



Central Bank of India

Department of Information Technology

Tender No. GEM/2026/B/7690863

Request for Proposal (Bid) Document

For

**AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and
Procurement of CISCO Servers for VC, VC Endpoints & IP Phones for**

Central Bank of India

Issued by:

Central Bank of India

Department Of IT (DIT),

Plot no-26, Sector-11,

CBD Belapur, Navi Mumbai- 400614

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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 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
VC Equipment	VC Endpoint and Video IP Phone

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1. Invitation for tender offers

Central Bank of India, The Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970 having its Central Office at Chandermukhi, Nariman Point, Mumbai-400021 hereinafter called "Bank" and having 91 Regional Offices (RO), 14 Zonal Offices (ZO) and 4600 plus branches spread across India, invites online tender offers (Technical offer and Commercial offer) from eligible CISCO Certified Collaboration Partners for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints, IP Phones and Cisco Voice Gateway for Central Bank of India through Government-e-Marketplace (GeM) as Proprietary Article Certificate (PAC) Bidding .

Important details related to Tender Process are given below:

Tender Particulars	Important Details
Tender Reference Number	Tender No. GEM/2026/B/7690863
Date of Issue of RFP	20/06/2026
Earnest Money Deposit (EMD) / Bid Security	An amount of ₹ 25 Lakh (Rupees Twenty Five Lakhs 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 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/2026/B/7690863 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	smcentmail@centralbank.bank.in cmnetwork@centralbank.bank.in agmdit@centralbank.bank.in Latest by – 29/06/2026 up to 17:00 hrs.
Date and Time for Offline/Online Pre-Bid Meeting.	30/06/2026, 11:00 hrs at Central Bank of India, CBD Belapur.
Last Date and Time for submission of RFP responses.	14/07/2026 up to 15:00 hrs.
Mode of bid submission	Government e Marketplace (GeM)
Date & Time of Opening of Technical Bids.	14/07/2026 at 15:30 hrs
Response Types	1. Technical Bid + Bid Security, 2. Commercial Bid

Tender Particulars	Important Details
Address for Communication	Chief Manager-IT (DIT) Central Bank of India Department of IT (DIT), 1 st Floor, Plot no-26, Sector-11, CBD Belapur, Navi Mumbai-400614 Email address: cmnetwork@centralbank.bank.in smitpurchase@centralbank.bank.in smcentmail@centralbank.bank.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- 27582447/27582404/27582480

Note - If any of the above dates fall on holiday or become holiday due to regulatory or other reasons beyond control of the Bank, then the next valid date in such case will be next working day of the Bank.

The pre bid meeting will be held in person with the bidders. 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 documents free of cost and also exempted from payment of earnest money deposit upon submission of valid MSE certificate copy. Start-ups (which are not MSEs) are exempted only from Bid security amount.
- Earnest Money Deposit mentioned above must accompany all tender offers (Technical Bid) as specified in this tender document.
- Tender offers will normally be opened half an hour after the closing time. Any tender received without Document/Earnest Money Deposit (EMD) will be disqualified.
- Technical Specifications, Terms and Conditions, Various Formats and Performa for submitting the tender offer are described in the tender document and its Annexures.

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

2. Eligibility Criteria

The Bidder must fulfil following eligibility criteria to be evaluated in Tender. Non-Compliance of any of these criteria would result in outright rejection of the Bidder's proposal. The Bidder is expected to provide proof for each of the points for eligibility evaluation criteria. The decision of Bank would be final and binding on all the Bidders to this document. Bank may accept or reject an offer without assigning any reason whatsoever.

S.No.	Eligibility Criteria	Supporting Required
A	General	
1	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 of submission of RFP.	Copy of the Certificate of Incorporation issued by Registrar of Companies/Registrar of firms and full address of the registered office of the bidder
2	Bidder should be registered under G.S.T. and/or tax registration in state where bidder has a registered office.	Proof of registration with GSTIN
3	At the time of bidding, the Bidder should not have been blacklisted/ debarred by any Govt. / IBA/ RBI/ PSU /PSE/ or Banks, Financial institutions for any reason or non-implementation/ delivery of the order.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)
4	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
5	The Bidder to provide an undertaking on his letter head that all the technical requirements highlighted as part of Technical Scope are covered in totality in the proposal submitted by the bidder.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)
6	The Bidder or Its Technology Partner should not be owned or controlled by any Director, officer or employee of Central Bank of India or by related party having the same meaning as assigned under section 2(76) of the companies act or relative having same meaning as assigned section 2(77) of companies act 2013 read with rule 4 of the companies (specification of definition details) rules 2014.	Undertaking to be given by the Bidder at time of bid submission Compliance certificate given by successful bidder on company's letter head (Enclosed as Annexure 20).
7	The bidder should provide undertaking 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	Letter of confirmation (self-certified letter signed by authorized official of the bidder)

	partnership firms/LLPs having common partners has not participated in the bid process	
8	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services	Submit the self-declaration on Company's letter head
B	Financial	
1	The Bidder must have registered annual turnover of Rs. 50 Crores or above from Indian Operations only during the last three completed financial years – FY 2023-24, 2024-25 & 2025-26.	Audited Financial statements for the financial years FY 2023-24, 2024-25 & 2025-26.
2	The bidder should have made operating profits in at least two financial years out of last three financial years (i.e. 2023-24, 2024-25 & 2025-26).	Audited Financial statements for the financial years FY 2023-24, 2024-25 & 2025-26. Certified letter from the Chartered Accountant clearly mentioning Turnover, operating profits and Net worth for last three years.
3	The bidder should have a positive net worth in at least two out of last three financial years (i.e. 2023-24, 2024-25 & 2025-26).	Certified letter from the Chartered Accountant clearly mentioning Turnover, operating profits and Net worth for last three years.
4	Bidder should not have <ul style="list-style-type: none"> NPA with any Bank /financial institutions in India At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder / OEM and the Bank regarding supply of goods/ services 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. 	Letter of confirmation (self-certified letter signed by authorized official of the bidder)
C	OEM Authorisation & Experience	
1	The bidder should be a CISCO authorized Collaboration partner/integrator of Cisco Systems.	<ul style="list-style-type: none"> Valid Manufacturer Authorization Form (MAF) from Cisco

		<ul style="list-style-type: none"> Valid Cisco partnership certificate
2	Bidder should have experience of minimum 7 years in AMC/support of Cisco collaboration infrastructure and implementation of Cisco VC endpoints, IP phones and Cisco servers in Scheduled Commercial Banks/BFSI/PSU.	Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC/Collaboration project with minimum value of ₹ 5 Crore during the last 7 years in Scheduled Commercial Banks/BFSI/PSU.
3	Bidder should provide back-to-back OEM support from Cisco including TAC support, RMA support, software updates, firmware upgrades and security patches	OEM support undertaking/authorization from Cisco
4	Bidder should have direct support offices at Mumbai/Navi Mumbai. In case installation / support is required at any other Regional / Zonal office across India, bidder should provide the same.	Self-declaration along with office details/support infrastructure details.
5	Bidder should provide SLA commitment for support, TAC escalation, preventive maintenance and hardware replacement	Signed undertaking/SLA compliance declaration

Further as per the amendment and insertion of Rule 144 (xi) in the General Financial Rules (GFRs) 2017, no procurement shall be made in violation of restrictions as imposed by Government of India. Hence, the cross-border bidders need to ascertain the appropriate approvals from competent authorities.

The bidder must submit only such document as evidence of any fact as required herein. The Bank, if required, may call for additional documents during the evaluation process and the bidder will be bound to provide the same.

NOTE:

- Only CISCO Certified Collaboration Partners are eligible to participate in this tender.
- 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 time period and if the delay is not accepted & approved by the Bank, the bid of the respective bidder is liable for rejection.

- c) Bidder should submit detailed response along with documentary proof for all of 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.
- d) Evaluation of Technical bids will be done by Bank's Evaluation Committee and the decision of the committee will be final.
- e) 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 Company and from OEM Company is authorized to do so on behalf of his/OEM's company respectively. Inability of the bidder to prove the genuineness/authenticity of document from his Company and from OEM Company, may make the bid liable for rejection.
- 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.

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.

3. Earnest Money Deposit (EMD) / Bid Security

An amount of ₹ 25 Lakh (Rupees Twenty Five Lakhs 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 plus 3 months or by means of Account Payee Demand Draft / Banker's cheque /RTGS/ NEFT in the account no.-3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no GEM/2026/B/7690863 in favour of "Central Bank Of India" and payable at Mumbai/ Navi Mumbai as per GEM guideline.

The Bid Security shall be liable to be forfeited:

- (a) if a Bidder withdraws its tender during the period of tender validity; 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 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 Bid Security shall be in the names of all future partners as named in the letter of intent.

The 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 67 months, within 21 working days from the date of acceptance of purchase order, validity starting from its date of issuance.

4. Performance Bank Guarantee

- a) As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank, other than Central Bank of India, in the format given by the Bank in Annexure-15. The bidder has to submit Bank Guarantee for 5% of TCO amount valid for 67 months (5 month implementation period + 5 years for total project period plus 2 month for claim period validity of PBG) starting from its date of issuance. The PBG shall be submitted within 21 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 (PBG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- c) Each page of the PBG must bear the signature and seal of the PBG issuing Bank and PBG number.
- d) In the event of delays by Successful Bidder in Supply, AMC support and 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.
- e) 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.
- f) 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.
- g) 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.

5. 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.

6. Contract Period

The tenure of the Contract will be for a period of 5 years effective from Bank accepted go-live date unless terminated earlier by the Bank by serving 90 days prior notice in writing to the Successful bidder at its own convenience without assigning any reason and without any cost or compensation therefor. However, after the completion of initial period of 5 years, the contract may be extended/renewed for further period of 2 years on mutually agreed terms and conditions, if services found satisfactory.

The performance of the Successful bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor. Any offer falling short of the contract validity period is liable for rejection.

Successful bidder is required to enter into a Service Level Agreement (SLA), the format whereof will be supplied by the Bank.

7. Scope of Work

7.1 Scope Summary

The selected bidder shall provide comprehensive support, supply, installation, integration, commissioning and operational support services for Cisco collaboration infrastructure across the Bank.

The scope of work broadly includes:

1. AMC for existing Cisco VC endpoints, IP phones and video IP phones deployed at Central Office Mumbai, 91 Regional Offices and 14 Zonal Offices across India.
2. Procurement, supply, installation, configuration and commissioning of Cisco VC servers at DC location (CBD Belapur) and DR location (Hyderabad).
3. Procurement, supply, installation and commissioning of Cisco VC endpoints, IP phones and Cisco Voice Gateway at locations specified by the Bank.
4. Deployment of two onsite L2 FMS resources at Central Office Mumbai / Navi Mumbai for operational and technical support in shifts as per Bank requirement.

The detailed address and inventory/BOM of locations/devices shall be shared with the successful bidder by the Bank.

7.2 Detailed Scope for AMC of Existing Cisco Collaboration Infrastructure

The selected bidder shall provide:

1. Successful bidder will provide Comprehensive Annual Maintenance Contract (AMC) for existing Cisco collaboration infrastructure including Cisco Video Collaboration (VC) servers, VC endpoints, IP phones, video IP phones and associated components deployed at Corporate Office, Regional Offices, Zonal Offices and other Bank locations across India.
2. AMC shall cover the following equipment and infrastructure (indicative list):
 - Cisco VC Endpoints (room devices, codecs, cameras, touch panels, peripherals)
 - Cisco IP Phones
 - Cisco Video IP Phones
 - Licenses and collaboration application components
 - Associated accessories and software components
3. Successful bidder shall provide preventive maintenance, corrective maintenance and support for all covered equipment.
4. Bidder shall provide OEM-backed support services and ensure access to Cisco TAC support throughout the AMC period.

