, at any time, terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Bidder.
- e) **Termination – Key Terms & Conditions:** The Bank reserves the right to terminate the agreement with the Bidder / bidder at any time by giving ninety (90) days prior written notice to the Bidder. The Bank shall be entitled to terminate the agreement at any time by giving notice if the Bidder.
- i) has a winding up order made against it; or
  - ii) has a receiver appointed over all or substantial assets; or
  - iii) is or becomes unable to pay its debts as they become due; or
  - iv) enters into any arrangement or composition with or for the benefit of its creditors; or
  - v) Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

The Bidder shall have right to terminate only in the event of winding up of the Bank.

**f) Exit Option and Contract Re-Negotiation:**

- (a) The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:
- i) Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 21 days of receipt of purchase contract.
  - ii) Delay in delivery, performance or implementation of the solution beyond the specified period;
  - iii) Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability

of the Bidder to remedy the situation within 60 days from the date of pointing out the defects by The Bank. (60 days will be construed as the notice period)

- (b) In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.

### 35. Privacy and security safeguards

- a) The Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location. The Bidder will have to develop procedures and implementation plans to ensure that IT resources leaving the control of the assigned user (such as being reassigned, removed for repair, replaced, or upgraded) are cleared of all Bank data and sensitive application software. The Bidder will have to also ensure that all subcontractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.
- b) The Bidder hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
- c) The Bidder hereby agrees that they will preserve the documents.

### 36. Governing Law and Jurisdiction

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

#### Statutory and Regulatory Requirements

The solution must comply with all applicable requirements defined by any regulatory, statutory or legal body which shall include but not be limited to RBI or other Regulatory Authority, judicial courts in India and as of the date of execution of Agreement. This requirement shall supersede the responses provided by the Bidder in the technical response. During the period of warranty / AMC, Bidder / Bidder should comply with all requirements including any or all reports without any additional cost, defined by any regulatory authority time to time and which fall under the scope of this RFP / Agreement. All mandatory requirements by regulatory / statutory bodies will be provided by the bidder under change management at no extra cost to the bank during the tenure of the contract.





### 37. Compliance with Laws

- a) Compliance with all applicable laws: Successful bidder shall undertake to observe, adhere to, abide by, comply with the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this scope of work and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
- b) Compliance in obtaining approvals/permissions/licenses: Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to Company.
- c) This indemnification is only a remedy for the Bank. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.

### 38. Violation of Terms

The Bank clarifies that the Bank shall be entitled to an injunction, restraining order, right for recovery, specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained under the RFP/Agreement. These injunctive remedies are cumulative and are in addition to any other rights and remedies the Bank may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

### 39. Corrupt and Fraudulent Practices

As per Central Vigilance Commission (CVC) directives, it is required that Bidders / Suppliers / Contractors observe the highest standard of ethics during the procurement and execution of such contracts in pursuance of this policy:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of values to influence the action of an official in the procurement process or in contract execution AND

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of contract to the detriment of The Bank and includes collusive practice among Bidders (prior to or after offer submission) designed to establish offer prices at artificial non-competitive levels and to deprive The Bank of the benefits of free and open competition.

The Bank reserves the right to reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The Bank reserves the right to declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

All necessary compliances relating to the transaction such as disclosure in in the returns to be filed, Tax Collected at Source (if applicable) etc. shall be duly undertaken by the supplier and in case of any non-compliance or delayed compliance, the Bank shall have right to recover interest and/or penalty that may be levied including liquidated damages @10 % of the value of supplier.

This indemnification is only a remedy for the Bank. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.

#### **40. Publicity**

Any publicity by either party in which the name of the other party is to be used should be done only with the explicit written permission of such other party.

#### **41. Entire Agreement; Amendments**

This Agreement sets forth the entire agreement between the Bank and the Successful bidder and supersedes any other prior proposals, agreements and representations between them related to its subject matter, whether written or oral. No modifications or amendments to this Agreement shall be binding upon the parties unless made in writing, duly executed by authorized officials of both parties.

#### **42. Survival and Severability**

Any provision or covenant of the Agreement, which expressly, or by its nature, imposes obligations on successful bidder shall so survive beyond the expiration, or termination of this Agreement The invalidity of one or more provisions contained in this Agreement shall not affect the remaining portions of this Agreement or any part thereof; and in the event that one or more provisions shall be declared void or unenforceable by any court



of competent jurisdiction, this Agreement shall be construed as if any such provision had not been inserted herein.

#### 43. Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

#### 44. Amendments to Bidding Documents

At any time prior to the last Date and Time for submission of bids, the Bank may, for any reason, modify the Bidding Document by amendments at the sole discretion of the bank. All amendments will be **either uploaded in the website** or shall be delivered by hand / post / courier or through e-mail or faxed to all prospective bidders, who have received the bidding document and will be binding on them. For this purpose, bidders must provide name of the contact person, mailing address, telephone number and FAX numbers on the covering letter sent along with the bids.

In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Bank may, at its discretion, extend the deadline for submission of bids.

#### 45. Period of Validity

Bids shall remain valid for 120 days from the last date of bid submission. A bid valid for shorter period shall be rejected by the bank as non-responsive.

#### 46. Last Date and Time for Submission of Bids

Bids must be submitted not later than the specified date and time as specified in the Bid Document. Bank reserves the right to extend the date & time without mentioning any reason.

#### 47. Modifications and/or Withdrawal of Bids

- a) Bids once submitted will be treated as final and no further correspondence will be entertained on this.
- b) No bid will be modified after the deadline for submission of bids.
- c) No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder.



## 48. Clarifications of Bids

To assist in the examination, evaluation and comparison of bids the bank may, at its discretion, ask the bidder for clarification and response, which shall be in writing and without change in the price, shall be sought, offered or permitted.

## 49. Bank's Right to Accept or Reject Any Bid or All Bids

The bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids 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 ground for the bank's action.

## 50. Signing Of Contract

The successful bidder(s) to be called as bidder, shall be required to enter into an Agreement with the Bank, within 21 days of the award of the work order (when provided) or within such extended period as may be specified by the bank.

## 51. Land Border Sharing Clause

The Bidder must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 Order (Public Procurement No. 1), Order (Public Procurement No. 2) dated 23.07.2020 and Order (Public Procurement No. 3) dated 24.07.2020. Bidder should submit the undertaking in Annexure-15 in this regard and also provide copy of registration certificate issued by competent authority wherever applicable.

Para 1 of Order (Public Procurement No. 1) dated 23-7-2020 and other relevant provisions are as follows:

- a) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with Competent Authority.
- b) "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such persons, participating in a procurement process.
- c) "Bidder from a country which shares a land border with India" for the purpose of this Order means: -
  - i) An entity incorporated, established, or registered in such a country; or
  - ii) A subsidiary of an entity incorporated, established or registered in such a country; or



- iii) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- iv) An entity whose beneficial owner is situated in such a country; or
- v) An Indian (or other) agent of such an entity; or
- vi) A natural person who is a citizen of such a country; or
- vii) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.

d) The beneficial owner for the purpose of (iii) above will be as under.

- i) In case of a company or limited liability partnership, the beneficial owner is the natural person(s). who, whether acting alone or together, or through one or more judicial person, has a controlling ownership interest or who exercises control through other means.

**Explanation –**

- a) “Controlling ownership interests” means ownership of or entitlement to more than twenty five per-cent of shares or capital or profits of the company.
- b) “Control” shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder’s agreements or voting agreements.
- ii) In case of partnership firm, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of entitlement to more than fifteen per-cent of capital or profits of the partnership.
- iii) In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together or through one or more judicial person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.
- iv) Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person(s), who hold the position of senior managing official.
- v) In case of trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen per-cent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.



- vi) An agent is a person employed to do any act for another, or to represent another in dealings with third persons.

## 52. Preference to Make in India

Government has issued Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 vide the Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 15.06.2017 and subsequent revisions vide Order No. 45021/2/2017-PP(BE-II) dated 28.05.2018, 29.05.2019, 04.06.2020 and dated 16-9-2020 to encourage 'Make in India' and to promote manufacturing and production of goods, services and works in India with a view to enhancing income and employment.

It is clarified that for all intents and purposes, the latest revised order i.e. the order dated 16-9-2020 shall be applicable being revised Order of the original order i.e. Public Procurement (Preference to Make in India) [PPP-MII] Order 2017 dated 15-6-2017.

The salient features of the aforesaid Order are as under:

1. **Class-I Local supplier** – a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%
2. **Class-II Local supplier** – a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%.
3. **Non-Local supplier** – a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%.
4. **The margin of purchase preference shall be 20%.**, Margin of purchase preference means the maximum extent to which the price quoted by a local supplier may be above the L1 for the purpose of purchase preference.
5. **"Minimum Local content"** for the purpose of this RFP, the 'local content' requirement to categorize a supplier as 'Class-I local supplier' is minimum 50%. For 'Class-II local supplier', the 'local content' requirement is minimum 20%. If Nodal Ministry/Department has prescribed different percentage of minimum 'local content' requirement to categorize a supplier as 'Class-I local supplier'/'Class-II local supplier', same shall be applicable.

### Verification of Local contents:

1. The local supplier at the time of submission of bid shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content as per Annexure-16. Local content certificate shall be issued based upon the procedure for calculating the local content /domestic value addition on the basis of notification bearing no. F. No.33(1) /2017-IPHW dated 14-9-2017 issued by Ministry of Electronics and Information Technology read with Public Procurement (Preference to Make in India) Order 2017 Revised vide the



Department for Promotion of Industry and Internal Trade (DPIIT) Order No.P-45021/2/2017-B.E.-II dated 16-09-2020

2. False declaration will be in breach of the Code of Integrity under Rule 175(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per rule 151 of the General Financial Rules along with such other actions may be permissible under law.
3. A supplier who has been debarred by any procuring entity for violation of this order shall not be eligible for preference under this order for procurement by any other procuring entity for the duration of the debarments. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procurement entities in the manner prescribed under order No P-45021/2/2017-PP(BE-II) dated 16-09-2020, para 9(h).

### **53. Material adverse events:**

Successful bidder, during the service period, will have to report material adverse events (e.g., data breaches, denial of service, service unavailability, etc.) and the incidents required to be reported to the bank to enable bank to take prompt risk mitigation measures and ensure compliance with statutory and regulatory guidelines.

### **54. Effective access by bank to all record:**

Bank should have effective access to all data, books, records, information, logs, alerts and business premises relevant to the outsourced activity, available with the successful bidder during the period of contract.

### **55. Successful bidder to provide details of data:**

The successful bidder to provide to Bank the details of data (related to bank and its customers) captured, processed and stored.

### **56. Data / information which can be shared:**

The successful bidder is not permitted to share any types of data/information/customer data/information with bank's customer and/or any other party. The successful bidder will comply with the Digital Personal Data Protection Act, 2023 (DPDP Act) and amendments thereon.