5. Health check and preventive maintenance activities shall be carried out periodically on all collaboration infrastructure to ensure optimum system performance.
6. AMC shall include software support, firmware updates, patches, bug fixes and security updates released by OEM during the contract period.
7. Bidder shall ensure installation and implementation of OEM-recommended upgrades and patches after obtaining approval from the Bank.
8. Bidder shall monitor and maintain overall health of Cisco collaboration systems and troubleshoot issues proactively.
9. Scope includes diagnosis and rectification of faults related to:
 - Call connectivity issues
 - Registration failures
 - Audio/video quality issues
 - SIP/H.323 interoperability issues
 - Endpoint registration issues
 - Device hardware failures
 - Software/application issues
 - User login and configuration issues
 - Compliance and Audit
10. Bidder shall provide onsite support and remote support as required by Regional office, Zonal office and other offices under Central office.
11. In case of equipment failure, bidder shall coordinate with OEM for replacement under applicable support entitlement.
12. Bidder shall provide support for integration and interoperability with existing Cisco collaboration environment and connected infrastructure.
13. Bidder shall ensure smooth functioning of:
 - Voice calling
 - Video conferencing
 - Call routing
 - Conference scheduling
 - Endpoint connectivity
14. Bidder shall maintain inventory of installed devices and related Operating Systems and provide periodic reports.
15. Monthly health reports shall include:
 - Incident summary
 - Device availability status
 - Open and closed tickets
 - Root cause analysis for critical incidents
16. Bidder shall maintain incident logs and submit SLA compliance reports periodically.
17. Knowledge transfer and technical assistance shall be provided to Bank officials whenever required.
18. Any issue requiring OEM escalation shall be coordinated and tracked by the bidder till closure.

19. All support services shall comply with the Service Level Agreement (SLA) and uptime requirements defined in the SLA.
20. Bidder/OEM will be responsible for addressing all observations raised in internal audit, IS audit, concurrent audit, VAPT and any other audit conducted by RBI and any other regulatory authorities.
21. The Successful Bidder is required to buy back old VC servers and VC devices from DC, DRC and other office locations and detail out the buyback price in their commercial offer. The device list with locations will be shared to successful bidder.

7.3 Scope for supply of Cisco VC collaboration Server, VC Endpoints & IP Phones

1. The bidder will be responsible for Supply, installation, testing, commissioning and support of Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints, IP phones and Cisco Voice Gateway for deployment across Corporate Office, Regional Offices, Zonal Offices and other Bank locations.
2. The bidder shall supply all hardware, software, licenses and accessories required for complete and successful implementation of the solution.
3. Procurement of the equipment mentioned in the RFP will be at Bank's discretion and Bank may not procure all the items mentioned in the RFP. Also, Bank may ask for staggered delivery of some of the equipment mentioned in the RFP. Details of the same would be shared with the successful Bidder at a later stage.
4. Scope shall include supply of the following components (indicative list):
 - Cisco Collaboration Servers
 - Cisco Unified Communications applications and licenses
 - Cisco VC Endpoints
 - Touch panels and associated peripherals
 - Cisco IP Phones
 - Cisco Voice Gateway
 - Required software licenses/subscriptions
 - Mounting accessories, power supplies and necessary cables
5. Bidder shall conduct site assessment wherever required and ensure compatibility with existing network and communication infrastructure.
6. Bidder shall install, configure and commission supplied equipment at designated locations.
7. Scope includes rack mounting, physical installation, connectivity, power integration and complete setup of equipment.
8. Bidder shall configure and integrate supplied equipment with proposed collaboration environment including:

- Cisco Unified Communications Manager (CUCM)
 - Existing call routing infrastructure
 - Existing VC environment
 - SIP/H.323 integration wherever applicable
 - Existing conferencing infrastructure
9. Bidder shall perform complete installation and configuration activities including:
- Device registration
 - IP addressing and network configuration
 - Call routing configuration
 - User profile creation
 - Directory and authentication integration
10. Bidder shall ensure interoperability with existing VC endpoints, IP phones and collaboration applications deployed across the Bank.
11. Scope shall include installation of all required firmware, software releases, security patches and OEM recommended updates.
12. The bidder shall provide all required licenses for operation and future scalability as specified in the Bill of Material (BoM).
13. Necessary testing shall be conducted including:
- Voice call testing
 - Video call testing
 - Point-to-point conferencing
 - Multiparty conferencing
 - Registration verification
 - Audio and video quality verification
 - Network connectivity verification
14. Bidder shall carry out User Acceptance Testing (UAT) and obtain sign-off from the Bank.
15. Detailed documentation shall be submitted including:
- Architecture diagram
 - Network diagram
 - Configuration details
 - Device inventory
 - IP addressing details
 - User and administrator manuals
16. Knowledge transfer and administrator training shall be provided to designated Bank officials.

17. Bidder shall provide onsite support during implementation and stabilization period.
18. Comprehensive OEM warranty and support shall be provided for supplied equipment as per RFP terms.
19. Bidder should onboard all the VC devices and its peripherals supplied by them on the OEM portal to ensure back to back support of OEM and submit the evidence.
20. Bidder shall coordinate with OEM for support, software updates and issue resolution during warranty period.
21. Any additional hardware, accessories, connectors, adapters, software or components required for successful operation of the solution, though not explicitly mentioned, shall be supplied by bidder without additional cost to Bank.
22. Final handover shall be completed only after successful commissioning, testing and acceptance by the Bank.

7.4 Detailed Scope for Deployment of Facility Management Services (FMS) Resources

The bidder shall deploy two onsite L2 FMS resources at Central Office Mumbai/Navi Mumbai for operational and technical support of Cisco collaboration infrastructure.

7.4.1 Deployment of FMS Resources

The bidder shall deploy:

- Two (2) onsite FMS resources
- Minimum qualification level: L2 or above having technical graduation in the field of IT/Computer/Electronics.
- Experienced in Cisco collaboration environment for minimum 1 year.

7.4.2 Shift Timings

The FMS resources shall work in two shifts to provide support coverage from:

- 08:00 AM to 08:00 PM or as per Bank's requirement.
- Monday to Saturday or as per Bank requirement

7.4.3 Skill Requirements for FMS Resources

FMS engineers should possess:

- Experience in Cisco collaboration infrastructure
- Knowledge of Cisco VC endpoints
- Knowledge of Cisco IP phones and video IP phones
- Knowledge of Cisco CUCM
- Knowledge of Cisco CMS
- Knowledge of Cisco Expressway
- Basic network troubleshooting skills
- VC scheduling and meeting support experience

Preferred certifications:

- CCNA Voice
- CCNP Collaboration (preferred)

7.4.4 Responsibilities of FMS Resources

In addition to regular operational support, FMS resources shall:

- Support board meetings and critical VC sessions
- Coordinate with OEM TAC and service providers
- Provide first-level and second-level troubleshooting support
- Support preventive maintenance activities
- Assist users during VC calls and meetings
- Coordinate with network/security/server teams
- Maintain uptime and service availability
- Escalate unresolved issues to OEM/support teams
- Maintain daily operational logs and incident reports
- Assist the bank in addressing observation raised in internal audit, IS audit, concurrent audit, VAPT and any other audit conducted by RBI and any other regulatory authorities
- Provide Preventive maintenance reports, Escalation reports, Downtime reports.

FMS resources may be deployed in shifts as per Bank convenience and operational requirements.

8. General Responsibility of the Bidder

Delivery, Installation and Maintenance

1. As a part of implementation of Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints and IP phones, the Bank expects the successful Bidder to provide requirements of power, space, and cooling for the equipment to be hosted at DC and DRC. However, the hosting environment shall be provided by the Bank at Bank' DC and DRC.
2. Bidder should coordinate with the SPOC of Bank (DC/DR/RO/ZO) for all the assignments relating to this RFP.
3. Bidder is responsible for delivery, transportation, transit insurance – including insurance till installation acceptance by the Bank or its appointed consultant, unpack, racking and stacking, installation, and configuration of Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints and IP phones at DC, DRC and other locations.
4. The Bidder to do Power on self-test, basic configurations, migration, and installation of the equipment.
5. Bidder to ensure that the complete installation and commissioning of all the solutions that are part of this RFP to be done by the respective OEMs or by Bidder itself till the successful implementation of the respective solutions. OEMs to provide the certification of authorization for their respective partners.

6. Any delay in installation of the new component/servers/devices for whatsoever reasons should not entail in expiry of insurance and the same should be continued and extended up to the date of installation of components at DC, DRC and Bank's offices.
7. Bidder is also required to provide skilled resources that may be required for the successful completion of the project.
8. The Bidder would be responsible for supply, installation, testing, commissioning, configuring, Operation & Maintenance of the equipment's, warranty and AMC of hardware, software, middleware supplied as part of this RFP for a period of Five (5) years from the installation sign off date.
9. Bidder shall ensure compatibility of the supplied Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints, Voice Gateway and IP phones with the hardware and software systems being used in the Bank. In case of any compatibility issue arises between the proposed solution/appliance in existing network setup during implementation or within 3 months of installation signoff, then the successful bidder is required to replace such solution/appliance, with the compatible one, at no additional cost to the bank within 4 weeks of the issue is identified by Bank or Bank's existing SI.
10. Bidder should adhere to the service levels including delivery timelines specified in the RFP for the installation of network and security equipment supplied by them.
11. Bidder shall provide replacement component from the same OEM, if any component is required to be taken out of the premises for repairs.
12. Bidder must ensure that on call OEM support can be made available within one hour during the tenure of the contract.
13. Bidder should ensure Knowledge Transfer to the Bank throughout delivery of the service, which should include detailed overview of the implementation and configuration parameters and features and functionality of the Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints and IP phones.
14. Bidder should buyback existing VC Servers and Voice Gateway "as is where is" basis and purchase price of these items once accepted by the Bank cannot be withdrawn by the Bidder.
15. It is the bidder's responsibility to unmount and collect the buyback items from the Bank's office locations. The Bank will not provide transportation or cover any related expenses. Any HDD/SSD storage devices present in the buyback items must be degaussed or physically destroyed before being removed from the Bank's premises.
16. It would be Bidder's responsibility to ensure safe disposal of e-waste as per Hazardous Waste (management and handling) Rules 1989 and 2008, without imposing any liability to Bank, comprising discarded Hardware/ electrical/ electronic equipment/components taken under buyback and must submit the e-waste certificate.
17. Bidder is required to provide acceptance of Purchase Order, within 7 days of issuance of PO to the successful bidder by the Bank.
18. In case of any fault in DC and DRC components of this RFP, it should be repaired/replaced within 4 hours of intimation of complaint. In case of any fault in components at other locations, then it must be repaired/replaced within 24 hours of intimation of complaint.

19. Delivery signoff will be granted only after the entire consignment of components, as per the Bill of Materials, is delivered to the bank's premises.
20. Installation signoff will be granted only after the complete solution is installed, migrated, all test cases shared by the bank with the successful bidder are executed, VAPT points are closed, and integration with SIEM, SOAR, and NMS is completed. Additionally, evidence of the integration must be submitted.

9. Delivery Schedule for new Servers/ VC devices / IP Phones

The successful Bidder is expected to adhere to the following timelines concerning the implementation of the Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints and IP phones at Bank's DC, DRC and other offices:

Sr. No.	Activity	Timeline from Date of acceptance of Purchase Order (PO) / Work Order (WO)
1	Submission of detailed project plan and implementation schedule	Within 7 Days
2	Submission of OEM authorization/support documents	Within 7 Days
3	Verification of existing inventory/BOM for AMC	Within 15 Days
4	Activation/renewal of AMC support services	Within 15 Days
5	Supply of Cisco VC servers for DC (CBD Belapur) & DR (Hyderabad)	Within 12 Weeks
6	Supply of Cisco VC endpoints and IP phones	Within 12 Weeks
7	Delivery of licenses/subscriptions/support entitlement	Within 12 Weeks
8	Installation & configuration of VC servers	Within 14 Weeks
9	Installation & commissioning of VC endpoints/IP phones	Within 16 Weeks
10	Integration with existing Cisco collaboration infrastructure	Within 16 Weeks
11	Testing, commissioning & User Acceptance Testing (UAT)	Within 16 Weeks
12	Submission of final documentation and handover	Within 18 Weeks
13	Deployment of FMS resources at Central Office Mumbai	Within 15 Days from PO/WO
14	Commencement of FMS support services	Immediately after deployment
15	Commencement of 5-Year OEM warranty/support	From date of successful commissioning and acceptance by Bank

10. Repeat Order

The Bank reserves the right to procure additional components, up to 25% of the originally ordered quantity, within 12 months from the Project Sign off date, at the same price specified in Annexure 19: Bill of Material. The bidder agrees to supply the additional components at the same cost, without any price escalation.

11. 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 has to 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.
- 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.

12. Bid Submission.

- Bidders satisfying the eligibility conditions (mentioned in 2. Eligibility Criteria) and General terms and conditions specified in this document and ready to provide AMC for existing CISCO Devices (VC End Points, Video IP Phones and IP Phones) and willing to supply CISCO Servers for VC, VC Endpoints & IP Phones may submit their bid through Government e -Marketplace (GeM) on or before the timeline stipulated in RFP.
- All responses received after the due date/time will be considered late and would be liable to be rejected. Government e Marketplace (GeM) 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 Bidder who lodges a late RFP response for any reason whatsoever.
- Bank will not accept the bid through any other mode except GeM.
- The details of the transaction viz. scanned copy of the receipt of making transaction towards payment of Bid Security is required to be uploaded on GeM portal at the time of final online bid submission. The RFP response without proof of amount paid towards Bid Security are liable to be rejected.
- **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/Pay Order favouring Central Bank of India, payable at Mumbai, or a Bank. 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.

- Performance 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 - 16 Bid Security Form) can also be submitted as Bid Security.
- Integrity Pact duly signed by the Authorised Signatory, has to be submitted along with the technical and commercial bids. Otherwise, the offer will be summarily rejected.

12.1 Opening of the Financial Bids:

Financial bid will be opened in Government e -Marketplace (GeM) portal. Only those bidders who qualify in the technical evaluation would be considered for evaluating the financial bid.

12.2 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. 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.

13. Integrity Pact

1. Each Participating bidder/s shall submit Integrity Pact as per attached Annexure-13 duly stamped with ₹500. 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.
2. 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 [mail: anant_in@yahoo.co.in].
 - Shri Nirmal Anand Joseph Deva [mail: meghanadeva2022@gmail.com].
3. IEM's task shall be to review – independently and objectively, whether and to what extent the parties comply with the obligations under this pact.
4. IEM shall not be subjected to instructions by the representatives of the parties and perform his functions neutrally and independently.
5. Both the parties accept that the IEM has the right to access all the documents relating to the project/procurement, including minutes of meetings.

14. Commercial Offer

Commercial Bid of only technically qualified bidders shall be opened on the basis of technical proposal. These qualified Bidders will participate in Reverse Auction process to be conducted by GeM/Bank. GeM/Bank will notify the date and time for participating in the online reverse auction process to the technically qualified Bidders. Contract will be awarded to L1 bidder identified in reverse auction process conducted through GeM .

- a) The Commercial Offer (CO) should be complete in all respect. It should contain only the

- price information as per Annexure – 19.
- b) The commercial offer should be in compliance with Technical configuration / specifications as per Annexure - 1.
 - 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 GST & all costs**. The Bank will not pay any other taxes, cost or charges. 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 expense. 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.
 - e) The price is exclusive of taxes like Goods and Services Tax, which shall be paid as per actuals.

15. Reverse Auction

Reverse Auction would be conducted amongst all the technically qualified bidders except the highest quoting bidder (H1). The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. 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
- iii. 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

In case one bidder is left commercially eligible, in such situation, Bank reserves the right to award contract to the L1 Bidder.

16. Evaluation and acceptance

The competitive bids shall be evaluated in three phases:

- Stage 1 – Eligibility Criteria
 - Stage 2 – Technical Bid stage
 - Stage 3 – Commercial Bid with Reverse auction process
1. 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 non-conformity or deviations.
2. In case, any of the successful bidder is unable to honour in full or part of the contract awarded, Bank shall, at its sole discretion, distribute this shortfall to the other successful bidder(s) equally or in any ratio decided by the Bank.
 3. 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 hardware items.
 4. 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.
 5. **Price Negotiation:** 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.

17. General Terms

17.1 Payment Terms

Payment will be released by the Central office from where the purchase order is issued. All the Payment shall be made in INR only. Payment terms are as under:

- a. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any. The Successful Bidder has to provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc. Invoices/credit invoices must be valid and in proper format.
- b. The payments will be released only after submission of Performance Bank Guarantee.
- c. Payment will be released to the successful bidder only after execution of NDA with Bank.
- d. Payment for the new Hardware/Software will be made only after confirmation and submission of proof that the Hardware/Software is under warranty from OEM for the period of 5 years.
- e. Payment of AMC of existing devices will be released only after confirmation and submission of proof that devices are under back to back AMC support of OEM for the AMC period of 5 years. AMC payment will be made quarterly in arrear.

17.2 Payment schedule

Payment schedule for product cost and installation cost will be as under:

a) Product Cost

S. No	Deliverables	% of Payment	Payment Milestone (On completion of the activities)
1	Hardware & Software	60%	On successful completion of delivery of hardware/software and delivery acceptance by Bank under the schedule on submission of invoice.
		30%	On successful completion of installation,

			integration and commissioning of hardware/software ordered and installation acceptance by Bank on submission of original invoice.
		10%	3 months after successful running of the project.

b) Installation Cost

S.No	Deliverables	% of Payment	Payment Milestone (On completion of the activities)
1	Installation, Integration and Commissioning	70%	On successful completion of installation, integration and commissioning and acceptance of commissioning of the Project by Bank.
		30%	3 months after successful running of the project.

c) AMC Cost

S.No	Item	% of Payment	Payment Milestone (On completion of the activities)
1	AMC cost of existing Devices	100%	Quarterly in Arrears on submission of Proper Invoice.

17.3 Fixed Price and Taxes

(A) The commercial offer shall be on a fixed price basis, inclusive of all taxes and levies. 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:

1. 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.

2. 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. The applicable taxes will be paid as per actual in prevailing time. If the Bidder 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.

3. Goods and Services Taxes (GST) and its Compliance

- i. 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-
 - ii. 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.
 - iii. 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.
 - iv. 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.
 - v. 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.
4. Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Bidder 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.

17.4 Penalty Clause

Penalties: The successful Bidder shall agree to a penalties structure in accordance with the following:

For delay in delivery of Devices: The successful Bidder shall be liable to pay penalty up to 1% of the cost of devices for delay of each completed week or part thereof, if the delivery of VC devices and associated software licenses is delayed beyond the stipulated delivery schedule of 12 weeks from the date of acceptance of Purchase Order subject to maximum of 10% of the TCO.

For delay in installation of Devices: The successful Bidder shall be liable to pay penalty up to 1% of the installation cost of the device for delay of each completed week or part thereof, if the installation of VC devices and associated software licenses is delayed beyond the stipulated installation schedule of 14/16 weeks (Servers/VC devices) from the date of acceptance of Purchase Order subject to maximum of 10% of the TCO.

For delay in Services/ not maintaining Uptime : The penalty for delay in services / delay in replacement of faulty devices and not maintaining the uptime of devices/systems will be as per the terms and conditions mentioned in SLA.

In case of any dispute, 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 as per terms and conditions stipulated in the RFP, either party may refer the dispute to arbitration as provided herein within jurisdiction of Mumbai Courts only.

18. Service Level Agreement (SLA)

Format of SLA is to be submitted by Bank within 30 days from date of acceptance of PO for Supply and delivery of CISCO Video Conferencing Devices, IP Phones & Video IP Phones, software and software licenses, Bidder has to 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

In addition to the cancellation of purchase order, Central Bank of India reserves the right to appropriate the damages from the 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 during the next three years.

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

20. Indemnity

1. 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 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 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 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 PO and/or

vii. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors.

2. 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.

3. 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.

4. 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.

6. Indemnity would be limited to Court awarded damages 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

1. If the successful Bidder/Vendor fails to perform the Services within the period(s) specified in the Contract, 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.

2. The Liquidated Damages (LD) shall be 1 % of amount for services or goods or both which have been delayed for each week or part thereof for delay until actual delivery and implementation. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract value. Once the maximum is reached, the Bank may consider termination of the contract and other penal measure will be taken like forfeiture of EMD, Foreclosure of BG etc.
3. 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.
 4. In this context Bank may exercise both the rights simultaneously and 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.
 5. In case delay is attributable to Bank, proper evidence should be produced by Bidder.

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, and/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 may be 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 participant. NDA is a part of bid documents (Annexure 14). Payment will be released to the successful bidder only after execution of NDA with Bank.

23. Guarantee on software license

The bidder shall guarantee that the hardware and software supplied under this contract to the Bank is licensed and 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, earth quake 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 but not later than 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. However, financial constraints by way of increased cost to perform the obligations shall not be treated as a force majeure situation if the obligations can otherwise be performed. Further, mere existence of the force majeure situation, for example a pandemic situation, by itself is not sufficient to excuse the performance unless such situation actually makes it practically impossible to perform the obligations or the performance is not possible due to operation of law/rules or orders of any competent authority

Notwithstanding above, the decision of the Bank regarding whether an event claimed by the bidder is an event of force majeure 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 has to submit the letter of undertaking of Authenticity and Undertaking at the time of acceptance of PO. 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/ second hand software / license are 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 supplier in support of above undertaking at the time of implementation. It will be our responsibility to produce such letters from our OEM suppliers at the time of release of 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 during installation, for the software items already billed, we agree to take back the software/items 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 or employer-employee relationship 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 RFP 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 bank, 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 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.

The Service Provider shall be contractually liable for the performance and risk management practices of its sub-contractors. The Service Provider will remain fully responsible for ensuring that its sub-contractors adhere to the same performance standards, security protocols, and risk management practices as outlined in the agreement with the Bank. The service provider should be obligated to manage and mitigate any risks arising from its sub-contractors' actions or failures, and to promptly address any issues related to sub-contractor performance that could impact the quality of service or compliance with the agreement.

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

- i. 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
- ii. Non-disclosure Agreement.
- iii. The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the bidder. NDA is a part of bid documents (Annexure 14). Payment will be released to the successful bidder only after execution of NDA with Bank.
- iv. 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. Successful Bidder's liability

The Vendor's 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 contract. The Vendor's liability in case of claims against the Bank resulting from willful misconduct or gross negligence of the Bidder, its employees, or subcontractors, or from infringement of patents, trademarks, copyrights (if any),

or breach of confidentiality obligations shall be unlimited. In no event shall Bank be liable for any indirect, incidental, or consequential damages or liability under, in connection with, or arising out of this tender and subsequent agreement or services provided. 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.

Subject to any law to contrary, and to the maximum extent permitted by law neither party shall be liable to other for any remote and indirect loss or damages arising out of this tender and subsequent agreement or services provided.

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 location. 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 location.

32. Inspection, Audit, Review, Monitoring & Visitations

All OEM/Bidder records 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 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 Bidder 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 bidder, 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 Bidder 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 Bidder 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 by 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 as expressly provided in this RFP, all Intellectual Property Rights in relation to the 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 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 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 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 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

1. 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:

- (a) 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;
- (b) If the Successful Bidder fails to perform any other obligation(s) under the contract.
- (c) 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.

2. 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 exceed 10% of the contract value.

3. 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.

4. Termination for Insolvency: If the Bidder becomes bankrupt or insolvent or liquidated, 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, or if the bidder Passes a resolution for its voluntary winding up or dissolution or if it is dissolved;, the Bank will have the right , at any time, to 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.

5. Termination – Key Terms & Conditions: The Bank reserves the right to terminate the agreement with the Bidder /Vendor 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/Vendor.

- 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/Vendor shall have right to terminate only in the event of winding up of the Bank.