### **57. Contingency plans:**

Successful bidder should have a contingency plan(s) to ensure business continuity and testing requirements. Technical Support in restoration of Backup of Application and Database Servers as per DR Drill and Business Continuity Plan shall be reviewed on Quarterly / Half yearly basis

#### **58. Information of third parties:**

Bank will have right to seek information from the successful bidder about the third parties (in the supply chain) engaged by the former.

#### **59. Prior approval / consent of bank for use of sub- contractors:**

Successful bidder to take prior approval/consent of the bank for use of sub-contractors for all or part of an outsourced activity.

#### **60. Skilled resources of successful bidder for core services:**

Successful bidder to have provision to consider its skilled resources who provide core services as “essential personnel” so that a limited number of staff with back-up arrangements necessary to operate critical functions can work on-site during exigencies (including pandemic situations).

#### **61. Back-to-back arrangements between successful bidder and OEM:**

There should be suitable back-to-back arrangements between successful bidder and the OEMS, if any.

#### **62. No relationship of master and servant or employer and employee**

There will not be any relationship of master and servant or employer and employee as between the bank on the one hand and the successful bidder and/or the personnel employed/engaged by the successful bidder on the other hand.

#### **63. Sustainable sourcing:**

The supplier shall adhere to sustainable sourcing practices including but not limited to the use of environment friendly materials, ethical labour practices and compliance with relevant local and international regulations. The supplier shall provide documentation or certifications demonstrating their commitment to sustainable sourcing upon request. Failure to comply with these requirements may result in contract termination.

#### 64. Check list for submission of Bids

Sr	Particulars	Bidders Remark Yes/No
1	Certificate of incorporation/registration.	
2	Certificate of Authorized Service Provider of Microsoft.	
3	Audited Balance sheets of last three years 2021-22, 2022-23, 2023-24.	
4	CA certificate for three years average turnover for financial years 2021-22, 2022-23, 2023-24.	
5	CA certificate for operating profit for last three financial years 2021-22, 2022-23, 2023-24.	
6	CA certificate for net worth for last three financial years 2021-22, 2022-23, 2023-24.	
7	Self-declaration by the Authorized Signatory for not have filed for bankruptcy in any country including India on company letter head.	
8	Self-declaration on Company's letter head should not have been blacklisted/debarred.	
9	Self-declaration on Company's letter head Bidder/OEM should not have any pending litigation or any dispute arises.	
10	Self-declaration on Company's letter head about the NPA / Any case pending.	
11	Earnest Money Deposit (EMD) / Bid Security.	
12	The bidder must have successfully executed two (2) orders: one for the supply of Microsoft Visual Studio and/or MS SQL Server Database Licenses, and the other for the supply of any Windows OS and/or MS Office, for at least two organizations or institutions, such as PSUs / Central Government / State Government / BFSI in India during the financial years (i.e. 2021-22, 2022-23, 2023-24 and 2024-25).	
13	The bidder must have executed at least one single order with a minimum value of ₹5 Crore for the supply and support of Licenses for any Microsoft products during the financial years (2021-22, 2022-2023, 2023-2024 and 2024-25).	
14	Self-declaration on Company's letter head stating that 100 Hours of Microsoft Professional Services are booked for Central Bank of India.	
15	Annexure - 1A [Licenses for "Visual Studio and MS SQL Server Database Software and License with Annual Technical Support."]	
16	Annexure - 1B [Technical cum Functional Specifications of "Visual Studio and MS SQL Server Database"]	
17	Annexure - 1C [Conformity Letter]	
18	Annexure -1D [Undertaking Letter]	
19	Annexure - 1E [Letter to be submitted by bidder along with bid documents]	
20	Annexure - 2A [Mask Commercial Bid]	
21	Annexure – 2B [Commercial Bid]	





Sr	Particulars	Bidders Remark Yes/No
22	Annexure - 3 [Guidelines, Terms & Conditions and Process Flow for Reverse Auction]	
23	Annexure – 3A [Reverse Auction Process]	
24	Annexure - 4 [Bidder's Information]	
25	Annexure - 5 [Letter for Conformity of Product as per RFP]	
26	Annexure - 6 [Scope of Work for supply of Visual Studio and MS SQL Server Database Software and License with Annual Technical Support"]	
27	Annexure -7 [Undertaking of Authenticity for Supply of "Visual Studio and MS SQL Server Database Software and License"]	
28	Annexure - 8 [Undertaking for Acceptance of Terms of RFP]	
29	Annexure -9 [Manufacturer Authorization Form]	
30	Annexure-10 [Integrity Pact]	
31	Annexure - 11 [Non-Disclosure Agreement]	
32	Annexure -12 [Performance Bank Guarantee]	
33	Annexure -13 [Bid Security Format]	
34	Annexure -14 [Guidelines on banning of business dealing]	
35	Annexure -15 [Land Boarder Clause]	
36	Annexure -16 [Certificate of Local Content]	
37	Annexure -17 [Escalation Matrix]	
38	Annexure -18 [Details Service Support Centres]	
39	Annexure -19 [Undertaking of Information Security from Bidder]	
40	Annexure - 20 [Pre-requisite technical environment for installation of "Visual Studio and MS SQL Server Database Software and License with Annual Technical Support" from Bidder]	

## Annexure - 1A [Licenses for “Visual Studio and MS SQL Server Database Software and License with ATS.”]

### Licenses for “Visual Studio and MS SQL Server Database Software and License with Annual Technical Support.”

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: RFP for Supply of “Visual Studio and MS SQL Server Database Software and License”,  
Deployment of License and ATS to the Bank for a period of 3 (Three) years.

Sr	Item / Particulars	Your Offer (Yes/No)	Deviation / Remark if any
1	Supply of “Visual Studio and MS SQL Server Database Software and License”, Deployment of License and Annual Technical Support to the Bank for a period of 3 (Three) years.		

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

## Annexure - 1B [Technical cum Functional Specifications of “Visual Studio and MS SQL Server Database”]

### Technical cum Functional Specifications of “Visual Studio and MS SQL Server Database Software and License with ATS.”

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg: Technical cum Functional Specifications of “Visual Studio and MS SQL Server Database Software and License with ATS”.

Sr No	Technical / Functional Specifications	Minimum Requirement	Bidder's Offer	Deviations if any
1	License Type	Perpetual		
2	Edition	<ul style="list-style-type: none"> <li>Visual Studio (Professional Edition)</li> <li>MS SQL Server Database (Standard Edition)</li> </ul>		
3	Updates/ Upgrades	To be deployed in the Servers, as and when applicable. Bank should get updates / Security updates immediately and always up to date.		
4	Deployment / Installation	To be deployed in the Servers / Client PCs as per Bank schedule.		
5	Annual Technical Support Start Date	Annual Technical Support will be effective for a period of 3 (Three) years from the date of acceptance of Purchase Order or from the date of execution of SLA, whichever is later.		
6	Annual Technical Support Duration and Payment	Annual Technical Support will be for a period of 3 (Three) years and payment of ATS will be done on quarterly basis in arrears.		
7	Addition on number of licenses	The Bank reserves the right to issue a repeat order for additional Licenses of Visual Studio and MS SQL Server Database at the same price subject to a maximum of 25% of ordered quantity, as per Bill of Material within 6 months from the date of execution of SLA.		

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:

## Annexure - 1C [Conformity Letter]

### Conformity Letter

(Proforma of letter to be submitted by all Bidders participating in the RFP for supply of “Visual Studio and MS SQL Server Database Software and License with ATS.” on their official letter-head)

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg: Tender No – GEM/2025/B/6001655 Supply of Licenses for “Visual Studio and MS SQL Server Database Software and License with ATS.”

Further to our proposal dated XXXXXXXX, in response to the RFP document (hereinafter referred to as “RFP DOCUMENT”) issued by Central Bank of India (“Bank”) we hereby covenant, warrant and confirm as follows:

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP document and the related addendums and other documents including the changes made to the original tender documents issued by the Bank.

The Bank is not bound by any other extraneous matters or deviations, even if mentioned by us elsewhere either in our proposal or any subsequent deviations sought by us, whether orally or in writing, and the Bank’s decision not to accept any such extraneous conditions and deviations will be final and binding on us.

Yours faithfully,

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

## Annexure - 1D [Undertaking Letter]

### Undertaking Letter

(Proforma of letter to be submitted by all bidders participating in the Supply of “Visual Studio and MS SQL Server Database Software and License with ATS.” on their official letter-head)

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg:- Tender No – GEM/2025/B/6001655 for supply of “Visual Studio and MS SQL Server Database Software and License with ATS”.

We \_\_\_\_\_ (bidder name), hereby undertake that-

- We have not been blacklisted by the Government Authority or Public Sector Undertaking (PSUs) in India or any Financial Institution in India as on date of submission of response.
- We have not filed for bankruptcy in any country including India.
- We also undertake that, as on date of submission of response no legal case is pending against firm that may affect the solvency / existence of our firm or in any other way that may affect capability to provide / continue the services to bank.
- We also confirm that we are not a NPA holder in any Bank/Financial Institution.
- We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020, regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority. We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.

Yours faithfully,

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:

## Annexure - 1E [Letter to be submitted by bidder along with bid documents]

### Undertaking Letter

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg:- Tender No – GEM/2025/B/6001655 for supply of “Visual Studio and MS SQL Server Database Software and License with ATS”.

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

We undertake that Software / License supplied shall not be End of Support (EOS) from the last date of supply /deployment.

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Scope of Work as Per Annexure – 6		

(If left blank it will be construed that there is no deviation from the specifications given above)

Yours faithfully,

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:

## Annexure - 2A [Mask Commercial Bid]

### Mask Commercial Bid

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg:- Tender No – GEM/2025/B/6001655 for supply of “Visual Studio and MS SQL Server Database Software and License with ATS”. – Commercial Bid (Example)

Amount in Indian Rupees (₹) with price breakup of unit price and GST Amount

Sr. No.	Particulars	Qty [No of Units] (A)	Per Unit Price (B)	ATS Cost			Total Amount (F)	GST (G)	Grand Total (H)
				1 <sup>st</sup> Year (C)	2 <sup>nd</sup> Year (D)	3 <sup>rd</sup> Year (E)			
1	Visual Studio 2022 (Professional Edition) – User Based License.	25	XXXX	N/A	N/A	N/A	XXXXXX	XXXXXX	XXXXXX
2	MS SQL Server 2022 Database (Standard Edition) – SLng 2 Core pack License for VM Servers	230	XXXX	N/A	N/A	N/A	XXXXXX	XXXXXX	XXXXXX
3	Annual Technical Support Charges for approximate								
	a) 16 Application Servers & 12 Database Servers at Primary Site.	N/A	N/A	XXXX	XXXX	XXXX	XXXXXX	XXXXXX	XXXXXX
	b) 14 Application Servers & 10 Database Servers at Secondary Site.								
	<b>TOTAL COST OF OWNERSHIP (TCO)</b>	N/A	N/A	XXXX	XXXX	XXXX	XXXXXX	XXXXXX	XXXXXX

Selected bidder must supply latest/higher available version of Microsoft Visual Studio (Professional Edition) and MS SQL Server Database (Standard Edition) Software License. The price is inclusive of applicable taxes (GST).

Grand Total (H) for Sr. No. 1 and 2 will be  $(A * B) + (G)$  and for Sr. No. 3 Grand Total (H) will be  $(C + D + E) + (G)$ . Bidder to quote lump sum year wise cost towards Annual Technical Support.

Mask Commercial bid will be submitted without mentioning prices in technical bid. Commercial bid will be submitted with quoted price in GeM portal.

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:



## Annexure – 2B [Commercial Bid]

### Commercial Bid

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg:- Tender No – GEM/2025/B/6001655 for supply of “Visual Studio and MS SQL Server Database Software and License with Annual Technical Support”. – Commercial Bid.

Amount in Indian Rupees (₹) with price breakup of unit price and GST Amount

Sr. No.	Particulars	Qty [No of Units] (A)	Per Unit Price (B)	ATS Cost			Total Amount (F)	GST (G)	Grand Total (H)
				1st Year (C)	2nd Year (D)	3rd Year (E)			
1	Visual Studio 2022 (Professional Edition) – User Based License.	25		N/A	N/A	N/A			
2	MS SQL Server 2022 Database (Standard Edition) – SLng 2 Core pack License for VM Servers	230		N/A	N/A	N/A			
3	Annual Technical Support Charges for approximate  a) 16 Application Servers & 12 Database Servers at Primary Site. b) 14 Application Servers & 10 Database Servers at Secondary Site.	N/A	N/A						
	<b>TOTAL COST OF OWNERSHIP (TCO)</b>	N/A	N/A						

Selected bidder must supply latest/higher available version of Microsoft Visual Studio (Professional Edition) and MS SQL Server Database (Standard Edition) Software License. The price is inclusive of applicable taxes (GST).

Grand Total (H) for Sr. No. 1 and 2 will be  $(A * B) + (G)$  and for Sr. No. 3 Grand Total (H) will be  $(C + D + E) + (G)$ . Bidder to quote lump sum year wise cost towards Annual Technical Support. Total Amount (F) will be  $(A * B)$  for Sr. No. 1 and 2 and  $(C + D + E)$  for Sr. No. 3.

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:

### Annexure - 3 [Reverse Auction Process – Letter of Indemnity]

#### (Reverse Auction Process – Letter of Indemnity)

LETTER OF INDEMNITY TO BE GIVEN IN THE COMPANY LETTER HEAD

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Reverse Auction Process.

We refer to our bid for your RFP No. GEM/2025/B/6001655 dated \_\_\_\_\_ for Supply of Licenses for “Visual Studio and MS SQL Server Database Software and License with Annual Technical Support”. We, \_\_\_\_\_ (Company) hereby undertake to indemnify central Bank of India and agree to protect and hold The Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc.

The Bank undertakes to: (i) give prompt notice to the Bidder concerning the existence of the indemnifiable event; (ii) grant authority to the Bidder to defend or settle any related action or claim; and, (iii) provide, at the Bidder’s expense, such information, cooperation and assistance to the Bidder as may be reasonably necessary for the Bidder to defend or settle the claim or action. Bank’s failure to give prompt notice shall not constitute a waiver of The Bank’s right to indemnification and shall affect the Bidder’s indemnification obligations only to the extent that the Bidder’s rights are materially prejudiced by such failure or delay. Notwithstanding anything to the contrary set forth herein, (i) The Bank may participate, at its own expense, in any defense and settlement directly or through counsel of its choice, and (ii) the Bidder shall not enter into any settlement agreement on terms that would diminish the rights provided to The Bank or increase the obligations assumed by The Bank under this Agreement, without the prior written consent of The Bank. If the Bidder elects not to defend any claim, The Bank shall have the right to defend or settle the claim as it may deem appropriate, at the cost and expense of the Bidder, and shall be entitled to deduct from payments to the Bidder such costs and expenses as may be incurred by The Bank provided however should the amount payable to the Bidder be insufficient to recover the expenses incurred by The Bank, the Bidder shall promptly reimburse The Bank for all costs, expenses, settlement amounts and other damages.

In the event of any loss or damage on account of error in reconciliation, any reason whatsoever, Bidder shall liable to The Bank for each such event and in respect of each occasion at which such event occurs. If The Bank is in a position to recover a part of or

the entire amount of loss suffered by The Bank from its insurance claims and provided that the Bidder has reimbursed The Bank of the entire loss, the amount recovered by The Bank from the insurer shall be refunded to the Bidder.

Bidder is also liable to bear any losses for failure on part of the bidder that bank or customer suffers owing to lapses in reconciliation or due to occurrence of any fraudulent transactions going unnoticed on account of reconciliation failure, security procedures or standards. The Bidder shall adequately compensate the bank for any loss occurred to the bank due to the any system/Procedure/Service lacuna of the outsourced agency.

Yours faithfully,

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

## Annexure - 4 [Bidder's Information]

### Bidder's Information

Tender Ref:- GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Bidder's Information.

Sr.	Particulars	Details
1.	Name of bidder	
2.	Constitution	
3.	Address	
4.	Authorized Person for bid	
5.	Contact Details	
6.	Years of Incorporation	
7.	Number of years of experience in supplying Microsoft licenses.	
8.	Turnover (In Rs) 2021-22: 2022-23: 2023-24: (Please submit audited B/S for last 3 years)	
9.	Profit (In Rs) 2021-22: 2022-23: 2023-24: (Please submit audited P/L for last 3 years)	
10.	Whether OEM or authorized distributor / supplier of License.	
11.	GSTIN No	
12.	PAN No	
13.	Number of Service Centres across India	
14.	Whether all RFP terms & conditions complied with.	

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:

## Annexure - 5 [Letter for Conformity of Product as per RFP]

### Letter for Conformity of Product as per RFP

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg: Supply of “Visual Studio and MS SQL Server Database Software and License with ATS” by the bank. - Letter for Conformity of Product.

We submit our Bid Document herewith. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the bank to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject RFP.

We undertake that product supplied shall be as per the:-

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Licenses for “Visual Studio and MS SQL Server Database” with Annual Technical Support for 3 (Three) years.		
Scope of Work as Per Annexure - 6		

(If left blank it will be construed that there is no deviation from the specifications given above)

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:



## Annexure - 6 [Scope of Work for supply of Visual Studio and MS SQL Server Database Software and License with ATS"]

### Scope of Work for supply of Visual Studio and MS SQL Server Database Software and License with ATS.

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg: Scope of Work for supply of Visual Studio and MS SQL Server Database Software and License with ATS.

Sr	Broad Scope of Work	Compliance (Yes/No)
1	The Scope of the work is for supply of Visual Studio and MS SQL Server Database Software and License with Annual Technical Support for a period of 3 (Three) years.	
2	On site support is expected for the scope of work under Annual Technical Support, wherever required.	
3	Bidder to ensure 100 hrs of Microsoft Professional Services during the contract period of 3 years. (Undertaking to be submitted in Company's Letter Head by the Authorized Signatory at the time of Bid submission. On selection, selected bidder must submit the related documentary evidence).	
4	Selected bidder must supply latest / higher version of Microsoft Visual Studio (Professional Edition) and MS SQL Server Database License (Standard Edition) of 2 Core pack for VM Servers. Both MS Visual Studio (Professional Edition) and MS SQL Server Database (Standard Edition) Licenses must be Perpetual Licenses of latest release from Microsoft at the same price finalized in the Tender Process.	
5	The selected bidder must ensure timely delivery and deployment of License of Visual Studio and MS SQL Server Database, as per schedule in the proposed VM Servers at proposed Sites of the Bank.	
6	During the contract period, if any issue is raised, then successful bidder needs to resolve the issue by assigning the expert technical team to meet Service Levels and Uptime guarantee to the Bank.	
7	The patches / updates released by Microsoft from time to time should be available for life cycle of the product and will be downloaded and applied after testing. However, the successful bidder must provide the	



	patches/updates, which are not available on website or not downloadable from the website for any technical reason.	
8	The successful bidder must provide 5 Days adequate onsite training to the designated 10 Bank personal for the activities covered under the Annual Technical Support. One time training needs to be provided to the Bank staff during the contract period along with the supply of operational and procedural guidelines to the Bank staff.	
9	Telephonic as well as offline support will be required for rest of the time to resolve technical issues, if any arises during contract period. However, onsite support will be extended, whenever issues not resolved through telephonic and offline support during contract period.	
10	Considering the enormity of the assignment, any service which forms a part of the Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the successful bidder needs to provide the same at no additional cost to the Bank. The successful bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the successful bidder at a later date for omission of services on the pretext that the same was not explicitly mentioned in the RFP.	
11	Renewal of the Annual Technical Support contract may be extended further for a period of 2 years, after expiry of 3 (Three) years contract period, as per mutually agreed terms between Bank and the successful bidder.	
12	The successful Bidder shall ensure that no existing Hardware / Software / Structure / Setup get damaged / corrupted while performing their activities towards deployment and Annual Technical Support activities. Any damages / losses caused to Bank due to Bidder's negligence shall be passed on the Bidder's account.	
13	The successful bidder should ensure that the setup / link provided for updation / downloading / authorisation of licenses either on Banks network or through Internet should be free of any malware / viruses etc. Any damages / losses caused to Bank due to aforesaid shall be passed on to the bidder's account.	
14	The successful Bidder shall complete the assigned work within stipulated timeline given by the Bank.	
15	The support system should be on 24*7 basis in case of any disruption of services.	
16	The Bank reserves the right to issue a repeat order for additional Licenses of Visual Studio and MS SQL Server Database at the same price subject to a maximum of 25% of ordered quantity, as per Bill of Material within 6 months from the date of execution of SLA.	
17	Regulatory Compliance Requirement mentioned under "Scope of Work" clause of RFP must be complied.	
18	The Bidder shall adhere to sustainable sourcing practices including but not limited to the use of environmentally friendly material, ethical labour	



	practices and compliance with relevant local and international regulations. The Bidder shall provide documentation or certifications demonstrating their commitment to sustainable sourcing upon request. Failure to comply with these requirements may result in contract termination.	
19	Onsite support needs to be provided for un-resolved issue within 12 hours from the date and time of report, failing which proportionate penalty will be levied at the discretion of the bank and such penalty amount will be recovered from quarterly bills of Annual Technical Support.	
20	One quarterly onsite visit is mandatory to review the services and compliance of scope of work under Annual Technical Support.	

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:

## **Annexure - 7 [Undertaking of Authenticity for Supply of “Visual Studio and MS SQL Server Database Software and License”]**

### **Undertaking of Authenticity for Supply of “Visual Studio and MS SQL Server Database Software and License”**

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Supply of “Visual Studio and MS SQL Server Database Software and License”

With reference to the supply of “Visual Studio and MS SQL Server Database” being supplied/quoted to your RFP GEM/2025/B/6001655.