6. 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 10 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.
- (c) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder will be expected to continue the facilities management services and the Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving satisfactory, as per satisfaction of the Bank. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Bidder shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.
- (d) In the event of termination, the Bank shall have the right to transition of the IT outsourcing arrangement to another sub-vendor, either in whole or in part, at its discretion. The Vendor agrees to fully cooperate with the Bank to ensure an orderly and seamless transfer of services, including the transfer of data, systems, and knowledge, and to provide necessary

support to the new Service Provider. The Vendor shall also assist in mitigating any risks associated with the transition and shall ensure that all customer data and confidential information is securely handled during the transition process.

35. Privacy and security safeguards

- i. 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.
- ii. The Bidder hereby agrees and confirms that they will disclose, forthwith, instances of security breaches.
- iii. 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

1. 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.
2. 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.

3. The Vendor shall ensure compliance with the provisions of the Information Technology Act, 2000, Digital Personal Data Protection Act, 2023 and all other applicable legal, regulatory, and industry requirements, including but not limited to data protection laws and privacy requirements, to protect the confidentiality, integrity, and security of customer data handled or processed under this Agreement. The Vendor shall be fully responsible for any non-adherence from applicable laws or regulations and shall indemnify and hold the Bank harmless from any claims, losses, damages, or penalties arising out of such non-compliance.
4. 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. Late Bids

Any bid received after the deadline for submission of bids will be rejected and/or returned unopened to the Bidder, if so desired by him.

48. 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. If such bidder withdraws the bid, the Bank reserves its right to blacklist such Bidder from participating in future bid processes in addition to forfeiture of bid security amount deposited, if any.

49. 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.

50. 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, without assigning any reason, 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.

51. Sustainable Sourcing Clause

The Bidder shall adhere to sustainable sourcing practices including but not limited to the use of environmental 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.

52. Types of data/information that the service provider (vendor) is permitted to share with Bank's customer and/or any other party:

The Vendor shall define and ensure the types of data/information that is shared with the Bank's customers and/or any other parties:

- I. Is shared with explicit written consent or authorization from the Bank.
- II. Is required by law or regulation, including legal processes such as subpoenas.
- III. Is shared with approved third-party vendor or sub-processors.

53. Contingency plan(s) to ensure business continuity and testing requirements:

- i. The Vendor shall have a documented Business Continuity Plan in place, which outlines the strategies for maintaining service availability in the event of an unexpected incident. The Business Continuity Plan should include, but not limited to:
 - a. Detailed procedures for mitigating and recovering from various business disruptions.
 - b. Identification of key personnel, roles, and responsibilities in a crisis.
 - c. Communication plans to inform both Vendor and Bank, of significant disruptions and progress towards recovery.
- ii. The Vendor shall maintain a Disaster Recovery Plan to restore critical services and infrastructure in the event of a disaster, including:
 - a. Specific recovery objectives, such as Recovery Time Objective (RTO) and Recovery Point Objective (RPO), to be met for each service.
 - b. Procedures for data backup, storage, and retrieval.
 - c. Clear steps to restore services to full functionality, including resource allocation and escalation procedures.

54. Right to seek information from the service provider about the third parties (in the supply chain) engaged by the former:

The Bank reserves the right to seek information from the Vendor about its third parties or sub-contractors engaged in the supply chain or any sub-contracted work.

55. Making the service provider contractually liable for the performance and risk management practices of its sub-contractors:

The Vendor shall be contractually liable for the performance and risk management practices of its sub-contractors. The Vendor will remain fully responsible for ensuring that its sub-contractors adhere to the same performance standards, security protocols, and risk management practices as outlined in the agreement with the Bank. The Vendor should be obligated to manage and mitigate any risks arising from its sub-contractors' actions or failures, and to promptly address any issues related to sub-contractor performance that could impact the quality of service or compliance with the agreement.

56. Need of prior approval/consent of the Bank for use of sub-contractors by the service provider for all or part of an outsourced activity:

The Vendor shall obtain the Bank's prior written consent before sub-contracting or outsourcing all or part of activities covered under this agreement.

57. Obligation of the service provider to co-operate with the relevant authorities in case of insolvency/resolution of the Bank:

If the Bank becomes subject to insolvency proceedings, financial restructuring, or resolution by relevant authorities (e.g., governmental bodies, regulatory agencies, or liquidators), the Vendor shall co-operate fully with the relevant authorities in accordance with applicable laws and regulations.

58. Suitable back-to-back arrangements between service providers and the OEMs:

The Vendor shall ensure that suitable back-to-back arrangements are in place with Original Equipment Manufacturers (OEMs) to guarantee the provision of required products, services, and support. These arrangements must align with the terms and service levels defined in this agreement, ensuring that the Vendor can meet its obligations to the Bank and address any issues related to the OEM products or services in a timely and efficient manner. The Vendor is responsible for ensuring that the OEM's support and performance meet the agreed-upon standards, and for providing any necessary escalations or resolutions in the event of failure by the OEM to meet such standards.

59. Non-disclosure agreement with respect to information retained by the service provider:

The Vendor shall keep all confidential information of the Bank secure and will not disclose or use it for any purpose other than fulfilling this agreement, both during and after the term, as outlined in the Non-Disclosure Agreement.

60. 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.

61. 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-18 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:

- i. 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.
- ii. "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.

- iii. “Bidder from a country which shares a land border with India” for the purpose of this Order means: -
- An entity incorporated, established, or registered in such a country; or
 - A subsidiary of an entity incorporated, established or registered in such a country; or
 - An entity substantially controlled through entities incorporated, established or registered in such a country; or
 - An entity whose beneficial owner is situated in such a country; or
 - An Indian (or other) agent of such an entity; or
 - A natural person who is a citizen of such a country; or
 - A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- iv. The beneficial owner for the purpose of (iii) above will be as under.
- 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 –
 - “Controlling ownership interests” means ownership of or entitlement to more than twenty five per-cent of shares or capital or profits of the company.
 - “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.
 - 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.
 - 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 per-cent of the property or capital or profits of such association or body of individuals.
 - 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.
 - 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.
- v. An agent is a person employed to do any act for another, or to represent another in dealings with third persons.

62. Check list for submission

Sr	Particulars	Bidders Remark Yes/No
1	CISCO Certified Collaboration Partner certificate	
2	Certificate of incorporation/registration.	
3	Audited Balance sheets of last three years, 2023-24, 2024-25 & 2025-26.	
4	CA certificate for three years average turnover for financial years, 2023-24, 2024-25 & 2025-26.	
5	CA certificate for net profit for last three financial years 2023-24, 2024-25 & 2025-26.	
6	CA certificate for net worth for last three financial years i.e, 2023-24, 2024-25 & 2025-26.	
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 NPA , any case pending.	
11	Earnest Money Deposit (EMD) / Bid Security.	
12	Annexure - 1A Technical Specification of CISCO VC Devices	
13	Annexure-1B-Technical Specification for CISCO VC End Point (Cisco Room Bar)	
14	Annexure -1C - Technical Specification for CISCO VC End Point (Cisco Room Bar Pro)	
15	Annexure -1D - Technical Specification for CISCO Desk Pro - Integrated Video Conferencing End point.	
16	Annexure-2 Conformity Letter	
17	Annexure -3 Undertaking Letter	
18	Annexure-4 Masked Commercial Bid	
19	Annexure-5 Commercial Bid	
20	Annexure - 6 Reverse auction Process- Letter of Indemnity	
21	Annexure - 7 Bidder's Information	
22	Annexure - 8 Letter for Conformity of Product as per RFP	
23	Annexure - 9 Scope of Work- RFP for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.	
24	Annexure - 10 Undertaking of Authenticity	
25	Annexure - 11 Undertaking for acceptance of terms of RFP	
26	Annexure - 12 Manufacturers Authorisation Form	
27	Annexure - 13 Integrity Pact	
28	Annexure - 14 Non-Disclosure Agreement	

29	Annexure - 15 Performance Bank Guarantee	
30	Annexure - 16 Bid Security Format	
31	Annexure - 17 Guidelines on banning of business dealing	
32	Annexure- 18 Land Border Sharing Undertaking Letter	
33	Annexure-19 Commercial Bill of Material	
34	Annexure- 20 Compliance Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services"	
35	Annexure-21 Proprietary Article Certificate	

Annexure 1A: Technical Specifications for IP Phone

Sl. No.	Specifications	Compliance
1	The phone should support Power over Ethernet IEEE 802.3af class 1/2/3 and should also have AC power adapter option	
2	Should feature a LCD display of at least 3.5” for information such as calling party name, calling party number, and digits dialled to be displayed.	
3	The phone should have two ethernet ports of at least 10/100/1000 BASE-T Ethernet ports, one for the LAN connection and the other for connecting to PC/laptop.	
4	Corporate directory and Lightweight Directory Access Protocol (LDAP) integration.	
5	Ready access to missed, received or placed calls (plus intercom history and directories).	
6	The phone should support QoS mechanism through 802.1p/q.	
7	IP address Assignment by DHCP or statically configured	
8	Hands-free operation with full-duplex speakerphone. The audible Dual Tone Multifrequency (DTMF) tones must be masked when the speakerphone mode is used.	
9	The phone should be a SIP based Phone i.e session Initiation protocol (SIP) supported	
10	The phone should support XSI/XML based services and applications.	
11	The phone should have a distinct LED indicator to indicate the device status, including message waiting, missed call, hot desk availability,	
12	Should have Hold/Resume, Transfer, and Conference, Headset, Speakerphone, Mute, Volume button, Favourite, Settings, Navigation and Select key, Directory and special action button.	
13	Media Encryption (SRTP) using AES	
14	Signalling Encryption (TLS) using AES	
15	Should support 802.1x	
16	Encryption of Configuration Files	
17	The phone should have the ability to register to call control server over an internet link with or without VPN.	
18	The phone should support IPv4 and IPv6 from day1.	
19	The phone should support at least 100 entries for call history i.e. missed, received, placed etc.	
20	Should Support below mentioned audio features FEC (Forward Error Correction), AEC (Acoustic Echo Cancellation), AGC (Automatic Gain Control), CNG (Comfort Noise Generation), VAD (Voice Activity Detection), PLC (Packet Loss Concealment), Acoustic Shock Protection (Handset/headset), Adaptive Jitter Buffer, HAC (Hearing Aid Compatible) handset	
21	The phone should have a multi-purpose USB port that could be used for charging mobile phones, connecting USB headsets.	
22	It should support the following codecs: OPUS, G.722, G.722.2, iSAC, G.711(a-law/μ-law), G.729a/b, and iLBC	

23	The phone should provide user the flexibility while using the headset i.e. RJ-9, USB-A	
24	The phone should support backlit indicators for the audio path keys (handset, headset, and speakerphone), select key and line keys,	
25	Should have volume control button for easy volume adjustments for the speakerphone, handset and ringer.	
26	The phone should support mounting against a wall	
27	The phone should have the following features: <ul style="list-style-type: none"> • Call forward • Call pickup • Call waiting • Extension Mobility • Auto answer • Message waiting indicator • Music on hold • Forced Authorization Code (Account Code/FAC) • Conference • Music on Hold (MoH) • Corporate directory • Auto-detection of headset • Busy Lamp Field (BLF) • Callback • Immediate Divert 	
28	The phones should support the display off and deep sleep modes so power can be saved in off office hours	
29	The phone should support 4 programmable lines keys.	

Annexure-1B– Technical Specification for CISCO VC End Point (Cisco Room Bar)

Features	Specifications	Compliance
Video Standards	Latest video standards H.264, H.264 SVC/H.264HiProfile/H.265	
Video Frame Rate	Should support 60 fps with 1080p resolution.	
Video Features	Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously.	
	Should support H.239 and BFCP protocols	
	The system must have the ability to pair with laptop for sending/sharing content without any wires to the VC system.	
	In case the above feature is not available natively, then additional components can be provided to achieve this.	
Video Output	Should have at least 2 no.'s of HDMI output to connect Full High Definition display devices such as LED/ LCD for both Video and Content.(Dual Monitor Support)	
Video Input	Should have a digital input (HDMI) to connect PC/ Laptop	

	directly to the VC system and display resolutions from WXGA to 1080p. Support for 1080p 60fps minimum.	
	Should support the ability to view and share presentations at a resolution of 1080p30 minimum	
Audio standards supported	G.711, G.722, G.722.1, G.729 standard must be supported.	
Other Desirable features	Noise Reduction, Automatic Gain control, Echo Canceller.	
Audio Inputs	Must have built-in microphone.	
	The pickup of the microphones should be at least 10 feet from the microphone.	
	One External Mic with mute/unmute button should be supplied along with device for muting/unmuting by participants.	
	Echo Cancellation for every input must be available.	
Audio Outputs	Must have a built-in speakers for providing Hi fidelity sound	
Network Interfaces	At least one LAN /Ethernet—100/1000 Mbps full duplex.	
Protocols	The system should have H.323 and SIP capability. Should register to the existing Call control server CUCM (12.X version)	
Bandwidth	Support up to 6Mbps in p2p	
Management	System Management using HTTPS and SSH..	
User Interface	Display: 10-inch screen or higher	
	Aspect ratio: 16 x 10	
	Resolution: WXGA (1280 x 800)	
	Power over Ethernet (PoE) with IEEE 802.3af support	
	Designed with built-in stand support - no external stand required	
Security		
Menu Control	Password protected system menu	
Encryption of video call	ITU-T standards-based Encryption of the video call	
	Call should be encrypted end-to-end on IP	
	Ability to manually turn encryption ON/ OFF should be there.	
Camera	10 MP Camera, 5x Zoom	
	Should support at least 90 degrees horizontal field of view	
	Should have the capability to automatically detect active speakers in the conference room. The camera should also have face detection mechanism to enable automatic framing of participants.	
	Should have the ability to turn OFF speaker tracking if needed	
Directory services	Should support Local and Global directories.	

USB Pass through	System should have inbuilt functionality of USB pass through to turn user laptop into an instant studio. Codec should have necessary port to connect laptop with Codec to use the camera, microphones, and speakers of the VC device for an instant BYOD experience. The system should be supplied with minimum 8 mtrs. or more. single USB 2.0 or Higher cable / dongle from the same OEM for USB Pass-thru mode for seamless functionality.	
	It should be possible to Mute/Unmute all the microphones and control camera functionality from the same touch panel control or external mic during USB pass through mode.	
Service	In case of requirement, Bank should be able to raise a case with OEM during the service period directly and should not be dependent on the SI.	
Analytics	<p>It should have a dedicated portal which should have minimum below mentioned functionality.</p> <ul style="list-style-type: none"> a) Should help with proactive alerts such as devices powered on, utilization of the device reports etc. b) Latest software updates/upgrades along with all detailed analytics and reporting. c) To centrally provision the video devices for same configuration organization wide. The solution should also have the flexibility to push configurations for independent location. d) The solution should have the capability to monitor all the devices for any faults, diagnostics and troubleshooting from a central dashboard. <p>The solution should allow the administrator to take remote access from the single dashboard and control the configurations of the device. It includes remote access of the touch panel/ Navigator which allows IT administrators to take full control of in-room touch controllers or navigators. This mirrors the physical experience of being in the room, enabling support teams to troubleshoot without leaving their desks.</p> <p>It should be possible to get the room analytics.</p>	

Annexure-1C – Technical Specification for CISCO VC End Point (Cisco Room Bar Pro)

Features	Specifications	Compliance
Video Standards	Latest video standards H.264, H.264 SVC/H.264HiProfile/H.265	
Video Frame Rate	Should support 60 fps with 1080p resolution.	
Video Features	Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously.	
	Should support H.239 and BFCP protocols	

	The system must have the ability to pair with laptop for sending/sharing content without any wires to the VC system.	
	In case the above feature is not available natively, then additional components can be provided to achieve this.	
Video Output	Should have at least 2 no.'s of HDMI output to connect Full High-Definition display devices such as LED/ LCD for both Video and Content. (Dual Monitor Support)	
Video Input	Should have a digital input (HDMI) to connect PC/ Laptop directly to the VC system and display resolutions from WXGA to 1080p. Support for 1080p 60fps minimum.	
	Should support the ability to view and share presentations at a resolution of 1080p30 minimum	
Audio standards supported	G.711, G.722, G.722.1, G.729 standard must be supported.	
Other Desirable features	Noise Reduction, Automatic Gain control, Echo Canceller.	
Audio Inputs	Must have built-in microphone.	
	The pickup of the microphones should be at least 10 feet from the microphone.	
	Two External Mic with mute/unmute button should be supplied along with device for muting/unmuting by participants.	
	Echo Cancellation for every input must be available.	
Audio Outputs	Must have a built-in speakers for providing Hi fidelity sound	
Network Interfaces	At least one LAN /Ethernet—100/1000 Mbps full duplex.	
Protocols	The system should have H.323 and SIP capability. Should register to the existing Call control server CUCM (12.X version)	
Bandwidth	Support up to 6Mbps in p2p	
Management	System Management using HTTPS and SSH.	
User Interface	Display: 10-inch screen or higher	
	Aspect ratio: 16 x 10, Resolution: WXGA (1280 x 800)	
	Power over Ethernet (PoE) with IEEE 802.3af support	
	Designed with built-in stand support - no external stand required	
Security		
Menu Control	Password protected system menu	
Encryption of video call	ITU-T standards-based Encryption of the video call	
	Call should be encrypted end-to-end on IP	
	Ability to manually turn encryption ON/ OFF should be there.	
Camera	2x20 MP dual camera, 7x Zoom	
	The dual camera should support at least 110 degrees horizontal field of view	
	Should have the capability to automatically detect active speakers in the conference room. The camera should also have	

	face detection mechanism to enable automatic framing of participants.	
	Should have the ability to turn OFF speaker tracking if needed	
Directory services	Should support Local and Global directories.	
USB Pass through	System should have inbuilt functionality of USB pass through to turn user laptop into an instant studio. Codec should have necessary port to connect laptop with Codec to use the camera, microphones, and speakers of the VC device for an instant BYOD experience. The system should be supplied with minimum 8 mtrs. or more. single USB 2.0 or Higher cable / dongle from the same OEM for USB Pass-thru mode for seamless functionality.	
	It should be possible to Mute/Unmute all the microphones and control camera functionality from the same touch panel control or external mic during USB pass through mode.	
Service	In case of requirement, Bank should be able to raise a case with OEM during the service period directly and should not be dependent on the SI.	
Analytics	<p>It should have a dedicated portal which should have minimum below mentioned functionality.</p> <ul style="list-style-type: none"> e) Should help with proactive alerts such as devices powered on, utilization of the device reports etc. f) Latest software updates/upgrades along with all detailed analytics and reporting. g) To centrally provision the video devices for same configuration organization wide. The solution should also have the flexibility to push configurations for independent location. h) The solution should have the capability to monitor all the devices for any faults, diagnostics and troubleshooting from a central dashboard. i) The solution should allow the administrator to take remote access from the single dashboard and control the configurations of the device. It includes remote access of the touch panel/ Navigator which allows IT administrators to take full control of in-room touch controllers or navigators. This mirrors the physical experience of being in the room, enabling support teams to troubleshoot without leaving their desks. It should be possible to get the room analytics. 	

Annexure- 1D Technical Specifications for Desk PRO - Integrated Video Conferencing Endpoint

Feature Set	General Specification	Compliance
General	Should be an integrated system with at least 26 inch or higher 4K LED/LCD/TFT screen, 4K Camera, Mics and speakers for wide band audio output. The Codec should be a part of the unit.	
	It should be possible to use camera, microphone and speakers with any SW client (without using units Codec Functionalities)	
	LED/LCD/TFT screen should be a touch screen to provide a touch interface to the user.	
	Must support IPv4 and IPv6 from day one.	
	The display should work as PC/Laptop Display when not in a call, and should allow working on PC and Attending calls simultaneously.	
	Must have the following touch buttons for ease of use 1. Mute/Unmute 2. Volume Increase/Decrease	
Video Standards	Should support minimum H.264	
	System should support H.323 and SIP protocol.	
	System must support desktop sharing H.323 and SIP calls	
Video Frame Rate	System should support Video stream upto Full HD 1080p30 and Content stream upto 4K 2160p15	
Video Features	System must have ability to send and receive two live simultaneous video sources in a single call.	
	System must support layout control for video and presentation on a single LED/LCD screen.	
	Should Touch forwarding capabilities via USB - C	
Video Input	Should have HDMI input to connect PC/ Laptop directly to the Video Conferencing System and display a resolution up to 3840 x 2160p60 (4kp60).	
	Should also have USB-C Display port with resolution up to 3840 x 2160p60 (4kp60).	
	The user must be able to toggle between the Laptop/PC mode and the Video Conferencing mode at a push of button/icon.	
Video Output	Must have a HD output via a HDMI output port (for future support to connect to external display)	
Dual Stream	System must support H.239 and BFCP for resolutions up to 1080p	
Audio Inputs	The unit should support Internal microphone array for speech USB headset Bluetooth headset.	
Audio Outputs	The unit should support Integrated High-quality speakers with directional audio USB headset Bluetooth headset.	
Wireless Content Sharing	System should support Wireless Content Sharing and allow sharing content from PC/Laptop.	
Firewall Traversal	Should support firewall traversal solution using the H.460.18 and H.460.19 protocol	

Audio Features	Audio System : The system should have two stereo front speakers with inbuilt microphones, wideband speakers.	
	G.722, G.711, AAC-LD or better	
Other Features	Noise Reduction/Echo Cancellation, Automatic Gain control	
Bandwidth Requirements	Upto 6 Mbps Point to Point	
Multipoint Features	The Unit should support inbuilt 1+4 HD Multisite by adding a License key in future.	
Network Interfaces	1 x LAN /Ethernet--10/100/1000	
	1 x LAN /Ethernet--10/100/1000 to connect a PC (i.e. built in switch)	
	Must support 802.11a/b/g/n/ac 2.4 GHz and 5 GHz	
	Must support Bluetooth 3.0 for connecting Bluetooth headsets	
SIP/H.323/ IP Features	Must support Standard based Packet loss recovery algorithm to handle packet loss.	
	Must support QOS	
	Must support URI Dialling	
	Must support SIP and H.323	
Security Features	Should have password protected system menu	
	Encryption of video call: ITU-T standards-based Encryption of the video call using Advanced Encryption Standard (AES)	
	Call should be encrypted end-to-end on IP calls	
Camera	Should be 4K Ultra HD camera with privacy shutter	
	Dual integrated camera system featuring a 105° wide-angle lens and a 70° tele lens	
	55 degrees vertical field of view	
	Automatic focus, brightness and white balance	
	Camera On LED indicator	
	Automatic tilt adjustment	
Directory Services	Should support Local and Global directories	
	Should support LDAP and H.350 protocols for directory transfer.	

<p>Analytics</p>	<p>It should have a dedicated portal which should have minimum below mentioned functionality.</p> <p>a) Should help with proactive alerts such as devices powered on, utilization of the device reports etc.</p> <p>b) Latest software updates/upgrades along with all detailed analytics and reporting</p> <p>c) Centralized Inventory Management</p> <p>d) To centrally provision the video devices for same configuration organization wide. The solution should also have the flexibility to push configurations for independent location.</p> <p>e) The solution should have the capability to monitor all the devices for any faults, diagnostics and troubleshooting from a central dashboard.</p> <p>f) The solution should allow the administrator to take remote access from the single dashboard and control the configurations of the device. It includes remote access of the touch panel/ Navigator which allows IT administrators to take full control of in-room touch controllers or navigators. This mirrors the physical experience of being in the room, enabling support teams to troubleshoot without leaving their desks.</p> <p>g) It should be possible to get the room analytics</p>	
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Annexure-1E Infrastructure Collaboration Application Specification for Rack Based Servers - 4 Qty

S.No	Item	Specifications	Compliance
1	Server	OEM of the proposed solution should be listed in Leaders Quadrant of Gartner's latest report for modular servers	
2	Processors	Rack Server shall have minimum Dual Xeon 6526Y 16 core, 2.80 Ghz+	
3	Chipset	Intel chipset compatible with the offered processors.	
4	Internal Storage	The server should Support up to 24 hot-swappable SAS, NL-SAS and HDD drives.	
5		Server should be configured with 24 Nos 600 GB 10K SAS HDD drives with RAID5 and usable storage of at least 1.8 TB	
8	Memory	Should have at least 32 DIMM slots per server and support minimum up to 3TB of DDR5 5600 MHz memory.	
9		The Server should be configured with 192 GB of DDR5 Memory from day one	
10		Support for advanced memory redundant technologies like Advanced error-correcting code (ECC) and memory mirroring.	