We undertake that “Visual Studio and MS SQL Server Database Software and License” in the purchase order shall be supplied along with the Authorized License Certificate (e.g. Part No / Product Keys on Certification of Authenticity) and also that it shall be sourced from the authorized source (e.g. Authorized Microsoft Channel).

We hereby undertake to produce the certificate from our OEM supplier in support of above undertaking at the time of delivery/deployment. It will be our responsibility to produce such letters from our OEM supplier at the time of delivery or within a reasonable time.

In case of default, or unable to comply with the above at any time, we agree to take back the Licenses without demur, if already supplied and return the money, if any paid to us by you in this regard.

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

## Annexure - 8 [Undertaking for Acceptance of Terms of RFP]

### Undertaking for Acceptance of Terms of RFP

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: RFP for Supply of “Visual Studio and MS SQL Server Database Software and License”

1. We understand that Bank shall be placing Order to the Successful Bidder inclusive of applicable taxes only.
2. We confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
3. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
4. We here by confirm to undertake the ownership of the subject RFP.
5. We hereby undertake to provide latest product/ software with latest version. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

## Annexure - 9 [Manufacturer Authorization Form]

### Manufacturer Authorization Form

(This letter should be on the letterhead of the OEM/Manufacturer duly signed by an authorized signatory)

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Manufacturer Authorization Form.

We ..... (Name of the OEM) who are established and reputable Manufacturers / Developer/ Supplier of ..... having Offices at ....., ....., ....., ..... and ..... do hereby authorize M/s ..... (who is the bidder submitting its bid pursuant to the Request for Proposal issued by the Bank) to submit a Bid and negotiate and conclude a contract with you for supply of "Visual Studio and MS SQL Server Database Software and License" by us against the Request for Proposal received from your Bank by the Bidder and we have duly authorized the Bidder for this purpose.

We hereby extend our warranty as per terms & conditions of the RFP and the agreement, for the Licenses for "Visual Studio and MS SQL Server Database" and services supplied/offered against this RFP by the above-mentioned Bidder, and hereby undertake to perform the obligations as set out in the RFP in respect of such product and services.

We assure you that in the event of M/s ..... not being able to fulfil its obligation in respect of the warranty terms during the contract period for the Licenses of "Visual Studio and MS SQL Server Database Software and License" supplied, as defined in the RFP, ..... (OEM Name) would continue to meet these obligations either directly or through alternate arrangements without any additional cost to the Bank.

Yours Faithfully

(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:  
Phone No.: E-mail:

## Annexure - 10 [Integrity Pact]

### Integrity Pact

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Integrity Pact.

Between  
**Central Bank of India** hereinafter referred to as **"The Principal"**,

And  
..... hereinafter referred to as **"The Bidder/ Contractor"**

### Preamble

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

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

### Section 1 – Commitments of the Principal

- (1) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
  - a. No employee of the Principal, personally or through family members, will in connection with the tender for , or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s)



confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

- c. The Principal will exclude from the process all known prejudiced persons.
- (2) If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

## **Section 2 – Commitments of the Bidder(s)/ contractor(s)**

- (1) The Bidder(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his/her participation in the tender process and during the contract execution.
- a) The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b) The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
  - c) The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d) The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at (page nos. 6-7) e. The Bidder(s)/ Contractor(s) will, when presenting his/her bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- (2) The Bidder(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.



### **Section 3- Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his/her reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings". Copy of the "Guidelines on Banning of business dealings" is attached as Annexure-14.

### **Section 4 – Compensation for Damages**

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

### **Section 5 – Previous transgression**

- (1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his/her exclusion from the tender process.
- (2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

### **Section 6 – Equal treatment of all Bidders / Contractors / Subcontractors**

- (1) The Bidder(s)/ Contractor(s) undertake(s) to demand from his/her subcontractors a commitment in conformity with this Integrity Pact.
- (2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
- (3) The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

### **Section 7 – Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s)**

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





## Section 8 – Independent External Monitor / Monitors

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Chairman & Managing Director, CENTRAL BANK OF INDIA.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to his/her project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality.
- (4) 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 Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (6) The Monitor will submit a written report to the Chairman & Managing Director, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the *Principal* and, should the occasion arise, submit proposals for correcting problematic situations.
- (7) If the Monitor has reported to the Chairman & Managing Director CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman & Managing Director CENTRAL BANK OF INDIA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (8) The word „**Monitor**“ would include both singular and plural.

## Section 9 – Pact Duration

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

If any claim is made / lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Chairman & Managing Director of CENTRAL BANK OF INDIA.

## Section 10 – Other provisions

- (1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail."

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place -----

Date -----

Witness 1:  
(Name & Address)

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

Witness 1:  
(Name & Address)

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

Witness 2:  
(Name & Address)

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

Witness 2:  
(Name & Address)

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

## Annexure - 11 [Non-Disclosure Agreement]

### Non-Disclosure Agreement

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Non-Disclosure Agreement.

**This Agreement** made at \_\_\_\_\_, on this \_\_\_\_\_ day of \_\_\_\_\_ 20 .

#### **BETWEEN**

\_\_\_\_\_ a company incorporated under the Companies Act, 1956/2013 having its registered office at \_\_\_\_\_ (hereinafter referred to as "-----" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **ONE PART**;

#### **AND**

**CENTRAL BANK OF INDIA**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act, 1970 and having its head Office at Central Office, Chander Mukhi, Nariman Point, Mumbai – 400 021 (hereinafter referred to as "**BANK**" which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **OTHER PART**

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

#### **WHEREAS:**

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



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

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

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

Notwithstanding the foregoing, “Confidential Information” shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, or (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence.

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

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



3. **Publications:** Neither Party shall make news releases, public announcements, give interviews, issue or publish advertisements or publicize in any other manner whatsoever in connection with this Agreement, the contents / provisions thereof, other information relating to this Agreement, the Purpose, the Confidential Information or other matter of this Agreement, without the prior written approval of the other Party.
4. **Term:** This Agreement shall be effective from the date hereof and shall continue till establishment of business relationship between the Parties thereafter. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease rights to any and all disclosures or uses of Confidential Information; and at the request of the Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.
- Notwithstanding anything to the contrary contained herein, the confidential information shall continue to remain confidential until it reaches the public domain in the normal course.
5. **Title and Proprietary Rights:** Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall retain title and all intellectual property and proprietary rights in the Confidential Information. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol or logo on such Confidential Information.
6. **Return of Confidential Information:** Upon written demand of the Disclosing Party, the Receiving Party shall (i) cease using the Confidential Information, (ii) return the Confidential Information and all copies, abstract, extracts, samples, notes or modules thereof to the Disclosing Party within seven (7) days after receipt of notice, and (iii) upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.
7. **Remedies:** The Receiving Party acknowledges that if the Receiving Party fails to comply with any of its obligations hereunder, the Disclosing Party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The Receiving Party agrees that, in addition to all other remedies provided at law or in equity, the Disclosing Party shall be entitled to injunctive relief hereunder.
8. **Entire Agreement, Amendment, Assignment:** This Agreement constitutes the entire agreement between the parties relating to the matters discussed herein and



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

9. **Governing Law and Jurisdiction:** The provisions of this Agreement shall be governed by the laws of India. The disputes, if any, arising out of this Agreement shall be submitted to the jurisdiction of the courts/tribunals in Mumbai.
10. **General:** The Receiving Party shall not reverse-engineer, decompile, disassemble or otherwise interfere with any software disclosed hereunder. All Confidential Information is provided "as is". In no event shall the Disclosing Party be liable for the inaccuracy or incompleteness of the Confidential Information. None of the Confidential Information disclosed by the parties constitutes any representation, warranty, assurance, guarantee or inducement by either party to the other with respect to the fitness of such Confidential Information for any particular purpose or infringement of trademarks, patents, copyrights or any right of third persons.
11. **Indemnity:** The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party, its officers, employees, agents or consultants.

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

**For and on behalf of**

**For and on behalf of  
CENTRAL BANK OF INDIA**

\_\_\_\_\_  
**Name of Authorized signatory:**  
**Designation:**

\_\_\_\_\_  
**Name of Authorized signatory:**  
**Designation:**

Note – At the time of bid submission all participating bidders must submit signed NDA by Authorized signatories on bidder's letter head. On selection of the successful bidder, successful bidder needs to submit NDA on stamp paper of Rs 500.00.



## Annexure - 12 [Performance Bank Guarantee]

### Performance Bank Guarantee

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Performance Bank Guarantee

In consideration of Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400 021 (hereinafter referred to as "Purchaser") having agreed to purchase computer hardware (hereinafter referred to as "Goods") from M/s ----- (hereinafter referred to as "Contractor") on the terms and conditions contained in their agreement/purchase order No----- dt.----- (hereinafter referred to as the "Contract") subject to the contractor furnishing a Bank Guarantee to the purchaser as to the due performance of the computer hardware, as per the terms and conditions of the said contract, to be supplied by the contractor and also guaranteeing the maintenance, by the contractor, of the computer hardware and systems as per the terms and conditions of the said contract;

- (1) We, ----- (Bank) (hereinafter called "the Bank"), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs-----(Rupees-----only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or that would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.
- (2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any





difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

- (3) This Guarantee shall expire on -----; without prejudice to the purchaser's claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e. ----- (this date should be date of expiry of Guarantee).
- (4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of expiry of Guarantee agreed upon by all the parties to this Guarantee, as the case may be, unless during the currency of this Guarantee all the dues of the purchaser under or by virtue of the said contract have been duly paid and its claims satisfied or discharged or the purchaser certifies that the terms and conditions of the said contract have been fully carried out by the contractor and accordingly discharges the Guarantee.
- (5) In order to give full effect to the Guarantee herein contained, you shall be entitled to act as if we are your principal debtors in respect of all your claims against the contractor hereby Guaranteed by us as aforesaid and we hereby expressly waive all our rights of suretyship and other rights if any which are in any way inconsistent with the above or any other provisions of this Guarantee.
- (6) The Bank agrees with the purchaser that the purchaser shall have the fullest liberty without affecting in any manner the Bank's obligations under this Guarantee to extend the time of performance by the contractor from time to time or to postpone for any time or from time to time any of the rights or powers exercisable by the purchaser against the contractor and either to enforce or forbear to enforce any of the terms and conditions of the said contract, and the Bank shall not be released from its liability for the reasons of any such extensions being granted to the contractor for any forbearance, act or omission on the part of the purchaser or any other indulgence shown by the purchaser or by any other matter or thing whatsoever which under the law relating to sureties would, but for this provision have the effect of so relieving the Bank.
- (7) The Guarantee shall not be affected by any change in the constitution of the contractor or the Bank nor shall it be affected by any change in the constitution of the purchaser by any amalgamation or absorption or with the contractor, Bank or the purchaser, but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.
- (8) This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation or in substitution of any other guarantee or guarantees heretofore issued by us (whether singly or jointly with other banks) on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and also for the same purpose for which this guarantee is issued, and now existing un-



cancelled and we further mention that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees heretofore issued by us on behalf of the contractor heretofore mentioned for the same contract referred to heretofore and for the same purpose for which this guarantee is issued.