11	Network	Should have 2 * 10 GbE LAN ports , 2 * Quad port 10 Gb SFP+ network cards with Module for LAN connectivity	
12	PCIe Slots	Up to 6 PCIe	
13	Security	The server should provide cryptographic firmware updates	
14		Capable to stop execution of the BIOS	
15		The server should provide hardware policy based security	
16		The server should provide Hardware root of trust	
17		The server should provide system lock down	
18	Ports	Should have the following ports for server connectivity	
19		● 1 serial port	
20		● 4 USB 3.0/2.0 ports	
21		● 1 VGA video port	
22	Others	Supports hot swappable redundant fans	
23		Supports hot swappable redundant power supplies	
24		Rail Kit and cable management arm to be provided along with the server	
25	Warranty	Server should have 05 years warranty. HW, SW and VM support should be provided by single OEM	
26	Virtualisation Platform	Virtualisation platform should be provided by the same OEM	
27	Form Factor	2U Minimum	

Annexure-1F CMS Server - Technical Specifications for On-Prem Video Bridge & IPT

Sr No.	Features	Compliance
1	A SIP based call control server with call control functionality distributed across WAN for enhanced redundancy.	
2	The solution should allow for business to business (B2B) video calls using SIP/H.323 with other organizations without bypassing existing firewalls.	
3	The call control system should be fully redundant solution with NO single point of failures & should provide 1:1 redundancy. Both the server should do call processing all the time and act as backup in case of the failure of one server.	
4	The call control should support clustering over WAN	
5	The call control system should support IPv4 and IPv6 from day one.	
6	The proposed call control server should provide support for standards based SIP Client and Video Conferencing endpoints to provide centralized management and unified dial plan.	
7	Conference Bridge—provides software conference bridge resources that can be used by IP EPABX.	

8	The system should support creation of users and their authentication locally and via an integration with LDAP.	
9	It should be possible to provide Survivable Call Control functionality so that the survivable system at the remote location i.e. Media Gateway shall provide fall back call control service in case the remote site loses all connectivity to the main Call Control system placed. It is expected that the survivability call control system will provide a minimal set of essential telephony features to the end-users that could be a subset of the feature that are available from the main call control system.	
10	All the appliances in the call control system should have dual redundant and hot swappable power supply and fans for high availability.	
11	All appliances in the call control system should have hot swappable storage media to ensure high availability.	
12	Support for configuration database (contains system and device configuration information, including dial plan)	
13	Having inbuilt administration web based administration. No additional thick client for administration on the Admin PC. Should also support HTTPS for management.	
14	Access to the system should be secure for the purpose of access over IP network. The protection of signalling connection over IP by means of authentication, Integrity and encryption should be carried out using TLS.	
15	There should be provision of defining password aging, one time passwords. Provision shall be available to bar unauthorized user to connect to the system. The system should monitor and report the following types of security \ violation login Violations, authorization code violation Station security code violations etc.	
16	IP Phones should not support direct, external initiated, connections via HTTP, telnet, FTP, TFTP or any other protocol as means to prevent distributed Denial of Service attack exploitation, except those required for routine firmware upgrades.	
17	Role Based Account Management to define different levels of administrator access depending on specific function responsibility	
18	The system should support complete encryption capabilities with the ability to encrypt all traffic (media and call control signalling) between IP phones, softphones, call controllers, gateways and all other associated endpoints using a strong encryption algorithm (AES, IPSec and SRTP, for example).	
19	All management traffic between the remote console/session and control server should be encrypted (SSH for Direct Command Line Sessions, Interface, HTTPS (SSL) for Web Sessions, SFTP for File Transfer Etc.).	
20	Should support SSL for LDAP directory integration.	

21	All Hardware & Software with license required for providing above Security measures must be incorporated.	
22	The System should have IP capability for interfacing & Communicating with Voice, Video and Data infrastructure	
23	The architecture should support a minimum of 120 Full HD calls 1080p60 video call or 400 HD calls 720p30 video VC systems per Server. 2 such servers should be provided for redundancy	
24	The System should have GUI support web-based management console	
25	System backups: The management system should have the provisioning for taking manual as well as scheduling of automatic periodic backup of complete system & data.	
26	The call control system should provide integrated video telephony features to the users so that user with IP Phone / Soft phone and video telephony end point should be able to place video calls with the same user model as audio calls.	
27	The users should be able to transfer video calls as audio calls	
28	Call-Server should provide a common control agent for signalling, configuration, and serviceability for voice or video end points.	
29	Call control system should handle CODEC and video capabilities of the endpoints, bandwidth negotiation to determine if video/audio call can take place.	
30	SIP Video endpoints which should inherit the functionality of audio calls which gives the user the same call model for both video and audio calls.	
31	Call-Server should have the infrastructure to handle codec and video capabilities of the endpoints, bandwidth negotiation to determine if video/audio call can take place, single point of administration, management of media devices such as gateways and MCUs.	
32	Call-Server should provide a common control agent for signalling, configuration, and serviceability for voice or video end points.	
33	The Call Control solution should have Firewall Traversal capabilities to support at least 50 calls. All registered VC devices must be able to make SIP calls to the internet traversing through the Firewalls using H.460.18 and H.460.19 protocols.	
34	The Firewall Traversal solution must allow external SIP devices to join into meetings hosted on to the MCU.	
35	All components should be from same OEM for better interop and integration.	
36	Hardware and Software of the MCU Solution should be from same OEM	
37	The MCU must be a secure and non-windows appliance- based server.	
38	All necessary hardware to support the required capacity needs to be supplied from day one.	

39	The MCU must also support Full HD mode, and it must provide a capacity of connecting at least 120 participants @1080p30.	
40	The MCU must be able to host at least 10 simultaneous conferences each having different capacities restricted by the maximum port capacity of the MCU. There should also be provision of 25 personal rooms.	
41	The MCU should have the capability to host meetings with internal and external participants in a secure way	
42	The MCU solution should support H323 and SIP protocols.	
43	The MCU must support the concept of virtual meeting rooms to users who Hosts meeting frequently. Such meeting rooms should support dialling in from standard based video end points, internal and external users and browser based clients.	
44	The MCU should be able to maintain the dynamic resource allocation capacity for 1080p, 720p and SD participants simultaneously without having to reboot or change any configuration.	
45	The administrator should be able to specify maximum resolution for main video and content for a meeting.	
46	Video conferencing endpoints deployed at other organization must be able to take part in video conferencing. The endpoints can be of various makes such as Poly, Cisco, Avaya etc using open standards.	
47	Interoperability with all organization must be possible using standards based dialling methodology using the Internet.	
48	The MCU should be able to integrate with Call Control system using SIP.	
49	The hardware proposed for MCU, Gatekeeper, Firewall Traversal, should have Redundant Power Supply from Day one.	
50	Should support H.263/ H.264 video algorithms	
51	Should support video resolution from SD to Full HD to join into a conference	
52	The proposed MCU should be able to combine HD and SD in the same conference without degrading the HD resolution from and to the HD endpoints. The MCU shall interoperate with multiple vendors' endpoints.	
53	Along with the support for basic algorithms like G.711 and G.722.1 the MCU should also support wideband Audio protocols like MPEG 4 AAC - LC and MPEG 4 AAC - LD	
54	The MCU should support transcoding of different Audio/video Protocols.	
55	MCU should be able to combine HD and SD in the same conference without degrading the HD resolution from and to the HD endpoints.	
56	The MCU should have H.239/BFCP protocol for sending and receiving dual video streams (Presenter + Presentation).	
57	At least 25 sites to be seen simultaneously on the screen in traditional Continuous Presence mode.	

58	The MCU must also support advanced continuous presence such that the site that is "on-air" to be seen on a larger window and the other sites are seen in smaller quadrants.	
59	The MCU must be a secure Non-PC Hardware with a strong operating system. The Hardware and software must be from the same OEM.	
60	The MCU should support 128 Bit strong AES encryption for calls and H.235 for authentication	
61	The MCU must support encryption.	
62	The MCU should support creating Custom Layout with Max 25 Sites on screen day one.	
63	The Recording System shall be compatible and integrate with proposed MCU and should be from same OEM. The MCU management should have Recording Button, which should start and stop the recording.	
64	The Recording System should be Virtual/OEM appliance with an Industry Standard Server provided with all the necessary accessories	
65	Records conferences at Full HD 1080p30 resolution with content	
66	The System should have min 100 hrs Recording storage capacity	
67	The System should support to recording to external storage such as a network file system (NFS)	
68	Bidder should provide license to record min 4 concurrent conference calls from day one, which can be extended to adding additional license in future	
69	Ability to record presentation or video from a live dual stream	
70	Ability to record calls up to 1080p30 high-definition (HD) resolution	
71	Support for H.323/SIP endpoints, multipoint control units (MCUs),	

Annexure-2 Conformity Letter

Pro-forma of letter to be given on their official letter-head by all the Bidders participating in the RFP for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

To,
Deputy General Manager -IT
Department of Information Technology,
Central Bank of India, Central Office,
Sector 11,
CBD Belapur,
Mumbai - 400614

Date:

Sub: Request for Proposal for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones

Sir,

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 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,

Authorized Signatory
Designation
Bidder’s Corporate Name

Stamp:

Annexure-3 Undertaking letter

Proforma of letter to be given on their official letter-head by all the vendors participating in the process of RFP for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

To

Deputy General Manager-IT
Central Bank of India, Central Office,
Sector 11, Plot No.26
CBD Belapur,
Navi Mumbai – 400614

Date:

Sir,

Sub: Tender No. GEM/2026/B/7690863 - AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

We _____ (bidder name), hereby undertake that-

- We have not filed for bankruptcy in any country including India
- We have not been blacklisted/debarred by any Government Authority/Govt/IBA/RBI/PSU/PSE/ or Banks, Financial Institutes for any reason or non-implementation/delivery of the order at the time of bidding..
- We also undertake that, at the time of bidding, not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder or OEM and the Bank regarding supply of goods/services.
- 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 in India
- WE confirm that no case is pending or otherwise, with any organization across the globe which affect the credibility of the Bidder in the opinion of Central Bank of India to services the needs of the Bank.