(9) Any notice by way of demand or otherwise under this guarantee may be sent by special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

(10) Notwithstanding anything contained herein:-

- a) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees----- only);
- b) This Bank Guarantee shall be valid up to -----; (date of expiry of Guarantee).and
- c) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----- (date of expiry of Guarantee plus claim period, if any)).

(11) The Bank has power to issue this Guarantee under the statute/constitution and the undersigned has full power to sign this Guarantee on behalf of the Bank.

Date this ----- day of ----- 20 at -----

For and on behalf of ----- Bank.

sd/- -----



## Annexure - 13 [Earnest Money Deposit / Bid Security Format]

### Earnest Money Deposit / Bid Security Format

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Earnest Money Deposit / Bid Security.

In response to your invitation to respond to your RFP for Supply of "Visual Studio and MS SQL Server Database Software and License with ATS" \_\_\_\_\_, M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the Bidder) wishes to respond to the said Request for Proposal (RFP) and submit the proposal Implementation of \_\_\_\_\_ as listed in the RFP document.

Whereas the, Bidder has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of ₹18,00,000/- (Rupees Eighteen Lakh Only) as bid security as required to be submitted by the Bidder, as a condition for participation in the said process of RFP.

The Bid security for which this guarantee is given is liable to be enforced/ invoked:

1. If the Bidder withdraws his/her proposal during the period of the proposal validity; or
2. If the Bidder, having been notified of the acceptance of its proposal by the Bank during the period of the validity of the proposal fails or refuses to enter into the contract in accordance with the Terms and Conditions of the RFP or the terms and conditions mutually agreed subsequently. We undertake to pay immediately on demand to Central Bank of India the said amount of ₹18,00,000/- (Rupees Eighteen Lakh Only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by Central Bank of India which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed ₹18,00,000/- (Rupees Eighteen Lakh Only).

2. This Bank guarantee will be valid upto \_\_\_\_\_ (date of expiry of BG); and
3. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_ (date of expiry of BG plus claim period, if any);

In witness whereof the Bank, through the authorized officer has sets its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ at \_\_\_\_\_.

Yours faithfully,

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Phone No.:

E-mail:

For and on behalf of \_\_\_\_\_

(Signature of the Bank Authorized Official with Seal)

Full name and Designation of authorized signatory

Date:

Phone No.:

E-mail:

## Annexure - 14 [Guidelines on banning of business dealing]

### Guidelines on banning of business dealing

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: Guidelines on banning of business dealing.

Sr. Contents

1. Introduction
2. Scope
3. Definitions
4. Initiation of banning / suspension
5. Suspension of business dealing
6. Ground on which banning of business dealings can be initiated
7. Banning of business dealings
8. Removal from list of approved agencies –suppliers/contractors
9. Show-cause notice
10. Appeal against the competent authority
11. Review of the decision by the competent authority
12. Circulation of names of agencies with whom business dealings have been banned

### 1. Introduction

1.1 Central Bank of India, being a Public Sector Enterprise and 'State', within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. CENTRAL BANK OF INDIA has also to safeguard its commercial interests. CENTRAL BANK OF INDIA deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of CENTRAL BANK OF INDIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on CENTRAL BANK OF INDIA to observe principles of natural justice before banning the business dealings with any Agency.

1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.



## 2. Scope

- 2.1 The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.
- 2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies / customers / buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.
- 2.3 However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.
- 2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5 These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.
- 2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.
- 2.7 The banning shall be with prospective effect, i.e., future business dealings.

## 3. Definitions

In these Guidelines, unless the context otherwise requires:

- 3.1 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include a public limited Bank or a private limited Bank, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer' in the context of these guidelines is indicated as 'Agency'.
- 3.2 'Inter-connected Agency' shall mean two or more companies having any of the following features:
  - 3.2.1 If one is a subsidiary of the other.
  - 3.2.2 If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
  - 3.2.3 If management is common;
  - 3.2.4 If one owns or controls the other in any manner;
- 3.3 'Competent Authority' and 'Appellate Authority' shall mean the following:



- 3.3.1 For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (GAD) shall be the “Competent Authority” for the purpose of these guidelines. Chairman & Managing Director, CENTRAL BANK OF INDIA shall be the “Appellate Authority” in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.
- 3.3.2 For banning of business dealings with Foreign Suppliers of imported goods, CENTRAL BANK OF INDIA Executive Directors’ Committee (EDC) shall be the “Competent Authority”. The Appeal against the Order passed by EDC, shall lie with Chairman & Managing Director, as First Appellate Authority.
- 3.3.3 In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.
- 3.3.4 For Zonal Offices only - Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the “Competent Authority” for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the “Appellate Authority” in all such cases.
- 3.3.5 For Corporate Office only - For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of GAD shall be the “Competent Authority” and concerned Executive Director (GAD) shall be the “Appellate Authority”.
- 3.3.6 Chairman & Managing Director, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.
- 3.4 ‘Investigating Department’ shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.
- 3.5 ‘List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

#### **4. Initiation of Banning / Suspension**

Action for banning / suspension business dealings with any Agency should be initiated by the department having business dealings with them after noticing the irregularities or misconduct on their part. Besides the concerned department, Vigilance Department of each Unit /Corporate Vigilance may also be competent to advise such action.





## 5. Suspension of Business Dealings

- 5.1 If the conduct of any Agency dealing with CENTRAL BANK OF INDIA is under investigation by any department (except Foreign Suppliers of imported goods), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.
- 5.2 The order of suspension shall be communicated to all Departmental Heads within the Plants / Units. During the period of suspension, no business dealing may be held with the Agency.
- 5.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.
- 5.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of CENTRAL BANK OF INDIA, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his/her recommendation to ED (GAD), CENTRAL BANK OF INDIA Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the Units and Subsidiaries of CENTRAL BANK OF INDIA to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Units by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.
- 5.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure :-
- 5.5.1 Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
- 5.5.2 Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it



is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors Committee (EDC) with ED (GAD) as Convenor of the Committee. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.

5.5.3 If EDC opines that it is a fit case for suspension, EDC may pass necessary orders which shall be communicated to the foreign supplier by ED, GAD.

5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.

5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

## **6. Ground on which Banning of Business Dealings can be initiated.**

- 6.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrants;
- 6.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or CENTRAL BANK OF INDIA, during the last five years;
- 6.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc;
- 6.4 If the Agency continuously refuses to return / refund the dues of CENTRAL BANK OF INDIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law;
- 6.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence;
- 6.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise;
- 6.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents;



- 6.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Bank (CENTRAL BANK OF INDIA) or its official in acceptance / performances of the job under the contract.
- 6.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations.
- 6.10 Wilful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Bank (CENTRAL BANK OF INDIA) or not.
- 6.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his/her part in matters relating to the Bank (CENTRAL BANK OF INDIA) or even otherwise.
- 6.12 Established litigant nature of the Agency to derive undue benefit.
- 6.13 Continued poor performance of the Agency in several contracts.
- 6.14 If the Agency misuses the premises or facilities of the Bank (CENTRAL BANK OF INDIA), forcefully occupies, tampers or damages the Bank's properties including land, water resources, forests / trees, etc.

(Note: The examples given above are only illustrative and not exhaustive. The Competent Authority may decide to ban business dealing for any good and sufficient reason).

## **7. Banning of Business Dealings**

- 7.1 A decision to ban business dealings with any Agency should apply throughout the Bank including Subsidiaries.
- 7.2 There will be a Standing Committee in each Zone to be appointed by Head of Zonal Office for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers of goods. However, for procurement of items / award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager / Dy. General Manager each from Operations, Law & GAD. Member from GAD shall be the convener of the committee. The functions of the committee shall, inter-alia include:
- 7.2.1 To study the report of the Investigating Agency and decide if a prima-facie case for Bank-wide / Local unit wise banning exists, if not, send back the case to the Competent Authority.
- 7.2.2 To recommend for issue of show-cause notice to the Agency by the concerned department.



7.2.3 To examine the reply to show-cause notice and call the Agency for personal hearing, if required.

7.2.4 To submit final recommendation to the Competent Authority for banning or otherwise.

7.3 If Bank wide banning is contemplated by the banning Committee of any Zone, the proposal should be sent by the committee to ED (GAD) through the Head of the Zonal Office setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents. GAD shall get feedback about that agency from all other Zones and based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority. At this stage if it is felt by the Competent Authority that there is no sufficient ground for Bank wide banning, then the case shall be sent back to the Head of Zonal Office for further action at the Zone level. If the prima-facie decision for Bank-wide banning has been taken, ED (GAD) shall issue a show-cause notice to the agency conveying why it should not be banned throughout CENTRAL BANK OF INDIA.

After considering the reply of the Agency and other circumstances and facts of the case, ED (GAD) will submit the case to the Competent Authority to take a final decision for Bank-wide banning or otherwise.

7.4 If the Competent Authority is prima-facie of view that action for banning business dealings with the Agency is called for, a show-cause notice may be issued to the Agency as per paragraph 9.1 and an enquiry held accordingly.

7.5 Procedure for Banning of Business Dealings with Foreign Suppliers of imported goods.

7.5.1 Banning of the agencies shall apply throughout the Bank including Subsidiaries.

7.5.2 Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors" Committee (EDC) with ED (GAD) as Convener of the Committee.

7.5.3 The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.

7.5.4 If EDC opines that it is a fit case for initiating banning action, it will direct ED (GAD) to issue show-cause notice to the agency for replying within a reasonable period.



7.5.5 On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (GAD) to EDC for consideration & decision.

7.5.6 The decision of the EDC shall be communicated to the agency by ED (GAD).

## **8 Removal from List of Approved Agencies - Suppliers / Contractors, etc.**

8.1 If the Competent Authority decides that the charge against the Agency is of a minor nature, it may issue a show-cause notice as to why the name of the Agency should not be removed from the list of approved Agencies - Suppliers / Contractors, etc.

8.2 The effect of such an order would be that the Agency would not be disqualified from competing in Open Tender Enquiries but Limited Tender Enquiry (LTE) may not be given to the Agency concerned.

8.3 Past performance of the Agency may be considered while processing for approval of the Competent Authority for awarding the contract.

## **9 Show-cause Notice**

9.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice must be issued to the Agency. Statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defence.

9.2 If the Agency requests for inspection of any relevant document in possession of CENTRAL BANK OF INDIA, necessary facility for inspection of documents may be provided.

9.3 The Competent Authority may consider and pass an appropriate speaking order:

9.3.1 For exonerating the Agency if the charges are not established.

9.3.2 For removing the Agency from the list of approved Suppliers / Contractors, etc.

9.3.3 For banning the business dealing with the Agency.

9.3.4 If it decides to ban business dealings, the period for which the ban would be operative may be mentioned. The order may also mention that the ban would extend to the interconnected Agencies of the Agency.