Yours faithfully,

Authorized Signatory
Designation
Bidder corporate name

Annexure-4 Masked Commercial Bid

Hardware Cost with 5 Year Warranty

SNO	ITEM	PERIOD	UNIT PRICE in ₹	QTY	TOTAL AMT in ₹	GST/TAX in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco Room Bar CS-BAR-C-UK8 with installation and License	With 5 Year Warranty	XXXXXX	7	XXXXXX	XXXXXX	XXXXXXX
2	Cisco Room Bar Pro CS-BARPRO-K9 with installation and License		XXXXXX	6	XXXXXX	XXXXXX	XXXXXXX
3	Cisco IP Phone DP-9841-K9 / Latest with installation and License		XXXXXX	50	XXXXXX	XXXXXX	XXXXXXX
4	Cisco Desk Pro G2 CS-DESKP-C-K9		XXXXXX	3	XXXXXX	XXXXXX	XXXXXXX
5	Cisco Business Edition 7000 NFVIS & Licenses (BE7H-M7-K9)		XXXXXX	4	XXXXXX	XXXXXX	XXXXXXX
6	CMS MCU Server(CMS-M-M8-K9)		XXXXXX	2	XXXXXX	XXXXXX	XXXXXXX
7	Cisco Table Microphone with Jack Plug SPARE (CS-MIC-TABLE-J=)		XXXXXX	10	XXXXXX	XXXXXX	XXXXXXX
8	Cisco Voice Gateway (2 PRI & 60 SIP)		XXXXXX	1	XXXXXX	XXXXXX	XXXXXXX
	TOTAL COST						XXXXXXX

Installation Charges (One time cost)

SN O	ITEM	UNIT PRICE in ₹	QT Y	TOTAL AMT in ₹	GST/TAX in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco Room Bar Pro with Mic (2 Nos.) and cable as required	XXXX	6	XXXX	XXXX	XXXX
2	Cisco Room Bar with Mic (1 No.) and cable as required	XXXX	7	XXXX	XXXX	XXXX
3	Cisco Desk Pro G2 with cable as required	XXXX	3	XXXX	XXXX	XXXX
4	CISCO IP Phone with Power adapter and cable as required	XXXX	50	XXXX	XXXX	XXXX
5	Cisco BE 7K Servers with NFVIS Collab- 4 Nos.- (1 set), License 220 on prem. device registration license and 500 on premise enhanced calling License	XXXX	4 No s./1 set	XXXX	XXXX	XXXX
6	Cisco CMS 2000 medium density server- 2 Nos. (1 set), License PMP - 25 Nos. SMP-10 Nos., Recording- 4 Nos., Custom License and snapshot license	XXXX	2 No s./1 set	XXXX	XXXX	XXXX
7	Cisco Voice Gateway (2 PRI & 60 SIP)	XXXX	1	XXXX	XXXX	XXXX
	TOTAL COST					XXXX

FMS Cost for 5 Years

SNO	No of FM resources	Unit cost in ₹ Excl. Tax	Total Cost in ₹ Excl. Tax	GST @ 18%	Total cost in ₹ incl. Tax
1	2	XXXX	XXXX	XXXX	XXXX

AMC Cost for 5 years for existing CISCO devices (VC End Point, IP Phone, Video IP Phone)

SN O	ITEM	UNIT PRICE in ₹	QT Y	TOTAL AMT in ₹	GST/TA X in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco IP Phone 7821	XXXX	178	XXXX	XXXX	XXXX
2	Cisco IP Phone 7841	XXXX	125	XXXX	XXXX	XXXX
3	Cisco Video IP phones 8845	XXXX	136	XXXX	XXXX	XXXX
4	Cisco Room kit	XXXX	103	XXXX	XXXX	XXXX
5	Cisco Room Kit Plus	XXXX	14	XXXX	XXXX	XXXX
6	Cisco Room Kit EQ	XXXX	1	XXXX	XXXX	XXXX
7	Cisco Room Kit Pro P60	XXXX	1	XXXX	XXXX	XXXX
8	Cisco Room bar Pro	XXXX	9	XXXX	XXXX	XXXX
9	Cisco Room 55	XXXX	1	XXXX	XXXX	XXXX
10	Cisco Codec Pro - Stand Alone	XXXX	6	XXXX	XXXX	XXXX
11	Cisco Table Mic	XXXX	140	XXXX	XXXX	XXXX
	TOTAL COST					XXXX

Buyback Cost

SNO	Particulars	Unit cost in ₹ Excl. Tax	Qty	Total Cost in ₹ Excl. Tax	GST @ 18%	Total cost in ₹ incl. Tax
1	VC Server	XXXX	6	XXXX	XXXX	XXXX
2	Voice Gateway	XXXX	1	XXXX	XXXX	XXXX

	Total			XXXX	XXXX	XXXX
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Total Cost of Project (TCO)				
S No.	Activity/Schedule	Total Price in ₹ Excl Tax	GST @18% in ₹	Total including GST in ₹
1.	Hardware Cost (with 5 yrs. Warranty)	XXXX	XXXX	XXXX
2.	FMS cost (5 yrs.)	XXXX	XXXX	XXXX
3.	Installation Charges (one time)	XXXX	XXXX	XXXX
4.	AMC Cost for 5 years for existing Cisco devices	XXXX	XXXX	XXXX
5.	Buyback Cost (-)	-XXXX	-XXXX	-XXXX
TCO		XXXX	XXXX	XXXX

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

NOTE:- For detailed Bill of Material please refer Annexure 19

Signature of the bidder with Seal
Full name and Designation of authorized signatory
Date:

Annexure-5 Commercial Bid

Hardware Cost with 5 Year Warranty

S N O	ITEM	PERIO D	UNIT PRIC E in ₹	QT Y	TOTAL AMT in ₹	GST/TA X in ₹	TOTAL AMOUNT INCLUDIN G GST/TAX in ₹
1	Cisco Room Bar CS-BAR-C-UK8 with installation and License	With 5 Year Warranty		7			
2	Cisco Room Bar Pro CS-BARPRO-K9 with installation and License			6			
3	Cisco IP Phone DP-9841-K9 / Latest with installation and Licesnse			50			
4	Cisco Desk Pro G2 CS-DESKP-C-K9			3			
5	Cisco Business Edition 7000 NFVIS & Licenses (BE7H-M7-K9)			4			
6	CMS MCU Server(CMS-M-M8-K9)			2			
7	Cisco Table Microphone with Jack Plug SPARE (CS-MIC-TABLE-J=)			10			
8	Cisco Voice Gateway (2 PRI & 60 SIP)			1			
	TOTAL COST						

Installation Charges (One time cost)

SN O	ITEM	UNIT PRICE in ₹	QTY	TOTAL AMT in ₹	GST/TAX X in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco Room Bar Pro with Mic (2 Nos.) and cable as required		6			
2	Cisco Room Bar with Mic (1 No.) and cable as required		7			
3	Cisco Desk Pro G2 with cable as required		3			
4	CISCO IP Phone with Power adapter and cable as required		50			
5	Cisco BE 7K Servers with NFVIS Collab- 4 Nos.- (1 set), License 220 on prem. device registration license and 500 on premise enhanced calling License		4 Nos./1 set			
6	Cisco CMS 2000 medium density server- 2 Nos. (1 set), License PMP -25 Nos. SMP-10 Nos., Recording- 4 Nos., Custom License and snapshot license		2 Nos./1 set			
7	Cisco Voice Gateway (2 PRI & 60 SIP)		1			
	TOTAL COST					

FMS Cost for 5 Years

SNO	No of FM resources	Unit cost in ₹ Excl. Tax	Total Cost in ₹ Excl. Tax	GST @ 18%	Total cost in ₹ incl. Tax
1	2				

AMC Cost for 5 years for existing CISCO devices (VC End Point, IP Phone, Video IP Phone)

SN O	ITEM	UNIT PRICE in ₹	QTY	TOTAL AMT in ₹	GST/TA X in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco IP Phone 7821		178			
2	Cisco IP Phone 7841		125			
3	Cisco Video IP phones 8845		136			
4	Cisco Room kit		103			
5	Cisco Room Kit Plus		14			
6	Cisco Room Kit EQ		1			
7	Cisco Room Kit Pro P60		1			
8	Cisco Room bar Pro		9			
9	Cisco Room 55		1			
10	Cisco Codec Pro - Stand Alone		6			
11	Cisco Table Mic		140			
	TOTAL COST					

Buyback Cost

SNO	Particulars	Unit cost in ₹ Excl. Tax	Qty	Total Cost in ₹ Excl. Tax	GST @ 18%	Total cost in ₹ incl. Tax
1	VC Server		6			

2	Voice Gateway		1			
	Total					

Total Cost of Project (TCO)				
S No.	Activity/Schedule	Total Price in ₹ Excl Tax	GST @18% in ₹	Total including GST in ₹
1.	Hardware Cost (with 5 yrs. Warranty)			
2.	FMS cost (5 yrs.)			
3.	Installation Charges (one time)			
4.	AMC Cost for 5 years for existing Cisco devices)			
5.	Buyback Cost (-)			
TCO				

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

NOTE:- For detailed Bill of Material please refer Annexure 19

Signature of the bidder with Seal

Full name and Designation of authorized signatory

Date:

Annexure-6 Reverse Auction Process-Letter of Indemnity

LETTER OF INDEMNITY TO BE GIVEN IN THE COMPANY LETTER HEAD

Tender Ref: - GEM/2026/B/7690863

Date:-

To
Deputy 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/2026/B/7690863 dated 20.06.2026 for “AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.”. 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 defence 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:

Reverse Auction will be conducted through GeM portal.

Annexure-7 Bidder's Information

Tender Ref:- GEM/2026/B/7690863

Date: -

To
Deputy 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 IT industry.	
8.	Turnover (In Rs) 2023-24: 2024-25: 2025-26: (submit audited B/S for last 3 years)	
9.	Profit (In Rs) 2023-24: 2024-25: 2025-26: (submit audited P/L for last 3 years)	
10.	Whether OEM or authorized distributor	
11.	Number of service outlets across India	
12.	Good and Service Tax Number	
13.	Income Tax Number	
14.	Whether direct manufacturer or authorized dealers	
15.	Name and Address of OEM	
16.	Brief Description of after sales service facilities available with the bidder.	
17.	Whether all RFP terms & conditions complied with.	

Signature:

Name:-

Designation:-

Seal of company:

Date:

Annexure-8 Letter for Conformity of Product as per RFP

To
Deputy General Manager-IT
Department of Information Technology
Central Bank Of India
1st Floor, Plot No -26, Sector-11
CBD Belapur-400614
Navi Mumbai

Sir,

Reg : Our bid for RFP for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones. 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		
AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones		
Scope of Work as Per Annexure - 9		

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

Dated at _____ / _____ day of _____ 2026

Date

Signature with seal
Name
Designation

Annexure - 9 Scope of Work for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

Sr	Broad Scope of Work	Compliance (Yes/No)
1	The Scope of the work is for - AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.	

The objective of this RFP is AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

The scope of work will broadly cover the following. For detailed scope of work refer RFP clause 7 Scope of Work and sub clauses.

1. AMC for existing Cisco VC endpoints, IP phones and video IP phones deployed at Central Office Mumbai, 91 Regional Offices and 14 Zonal Offices across India.
2. Procurement, supply, installation, configuration and commissioning of Cisco VC servers at DC location (CBD Belapur) and DR location (Hyderabad).
3. Procurement, supply, installation and commissioning of Cisco VC endpoints, IP phones and Cisco Voice Gateway at locations specified by the Bank.
4. Deployment of two onsite L2 FMS resources at Central Office Mumbai / Navi Mumbai for operational and technical support in shifts as per Bank requirement.
5. Bidder has to supply, install, test, integrate, commission and provide the support for video conferencing equipment's at the mentioned locations of the Bank.
6. Bidder will have to seamlessly integrate the VC Endpoints with the Banks proposed Video Conferencing setup for conducting One to One, Multi-Point Video Conference Meetings. The VC Endpoint devices quoted should be manageable (like Muting of Microphone, Camera adjustment, Pane Placement, etc.) from Cisco Meeting Management.
7. Bidder has to register VC Endpoints on Telepresence Management suite as an Endpoint device. Presence awareness should be available in the systems
8. The bidder has to supply, Install & integrate all the devices required for making the Video Conferencing system work successfully on the Banks network with implementation of all security features as per the Banks security policy.
9. The software supplied must be the latest version of the OEM. Beta versions of any software shall not be accepted.
10. Bidder has to submit a detailed graphical and technical analysis on the proposed Video conferencing equipment installation & integration with existing infrastructure of Bank.
11. The solution should also have functionality for point to point and point to multi-point video / audio calling capability
12. The solution should provide video codecs / infrastructure that helps compression of data to conserve bandwidth. Latest Audio and Video compression must be provided.