## **10 Appeal against the Decision of the Competent Authority**

10.1 The Agency may file an appeal against the order of the Competent Authority banning business dealing, etc. The appeal shall lie to Appellate Authority. Such an appeal shall be preferred within one month from the date of receipt of the order banning business dealing, etc.

10.2 Appellate Authority would consider the appeal and pass appropriate order which shall be communicated to the Agency as well as the Competent Authority.



## 11 Review of the Decision by the Competent Authority

Any petition / application filed by the Agency concerning the review of the banning order passed originally by Competent Authority under the existing guidelines either before or after filing of appeal before the Appellate Authority or after disposal of appeal by the Appellate Authority, the review petition can be decided by the Competent Authority upon disclosure of new facts / circumstances or subsequent development necessitating such review. The Competent Authority may refer the same petition to the Standing Committee/EDC as the case may be for examination and recommendation.

## 12 Circulation of the names of Agencies with whom Business Dealings have been banned

- 12.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.
- 12.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.
- 12.3 If business dealings with any Agency have been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.
- 12.4 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents.





## Annexure - 15 [Land Boarder Clause]

### Land Boarder Clause

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: RFP for Procurement of licenses for “Visual Studio and MS SQL Server Database Software and License with ATS”. - Land Boarder Clause.

We, M/s ----- are a private/public limited company/LLP/Firm <strike off whichever is not applicable> incorporated under the provisions of the Companies Act, 1956/2013 Limited Liability Partnership Act 2008/ Indian Partnership Act 1932, having our registered office at ----- (referred to as the “Bidder”) are desirous of participating in the Tender Process in response to your captioned RFP and in this connection we hereby declare, confirm and agree as under:

We, the Bidder have read and understood the contents of the RFP and Office Memorandum & the Order (Public Procurement No.1) both bearing no. F.No.6/18/2019/PPD of 23rd July 2020 and subsequent addendum dated 02nd July 2022 issued by Ministry of Finance, Government of India on insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017 and the amendments & clarifications thereto, regarding restrictions on availing/procurement of goods and services, of any Bidder from a country which shares a land border with India and / or sub-contracting to contractors from such countries.

In terms of the above and after having gone through the said amendments including in particular the words defined therein (which shall have the same meaning for the purpose of this Declaration cum Undertaking), we the Bidder hereby declare and confirm that:

Please strike off whichever is not applicable

1. “I/ we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/ we certify that \_\_\_\_\_ is not from such a country.”
2. “I/ we have read the clause regarding restrictions on procurement / ToT arrangement in sensitive technologies with an entity having beneficial ownership from a country which shares a land border with India from a bidder of a country which shares a land border with India / ToT arrangement in sensitive technologies with an entity having beneficial ownership from a country which shares a land border with India; I/ we certify that \_\_\_\_\_ is from such a country. I hereby certify





that \_\_\_\_\_ fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached.].

In case the work awarded to us, I/ we undertake that I/ we shall not subcontract any of assigned work under this engagement without the prior permission of bank.

Further we undertake that I/we have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that our subcontractor is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that our subcontractor fulfills all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached herewith.]”

3. We, hereby confirm that we fulfill all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process.

We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its right to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

4. This declaration cum undertaking is executed by us or through our Authorized person, after having read and understood the terms of RFP and the Office Memorandum and Order.

Dated this.....by .....20

Yours faithfully,

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Address:

Phone No.:

E-mail:

## Annexure - 16 [Certificate of Local Content]

### Certificate of Local Content

[Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.]

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: RFP for Procurement of licenses for “Visual Studio and MS SQL Server Database Software and License with ATS”. - Certificate of Local Content.

1. This is to certify that proposed \_\_\_\_\_ (product details) is having the local content of \_\_\_\_\_ % as defined in the above mentioned RFP.
2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 dated 15-6-2017 as revised on 16-9-2020, referred to hereinabove.

(Signature of Statutory Auditor)  
Cost Auditor  
Name/Company  
Registration Number with Seal

Counter-signed:

**Bidder**  
**Name & Signature of authorized signatory**

**OEM**  
**Name & Signature of authorized**

(In the capacity of)  
Duly authorized to sign bid

(In the capacity of)  
Duly authorized to sign for and on  
behalf of OEM (supported by Board  
Resolution/POA)

## Annexure - 17 [Escalation Matrix]

### Escalation Matrix

Ref: Tender No - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: RFP for Procurement of licenses for “Visual Studio and MS SQL Server Database Software and License with ATS”. - Escalation Matrix.

### Name of the Company

#### Delivery Related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile	Email address
a		First Level Contact				
b		Second level Contact				
c		Third level Contact				
d		Country Head				

#### Service Related Issues:

Sr.	Name	Designation	Full Office Address	Phone No.	Mobile	Email address
a		First Level Contact				
b		Second level Contact				
c		Third level Contact				
d		Country Head				

Any change in designation, substitution will be informed by us immediately.

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Phone No.:

E-mail:



## Annexure - 19 [Undertaking of Information Security from Bidder]

### Undertaking of Information Security from Bidder

#### UNDERTAKING OF INFORMATION SECURITY FROM THE BIDDER (To be provided on letter head of Bidder)

Ref: Tender No - GEM/2025/B/6001655

Date: -

To,  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur, Navi Mumbai-400614,

Sir,

Reg:- RFP for Procurement of licenses for "Visual Studio and MS SQL Server Database Software and License with ATS". - Information Security from Bidder

We hereby undertake that the proposed product to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the software being delivered as well as any subsequent versions/modifications done) which may lead to any data leakage/compromise of the server/solution or any cyber security incident in future.

We also undertake that :-

- (a) The product offered, as part of the contract, does not contain Embedded Malicious Code that would activate procedures to:
  - i) Inhibit the desires and designed function of the equipment.
  - ii) Cause physical damage to the user or equipment during the exploitation.
  - iii) Tap information resident or transient in the equipment/network
- (b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software and any loss occurring due to the above may be recovered from the existing contracts.
- (c) To ensure that the setup / link provided for updation / downloading / authorisation of licenses either on Banks network or through Internet should be free of any malware / viruses etc. Any damages / losses caused to Bank due to aforesaid shall be passed on to the bidder account.

Yours faithfully,  
(Signature of the Bidder with Seal)  
Full name and Designation of authorized signatory  
Date:  
Phone No.: E-mail:

**Annexure - 20 [Pre-requisite Technical Environment for installation of “Visual Studio and MS SQL Server Database Software and License with ATS” from Bidder]**

**Pre-requisite technical environment for installation of “Visual Studio and MS SQL Server Database Software and License with ATS” from Bidder.**

Tender Ref: - GEM/2025/B/6001655

Date: -

To  
The General Manager-IT  
Department of Information Technology  
Central Bank Of India  
Plot No -26, Sector-11, CBD Belapur-400614, Navi Mumbai

Sir,

Reg: RFP for Procurement of licenses for “Visual Studio and MS SQL Server Database Software and License with ATS”. - Pre-requisite of Technical Environment.

“Bidder must provide the details of pre-requisite technical / functional environment for deployment and to ensure support for Visual Studio and MS SQL Server Database under Annual Technical Support in the proposed Servers by the Bank at Primary and Secondary Sites.”

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Phone No.:

E-mail:



## **CORRIGENDUM (ANNEXURE I)**

**AND**

## **BANK RESPONSE TO PRE-BID QUERIES (ANNEXURE II)**

- ❖ Last Date and Time for submission of RFP responses. – 09.04.2025 up to 15:00 PM.
- ❖ Date & Time of Opening of Technical Bids. – 09.04.2025 at 15:30 PM.



Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 - For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – I)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks Corrigendum	Bank's Reply on queries of the Prospective Bidders.
1	9	2. Invitation of Tender Bids	Last Date and Time for submission of RFP responses. - 03.04.2025 up to 15:00 hrs	Corrigendum	Last Date and Time for submission of RFP responses. - 09.04.2025 up to 15:00 hrs
2	9	2. Invitation of Tender Bids	Date & Time of Opening of Technical Bids. - 03.04.2025 at 15:30 hrs	Corrigendum	Date & Time of Opening of Technical Bids. - 09.04.2025 at 15:30 hrs
4	24	Payment of Annual Technical Support.	Payment of Annual Technical Support will be processed and released on quarterly basis in arrears on submission of correct invoice in all respect.	Corrigendum	Payment of Annual Technical Support will be processed and released on quarterly basis in arrears within 30 days from the date of invoices accepted by the Bank.
3	50	Annexure - 1B [Technical cum Functional Specifications of "Visual Studio and MS SQL Server Database"]	Annual Technical Support will be effective for a period of 3 (Three) years from the date of acceptance of Purchase Order or from the date of execution of SLA, whichever is later.	Corrigendum	Annual Technical Support will be effective for a period of 3 (Three) years from the date of required Licenses are supplied and deployed (Installed) by the bidder.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
1	15	6. Earnest Money Deposit (EMD) / Bid Security - Point 6	The EMD / Bid Security will be refunded to The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) as security deposit for 5% of the total project cost valid for 39 months, within 21 working days from the date of acceptance of purchase order, validity starting from its date of issuance.	In the GEM Document ePBG requirement it states No but in the RFP document there is provision for PBG so please clarify if PBG is required. Also, the 5% PBG cost would that be for Licenses + Technical Support or only Technical Support	1. PBG is to be submitted by the successful bidder.  2. PBG amount will be 5% of Total Cost of Ownership (TCO).
2	16	10. Scope of Work	The Scope of work of this RFP is to supply latest/higher available version of Microsoft Visual Studio (Professional Edition) and MS SQL Server Database (Standard Edition) Software License, Deployment of Licenses and Annual Technical Support to the Bank for a period of 3 (Three) years, as per the quantity details in Bill of Materials given below as well as in the Annexure-6 and else wherein the document.	Is there any migration to be done by the portals / servers etc. post supply of the licenses? Also, when would the Annual Technical Support begin? If bank conducts any migration activities post license availability and if any issues arises would that constitute a technical support request?	1. There is no migration activity in the scope of work.  2. ATS will start from the date of required licenses are supplied and deployed (Installed) by the bidder.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
3	16	10. Scope of Work - Point b	Onsite support is expected for the following scope of work under Annual Technical Support, wherever required.	Will onsite support be requested for all issues raised by bank or only if the issues are not resolved remotely. What would be lead time for on site support to visit the bank premises to execute support activities? In case of any Remote Support will bank provide Read Only Access / Remote Viewing Session to bidder support team to troubleshoot the issue on call?	<p>1. Telephonic as well as offline support will be required for all issues raised by bank. It is the bidder's responsibility to resolve technical issues, if any arises during the contract period. However, onsite support needs to be extended, whenever issues are not resolved through telephonic and offline support. (Refer point no 10 (s) of Scope of Work - Onsite support needs to be provided for any un-resolved issues within 12 hours from the date and time of report)</p> <p>2. if essential, Bank may arrange for remote access from bank's administrative offices located across India to bidder support team. However, the acceptance of the remote access request will be completely on the discretion of the Bank.</p>
4	16	10. Scope of Work - Point c	Supply and Deployment of Visual Studio and MS SQL Server Database Software and License with product support from the selected bidder.	In this statement what does Deployment of License mean? Also, once the licenses are made available does the bidder need to activate the servers with these licenses or bank would do it themselves?	<p>1. Installation of software, as per Bill of Material and scope of work and activation of related licenses in the servers and desktops.</p> <p>2. Yes, it is a part of Scope of work.</p>

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
5	16	10. Scope of Work - Point d	Bidder to ensure 100 hrs of Microsoft Professional Services during the contract period of 3 years.	This 100 hour of Professional Support is for the entire duration of 3 years or would be required every year. Also, in case of 100 hours of Microsoft Professional Services is utilized completely will bank procure additional package of hours? If yes, in what quantities?	<p>1. The 100 hours of Microsoft Professional Services is for the duration of 3 years.</p> <p>2. Additionally, Bank is also having separate provision of Microsoft Professional Service, which will be utilized, in case of full utilization of 100 hours.</p>
6	17	10. Scope of Work - Point e	Timely supply and deployment of Patches / Upgrades released by the Microsoft related to Microsoft Visual Studio and MS SQL Server Database.	Supply of patches would fall under the responsibility of OEM as the product software is owned by them. Does the Annual Technical Support also include Deployment of patches by the bidder support team. If yes, at what frequency and will bank provide a test environment to bidder to test the patches before deployment.	<p>1. Selected bidder must supply and deploy the patches only on patches released by the OEM.</p> <p>2. Patches are to be deployed timely on released by the OEM.</p> <p>3. Necessary UAT server will be provided for testing purpose.</p>
7	17	10. Scope of Work - Point h, j , k	Technical assistance in Database Performance Optimization and Configuration of Primary and Secondary Mirroring for MS SQL Server Databases. Technical assistance in implementing security features in MS SQL Server Databases. Technical assistance in confirming Backup of Data related to Application and Database Servers of all web sites / web portals.	Is this part of Annual Technical Support or needs to be done as part of Deployment activity?	1. Yes, it is a part of Annual Technical Support (ATS).

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
8	17	10. Scope of Work - Point i	Technical guidance and assistance in procurement and implementing Security and Performance Solutions for In-House Development Team of the Bank.	What guidance is required in this matter. Please provide more clarity	Clause is self-explanatory.
9	17	10. Scope of Work - Point q	However, the successful bidder must provide the patches/updates, which are not available on website or not downloadable from the website for any technical reason.	Since we are not OEM and only reseller, we cannot provide patches / updates which are not available from OEM. Hence this statement needs to be removed or modified to say that bidder would extend technical support or raise a ticket with Microsoft Professional support if there are any issues occurring from patch / upgrade of the software.	In addition to Bank's response in Sr No 6, bidder also must extend technical support or raise a ticket with Microsoft Professional Service, if there are any issues occurring from patch / upgrade of the software.
10	18	10.1 Bill of Materials	Bank reserves the right to issue a repeat order for additional Licenses of MS Visual Studio and MS SQL Server Database at the same price subject to a maximum of 25% of ordered quantity, as per Bill of Material within 6 months from the date of execution of SLA.	After 6 months if any more quantities are ordered the same price would not be applicable and would require a fresh quote with revised pricing?	1. If required, Bank will place repeat order within 6 months only,

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
11	18	10.1 Bill of Materials	Considering the enormity of the assignment, any service which forms a part of the Project Scope that is not explicitly mentioned in scope of work as excluded would form part of this RFP, and the successful bidder needs to provide the same at no additional cost to the Bank. The successful bidder needs to consider and envisage all services that would be required in the Scope and ensure the same is delivered to the Bank. The Bank will not accept any plea of the successful bidder later for omission of services on the pretext that the same was not explicitly mentioned in the RFP	This statement is vague and does not give clarity to bidder to factor any financial protection for themselves in case of scope creep. Hence please re-consider modifying this statement to include any major scope changes will invite discussion for additional remuneration to the bidder as mutually discussed.	No change.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
12	19	10.4 Delivery Schedule	All the licenses as mentioned in Bill of Materials (BOM) should be procured in the name of the "Central Bank of India" and the Licenses of "Microsoft Visual Studio and MS SQL Server Database" must be delivered to the Bank within 8 (Eight) weeks from date of acceptance of purchase order.	In order to procure the license under Select Plus Licensing program bank will need to furnish required details to sign up for a new Select Plus Agreement (if not in existence already) with the bidder. Once the agreement is signed the licenses would be provisioned on the Microsoft Admin Center (O365 portal) of the bank. All licenses that are part of the order would be provisioned at once. There will not be any partial provisioning of licenses. Hope the bank is aware and okay with this.	Yes, successful bidder needs to supply all licenses at one instance only, as mentioned in the Bill of Material.  No Change.



Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
13	20	10.5 Service Levels & Uptime	In case of Malfunctioning of the Servers due to improper implementation of patches/updates or non-implementation of patches/updates timely. The Bidder is liable for penalty of ₹ 1000/- per day in case of non-availability / accessibility of Server due to technical reason, if any attributed to Bidder / OEM during the contract period. The total penalty will be the maximum of 10% of the contracted value of the project and hence Bank will have the discretion to cancel the contract if penalty amount exceeds 10% of the total contract value.	This clause needs to be modified to suit the Technical Support Model. There is no implementation activity that is attributed to the bidder. Also, patches / updates would be done by the bank if not in scope of the bidder. In this case the bidder has no control over the factors affecting the servers. This clause can be modified in such a way in case if the bidder is not able to resolve an issue in stipulated time frame then the penalty would be applicable.	No change.

14	24	16.1 Payment Terms for different items of Bill of Material	<p>a) Payment of Visual Studio and MS SQL Server Database Licenses.</p> <p>i) 90% payment of Visual Studio and MS SQL Server Database Software License plus applicable taxes will be released after delivery of License to the Bank subject to submission of following documents:</p> <p>(1) PBG (Performance Bank Guarantee).</p> <p>(2) Delivery of licenses sign-off, signed by respective Bank Officials and the Bidder's representative.</p> <p>ii) 10% balance payment will be released on deployment / installation of Licenses in the designated VM Servers of Primary and Secondary sites of the Bank, as per schedule of the Bank within 6 Months. In case, there is a delay from the Bank side for arrangement of VM Servers for deployment of Licenses, Bank will release the balance 10% of License cost plus applicable taxes, by the end of 7th month or on successful deployment / installation of all Licenses in the Servers, whichever is earlier.</p> <p>b) Payment of Annual Technical Support.</p> <p>i) Payment of Annual Technical Support will be processed and released on quarterly basis in arrears on submission of correct invoice in all respect.</p>	<p>What would be the payment terms - would this be 30 Days from raising the Invoice?</p>	<p>Payment will be processed within 30 days from the date of invoices accepted by the Bank.</p> <p>No Change</p>
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Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
15	26	17.1 Deployment of Software and License	Software and Licenses of "Visual Studio and MS SQL Server Database" must be delivered, deployed in the proposed Servers as per plan and schedule of the Bank. Failure to meet these schedules as mentioned in "Clause no 10.4 – Delivery Schedule" will constitute a material breach of performance. Penalty will be charged ₹ 1000/- per day for the delayed period in delivery and deployment of Licenses beyond stipulated time period from the schedule of the Bank or from the date of acceptance of purchase order subject to a maximum cap of 10% of the project cost. In the event of delayed beyond 8 weeks, the Bank will be forced to cancel an awarded contract related to this RFP due to the successful bidder's inability to meet the agreed delivery dates, the bank may take suitable penal actions as deemed fit.	In order for the bidder to successfully delivery and deploy the licenses in stipulated time bank would need to ensure that it signs up the required licensing agreement and complete the associated process in a timely manner. Also, does the bank wants the bidder to deploy the licenses or the licenses once delivered would be deployed by the bank staff on the required servers / VMs?	1. Successful bidder must deploy (Install) the licenses in bank's servers/VM timely, as per plan and schedule of the Bank.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
16	26	17.2 Server uptime	In case of Malfunctioning of the Servers due to improper implementation of patches/updates or non-implementation of patches/updates timely. The Bidder is liable for penalty of ₹ 1000/- per day in case of non-availability / accessibility of Server due to technical reason, if any attributed to Bidder / OEM during the contract period. The total penalty will be the maximum of 10% of the contracted value of the project and hence Bank will have the discretion to cancel the contract if penalty amount exceeds 10% of the total contract value.	The bidder should not be liable for penalty if the issue is attributed to the OEM hence, we request you to remove the word "OEM" from this statement.	No Change
17	26	18. Service Level Agreement (SLA)	Format of SLA is to be submitted by Bank within 30 days from date of acceptance of PO for Licenses of "Visual Studio and MS SQL Server Database" and Bidder must execute SLA with Bank within 21 days after receipt of the SLA format.	Bank to share the SLA document copy with the Bidder for legal review	1. Service level agreement (SLA) will be shared with the successful bidder.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
18	32	26. Format of the Letter of undertaking of Authenticity to be submitted by the Bidder	We also undertake that in respect of licensed asked by you in the Purchase Order, the same shall be supplied along with the authorized license certificate and also that it shall be sourced from the authorized source. We hereby undertake to produce the certificate from our OEM/OSD supplier in support of above undertaking at the time of supply and deployment. It will be our responsibility to produce such letters from our OEM/OSD suppliers at the time of delivery of License as per PO or within a reasonable time.	OEM does not provide any license certificate hence we will not be able to furnish one. However, we should be able to provide declaration stating that the licenses are procured from authorized source.	Along with the Letter of undertaking, necessary supporting documents need to be submitted by the bidders.  No Change.
19	33	29. Execution of Contract, SLA and NDA	The bidder and Bank should execute a) Contract, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank	Is this document separate from the SLA document. If yes, please share a copy of the same for our legal review	1. The word 'contract' is same as Service Level Agreement (SLA).  2. Service level agreement (SLA) will be shared with the successful bidder.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
20	46	59. Prior approval / consent of bank for use of sub-contractors:	Successful bidder to take prior approval/consent of the bank for use of subcontractors for all or part of an outsourced activity.	Is subcontracting or ATS allowed? If yes, at what stage does the bidder needs to take the required approval and if there is any format for the same.	Successful bidder will be the sole responsible for all expected services, mentioned in the scope of work.
21	35	Visitations	The Bank shall be entitled to, either by itself or its authorized representative, visit any of the Bidder's premises without prior notice to ensure that data provided by the Bank is not misused. The Bidder shall cooperate with the authorized representative(s) of the Bank and shall provide all information/ documents required to the Bank.	We request you to allow 2 days prior notice for any visitations	No Change
22	13	5. Eligibility Criteria	The Bidder must be a Certified Authorized Service Providers of Microsoft for Enterprise Agreement (EA).	Request Bank to kindly consider the MAF with Microsoft Partner	1. The participating bidder must submit MAF issued by the Microsoft (Refer RFP point no 13 of page no 13).
23	15	5% of the total project cost valid for 39 months	Request Bank to kindly change this to 3%	Request Bank to kindly change this to 3%	No Change

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
24	24	16.1 Payment Terms for different items of Bill of Material	ii) 10% balance payment will be released on deployment / installation of Licenses in the designated VM Servers of Primary and Secondary sites of the Bank, as per schedule of the Bank within 6 Months. In case, there is a delay from the Bank side for arrangement of VM Servers for deployment of Licenses, Bank will release the balance 10% of License cost plus applicable taxes, by the end of 7th month or on successful deployment / installation of all Licenses in the Servers, whichever is earlier.	Request bank to change the Terms for balance 10% within 3 months.	No Change
25	24	b) Payment of Annual Technical Support.	i) Payment of Annual Technical Support will be processed and released on quarterly basis in arrears on submission of correct invoice in all respect.	Request bank to change the Terms to Yearly in Advance.	No Change



Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
26		N/A	Backup	No of Application and DB that needs to considered for Backup activity	At present Bank is having 120 portals, which will be hosted in 16 Application Servers and 12 Database Servers at DC Location. Also, similar replica of Application and Database Servers at DR location. Bidder must consider these Servers for Backup Activity. During the ATS period, Bank may also add up new Application and Database Servers for Backup and Bidders is supposed to support for the same.
27		N/A	Application and DB Deployment	All the application and DB are deployed are ON PREM	Yes
28	19	10.4 Delivery Schedule	All the licenses as mentioned in Bill of Materials (BOM) should be procured in the name of the "Central Bank of India" and the Licenses of "Microsoft Visual Studio and MS SQL Server Database" must be delivered to the Bank within 8 (Eight) weeks from date of acceptance of purchase order.	Requesting bank to modify as below:  All the licenses as mentioned in Bill of Materials (BOM) should be procured in the name of the "Central Bank of India" and the Licenses of "Microsoft Visual Studio and MS SQL Server Database" must be delivered to the Bank within <b>10 (Ten)</b> weeks from date of acceptance of purchase order.	No Change

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
29	61	Annexure - 6	15. The support system should be on 24*7 basis in case of any disruption of services	Does bank need onsite support, if yes kindly provide number of resources required to maintain 24*7 support. If no, then kindly confirm bank will provide remote access to the support team.	Please refer Scope of work of the RFP and Bank's response in Sr No 3.
30	62	Annexure - 6 [Scope of Work for supply of Visual Studio and MS SQL Server Database Software and License with ATS"]	19. Onsite support needs to be provided for un-resolved issue within 12 hours from the date and time of report, failing which proportionate penalty will be levied at the discretion of the bank and such penalty amount will be recovered from quarterly bills of Annual Technical Support.	Kindly confirm bank will provide remote access for the first 12 hours of issue/resolution/assigning of ticket.	Please refer Scope of work of the RFP and Bank's response in Sr No 3.
31	55	Annexure – 2B [Commercial Bid]	Commercial bid format	Kindly include separate line item for 100 hours of Microsoft professional services support for a period of three years. This is required as per the scope of RFP in Annexure 6.	1. It is a part of ATS.  No Change
32	16	10.Scope of work	16 Application Servers & 12 Database Servers at Primary Site 14 Application Servers & 10 Database Servers at Secondary Site.	Need more clarity on SOW for deployment of licenses	No Change

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
33	24	16.1 Payment terms	<p>90% payment of Visual Studio and MS SQL Server Database Software License plus applicable taxes will be released after delivery of License to the Bank subject to submission of following documents: (1) PBG (Performance Bank Guarantee). (2) Delivery of licenses sign-off, signed by respective Bank Officials and the Bidder's representative.</p> <p>ii) 10% balance payment will be released on deployment / installation of Licenses in the designated VM Servers of Primary and Secondary sites of the Bank, as per schedule of the Bank within 6 Months. In case, there is a delay from the Bank side for arrangement of VM Servers for deployment of Licenses, Bank will release the balance 10% of License cost plus applicable taxes, by the end of 7th month or on successful deployment / installation of all Licenses in the Servers, whichever is earlier</p>	Request you to please change payment term to 100% against the delivery of licenses	No Change

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
34	12	5. Eligibility Criteria	The bidder must have successfully executed two (2) orders: one for the supply of Microsoft Visual Studio and/or MS SQL Server Database Licenses, and the other for the supply of any Windows OS and/or MS Office, for at least two organizations or institutions, such as PSUs / Central Government / State Government / BFSI in India during the financial years (i.e. 2021-22, 2022-23, 2023-24 and 2024-25).	The bidder must have successfully executed <b>two (2) orders</b> : one for the supply of Microsoft Visual Studio and/or MS SQL Server Database Licenses, and the other for the supply of any Windows OS and/or MS Office, for at least <b>one</b> organizations or institutions, such as PSUs / Central Government / State Government / BFSI/ <b>Private Organization</b> in India during the financial years (i.e. 2021-22, 2022-23, 2023-24 and 2024-25).	No Change
35	15	Performance Bank Guarantee 7 (a)	As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank, in the format given by the Bank in Annexure-12, for 5% of the total project cost valid for 39 months, (3 (Three) years for total project period plus 3 months for claim period) validity of PBG starting from its date of issuance. The PBG shall be submitted within 21 working days of the PO acceptance by the Bidder.	Request you to accept lien FD against PBG.	No Change

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
36	17	10. Scope of Work	Visual Studio 2022 (Professional Edition)- C5E-01412 MS SQL Server 2022 Database (Standard Edition) SLng 2 Core pack- 7NQ-01782	As per page no- 17, clause no- e, it is mentioned that Timely supply and deployment of Patches / Upgrades released by the Microsoft related to Microsoft Visual Studio and MS SQL Server Database.  So, please confirm whether Software Assurance is required or not? If required, then the part no. need to be changed.	1. Software Assurance is not part of the RFP.  No Change.
37		-	General	Do you have any agreement running with any partner? If so, please confirm the Agreement no and confirm the discount level which they are offering against said agreement.	1. Bank does not have such agreement.
38	24	16.1 - Payment Terms for different items of Bill of Material	Payment of Annual Technical Support will be processed and released on quarterly basis in arrears on submission of correct invoice in all respect.	Payment of Annual Technical Support will be processed and released on quarterly basis in arrears on submission of correct invoice in all respect.	No Change

39	24	16.1 - Payment Terms for different items of Bill of Material	<p>Payment of Visual Studio and MS SQL Server Database Licenses.</p> <p>i) 90% payment of Visual Studio and MS SQL Server Database Software License plus applicable taxes will be released after delivery of License to the Bank subject to submission of following documents:</p> <p>(1) PBG (Performance Bank Guarantee). (2) Delivery of licenses sign-off, signed by respective Bank Officials and the Bidder's representative.</p> <p>ii) 10% balance payment will be released on deployment / installation of Licenses in the designated VM Servers of Primary and Secondary sites of the Bank, as per schedule of the Bank within 6 Months. In case, there is a delay from the Bank side for arrangement of VM Servers for deployment of Licenses, Bank will release the balance 10% of License cost plus applicable taxes, by the end of 7th month or on successful deployment / installation of all Licenses in the Servers, whichever is earlier.</p>	<p>Reques you to kindly add on one row for Installation and deployment as we bidder need to pay the amount to the OEM in advance basis. Secondly, We will providing PBG after L1 against this order, so kindly remove 10% balance option and release 100% payment after license delivery and PBG submission.</p>	No Change
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Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
40	29	Liquidated Damages	The Liquidated Damages (LD) shall be 1 % of the affected Components / delayed services. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount. Once the liquidated damages reach 10% of the contract amount, the bank may consider termination of the contract or invocation of Bank guarantee.	The Liquidated Damages (LD) shall be 1/2 % of the affected Components / delayed services. However, the total amount of Liquidated Damages deducted will be pegged at 5% of the contract amount. Once the liquidated damages reach 5% of the contract amount, the bank may consider termination of the contract or invocation of Bank guarantee.	No Change



Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
41	16	10. Scope of Work	<p>a) Proposed activities under Annual Technical Support will be applicable for Servers (Physical and VM Servers) of In-House Development Team of the Bank installed at Primary Site (Mumbai) and Secondary Site (Hyderabad) on need basis, as and when asked by the Bank. Approximate current count of proposed VM Servers, is as under -</p> <p>i) 16 Application Servers &amp; 12 Database Servers at Primary Site.</p> <p>ii) 14 Application Servers &amp; 10 Database Servers at Secondary Site.</p> <p>d) Bidder to ensure 100 hrs of Microsoft Professional Services during the contract period of 3 years</p>	Please confirm whether this services required from OEM or bidder respectively.	1. The Service is required from selected bidder.

Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)					
Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
40	12	5. Eligibility Criteria	<p>The bidder must have executed at least one single order with a minimum value of ₹5 Crore for the supply and support of Licenses for any Microsoft products during the financial years (2021-22, 2022-2023, 2023-2024 and 2024-25).</p> <p>Documentary proof to be submitted – Copy of Credential Letter / Contract / Purchase Order.</p>	<p>We Trasnline Technologies Limited would like to show our keen interest in participating in this bid.</p> <p>You are requested to kindly amend the existing clause as:</p> <p>The bidder must have executed at least one single order with a minimum value of ₹1 Crore for the supply and support of Licenses for any Microsoft products during the financial years (2021-22, 2022-2023, 2023-2024 and 2024-25).</p> <p>Documentary proof to be submitted – Copy of Credential Letter / Contract / Purchase Order.</p>	No Change

**Bank Response to Pre-bid Queries - Reference to Bid Number: GEM/2025/B/6001655 – For procurement of MS SQL and Visual Studio Licenses with ATS for 3 years. (Annexure – II)**

Sr.No.	RFP Page No.	RFP Clause Name & No.	Existing RFP Clause	Bidder's Query/Suggestion/Remarks	Bank's Reply on queries of the Prospective Bidders.
41	9	2. Invitation of Tender Bids	1800000	<p>We would like to bring to your kind attention that as per "GEM GTC 4.0 (version 1.14) dated 31 JAN 2024, clause no. 4 Point M OF xiii. e-Bidding and Reverse Auction (RA) on GeM OF Enabling provisions of Rule 149 of General Financial Rules- 2017", Which states that Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the Primary Product / Primary Service for which Bid / RA has been invited and holding valid Vendor Assessment or Vendor Assessment Exemption Report / confirmation (Seller to upload VA report / VAE confirmation to be validated by the Buyer) are exempted from Furnishing EMD."</p> <p>We therefore requesting you to kindly allow exemption to MSE bidders. You can ask for bid security declaration on stamp paper.</p>	1. In accordance with Government of India guidelines, Micro and Small Enterprises are eligible to get tender document free of cost and exempted from payment of Earnest Money Deposit (EMD) upon submission of valid MSME Certificate copy. (Refer Page No 9 of the RFP)

**\*\* END OF THE DOCUMENT \*\***