13. VC Endpoints should have Voice and Face Tracking to zoom onto the person/s who is/are talking so that a 'telepresence' experience is provided to all the participants. The system should be capable of manually disabling this feature, if required for the conference.
14. Also, the system should be capable to dial out the participant from CMM and to take them into a call in a hassle free manner
15. During the contract period, the bidder will apply patches and upgrades from time to time without any additional cost to Bank.
16. The bidder will repair / replace the equipment in case of any problem arises out of it and during the warranty and Support period
17. The Bidder should be able to comply with the service Level requirements. The bidder will own the responsibility of maintaining the System Uptime as per the defined SLAs. Bank will not be liable to pay any additional charges in respect of any sort of maintenance required during the tenure of the contract in order to meet the scope and SLA. Bidder is required to right size the requirement in order to meet the scope, SLA and other requirements stated in the RFP.
18. Bidder shall ensure after sales support and maintenance of the complete system to provide prescribed SLA. The bidder is to ensure that the OEM support service for VC equipment in the proposed solution is available for the entire contract period. In case of any support/software/equipment issue, Bidder shall not only inform Bank beforehand but also shall provide the replacement solution/equipment of same/advanced model at no cost to Bank.
19. The bidder to have back-to-back arrangement with OEM for Warranty and Support during the entire tenure of the contract
20. Bidder should ensure that the supplied Equipment's will not be declared End of sale within 24 months of the bid submission and End of Support within the contract period. In case of any such declaration an equivalent model should be provided without any change in price.
21. To provide all necessary hardware and software required to make this solution work strictly as per the specifications. The specifications given are minimum. Bidders can quote equivalent or higher technical specifications to the Bank's requirements. However, no weightage would be given for higher configurations.
22. The equipment should also be compatible to work with any OEM equipment in Point-to-Point or Multi Point conference as per ITU-T standards. Bidder should provide all components to enable successful implementation and functioning of VC Solution. The bidder should ensure that all components of Video Conferencing solution should be from the same OEM unless specifically specified
23. As per business needs Bank may shift the equipment from one location to another during the contract period. The Bidder shall be responsible for Reinstalling / Commissioning of the solution & equipment and shall maintain equipment from the new location at no extra cost during the period of warranty & Support.
24. Bank will provide the network bandwidth for the in-scope solution. However, bidder is required to mention the bandwidth requirement for in- scope solution. It is expected

- that the proposed solution to consume minimal bandwidth, so that it should not impact Bank's Day to day business operations.
25. Bank will provide the required Ethernet switch ports. However, bidder is required to mention the number of Ethernet switch ports required for in- scope solution.
 26. The Bidder should provide changes and upgrades regarding changes in statutory and regulatory requirements of Government of India at the earliest and free of cost during the contract period.
 27. The hardware should be of enterprise class, best of breed, tested and stable release of OEM.
 28. Bidder is required to provide the hardware equipment with five (5) years warranty which will commence from the date of acceptance of installation and commissioning of the solution. Warranty of the items including software and other component shall begin post acceptance installation and commissioning of solution by Bank.
 29. The bidder shall be responsible for generation and submission of necessary documents required during various phases of project viz. installation & commissioning. All such documents shall be considered only after the same is approved by Bank.
 30. Technical Specification also forms the part of the Scope of Work.
 31. The Bidder will have to deliver & install the equipment as mentioned in the location sheet. Bank may change the addresses with intimation to Bidder before the delivery of equipment.
 32. Undertaking for Back-lining of support has to be submitted by the bidder on the OEMs Letterhead post issuance of PO by Bank before the bidder raise the first invoice to Bank, however the bidder has to submit the confirmation of back-lining on its letterhead duly signed and stamped that bidder will back-line with the OEM for the entire contract period.
 33. During the contract period the bidder must upgrade the firmware of the Hardware and application software in the devices to latest version at no extra cost to the Bank.
 34. The bidder must supply all kind of cables (LAN Cables, Fibre Cable, HDMI cable, Power Cable supporting Banks power sockets) required for successful commissioning of the Video Conferencing System.
 35. The bidder must arrange for all kind of entry permit, road permit for transportation of devices.
 36. The Bidder must ensure that any product supplied under the Contract are new, unused, of the most recent or current model. The Bidder will further ensure that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Bidder that may develop under normal use of the supplied products in the conditions prevailing in India. OEM certificate should be submitted by the bidder that the quoted items are recent and current model (each item for installation initially and during warranty period shall be original, unused and of current model).
 37. Accessories required, if any, during installation, operationalization, testing, commissioning of the supplied equipment will be arranged by the Bidder.

38. Bidder shall be required to reconfigure any equipment which has been shifted by the Bank from one location to another. Bank will not pay any charges for reconfiguring of any equipment if the equipment has thus been shifted from one location to another.
39. Delivery and Installation sign-off will have to be obtained by joint signature of Bank and Bidder after successful delivery & commissioning respectively as per the terms of RFP. The Payment will be released after successful signing off and submission of Invoices as per terms of RFP.
40. At no point of time, bidder/OEM will be allowed remote access of the systems outside the Bank's Network
41. Serial number of all the devices that will go under AMC will be shared with successful bidder only.

Date

Signature with seal

Name/Designation

Annexure-10 Undertaking of Authenticity

SUB: RFP for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

Ref: Tender No. GEM/2026/B/7690863- AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

With reference to AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones. being supplied/quoted to your RFP GEM/2026/B/7690863,

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

In case of default and we are 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.

Date

Signature with seal

Name

Designation

Annexure-11 Undertaking for acceptance of terms of RFP

SUB: AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

Ref: Tender No. GEM/2026/B/7690863 RFP for - AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

We understand that Bank shall be placing Order to the Successful Bidder inclusive of GST, other taxes are to be borne by the Bidder only.

1. We confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
2. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
3. We here by confirm to undertake the ownership of the subject RFP.
4. 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.

Date

Signature with seal
Name
Designation

Annexure - 12 Manufacturer Authorization Form

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

To,
Deputy General Manager,
Department of Information Technology
Central Bank of India, Central Office,
Sector 11,
CBD Belapur,
Navi Mumbai - 400614

Date:

Dear Sir,

We (Name of the Manufacturer) who are established and reputable manufacturers of having factories 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 equipment manufactured 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 warranty for the equipment and support services offered for our products supplied against this RFP by the above-mentioned Bidder.

If Bank desires transfer of the warranty and support services, supposed to be delivered by the successful Bidder, to its preferred Bidder, in such a case, OEM should transfer such warranty and support services without any additional cost to the Bank.

Yours Faithfully,

Authorized Signatory
(Name, Phone No., Fax, E-mail)

Annexure-13 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 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 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)/Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractor(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 attached herewith. The Bidder(s)/ Contractor(s) will, when presenting his 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 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-18.

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 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 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 request and demonstration of a valid interest, unrestricted and unconditional access to his 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. In case of sub-contracting, the Principal Contractor shall take the responsibility of the adoption of the Integrity Pact by the sub-contractor.

(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. Parties to this agreement agree that they shall not approach the courts while representing the matter to IEM and will await IEM's decision in the matter.

(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)
Place -----
Date -----

(Office Seal)

Witness 1:
(Name & Address)

Witness 1:
(Name & Address)

Witness 2:
(Name & Address)

Witness 2:
(Name & Address)

Annexure-14 Non-Disclosure Agreement

This **NON-DISCLOSURE AGREEMENT** (hereinafter referred as the "**Agreement**") is made at [.....] on this ___ day of _____, 2026 (hereinafter referred as "**Effective Date**")

BETWEEN

_____, a company incorporated under the Companies Act, 1956 having its registered office at _____ (hereinafter referred to as "**Company**") which expression unless repugnant to the context or meaning thereof be deemed to include its successors and assigns) of the **First 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 – 400021 (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**.

Company and **Bank** are hereinafter individually referred to as party and collectively referred to as "the Parties."

WHEREAS

Both Parties hereto are in the process of mutual discussions and negotiations regarding a possible business opportunity pursuant to [*] ("**Purpose**");

AND WHEREAS, in the course of evaluating the Purpose, the Parties hereto shall disclose certain information to each other which the disclosing party considers to be confidential, proprietary, or non-public business information.

NOW, THEREFORE, the Parties have agreed to enter into this Agreement:

1. Definitions:

1.1 "Confidential Information" any all information which is marked as confidential in writing by the Disclosing Party at the time it is provided to, obtained or accessed by the Receiving Party in connection with the Purpose and arising out of this Agreement. If any information is provided in oral or non-written form, then such information shall be reduced in writing at the time of its disclosure or within three (3) days of such disclosure and shall be marked as 'Confidential' by the Disclosing Party or is by its nature manifestly confidential. Confidential Information excludes information referred to in clause 2 below.

1.2 "Disclosing Party" means Party disclosing Confidential Information under this Agreement.

- 1.3 “Receiving Party” means Party receiving Confidential Information from the Disclosing Party under this Agreement.
2. The term Confidential Information shall not include any information which:
- a) is in or comes into the public domain through no fault of the Receiving Party;
 - b) becomes available to the Receiving Party from the third party lawfully without the breach of any confidentiality obligations by such third party;
 - c) is known or developed by the Receiving Party independently of Disclosing Party’s disclosure of the Confidential Information to the Receiving Party;
 - d) is disclosed with the written consent of Disclosing Party.
3. The obligations of confidentiality under this Agreement shall not apply to the extent Confidential Information is required to be disclosed by Receiving Party so as to comply with applicable law, regulatory body, or to a valid order of a court, administrative agency or governmental body having authority over the Receiving Party or where disclosure is made in connection with any claim by Receiving Party in connection with any judicial or other proceeding involving the Receiving Party and Disclosing Party relating to this Agreement or the Purpose, provided that the Receiving Party has notified Disclosing Party in writing as soon as reasonably, legally and practicable permissible upon receiving such order and the obligations of non-disclosure under this Agreement is waived off only to the limited extent that Disclosing Party has not been able to obtain waiver or restraining order from disclosure within the timeline by which the Receiving Party is required to comply with such an order.
4. **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 therefore.

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.

5. **Term:** This Agreement shall be valid for a period of the Project which shall be [.....] months from the date of signing this Agreement (“Term”). Unless terminated sooner in

accordance with the foregoing sentence, this Agreement shall terminate upon the earlier of:

- (i) expiry of the Term;
- (ii) on completion of the Purpose, or
- (iii) on the signing of a definitive agreement between the Parties relating to the Purpose.

The confidentiality obligations shall survive for a period of one (1) year from the date of expiry or termination of this Agreement.

6. **Ownership and Protection of Confidential Information and Intellectual Property:**

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall maintain ownership and all intellectual property and proprietary rights over the Confidential Information. All Confidential Information disclosed under this Agreement remains the exclusive property of the Disclosing Party. Nothing in this Agreement grants the Receiving Party any rights, title, or interest in or to any intellectual property rights, patents, copyrights, trademarks, or other proprietary rights of the Disclosing Party. 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.

7. **Remedies:** The Receiving Party recognizes that Confidential Information is valuable property of the Disclosing Party and in the event of breach of this Agreement monetary damages may not be a sufficient remedy. Therefore, without prejudice to other rights or remedies that Disclosing Party may have, it would be entitled to equitable relief, including by way of injunction, as a remedy for any breach or anticipated breach of this Agreement.
8. **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 [X] 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.

- iv. Failure to comply with these obligations may result in legal action, including but not limited to claims for breach of contract and any associated damages. The Receiving Party's obligations under this agreement regarding the confidentiality of the Confidential Information shall survive the return or destruction of the Confidential Information.
9. This Agreement contains the entire understanding between the Parties with respect to non-disclosure of Confidential Information and supersedes all prior agreements and understanding with respect to this subject. This Agreement may be amended only by written agreement executed by both parties. This Agreement shall be binding on successors and permitted assigns of the parties.
10. **Notification:** Receiving Party shall notify Disclosing Party within [X] days/ hours of discovering any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
11. **Governing Law and Jurisdiction:** This Agreement shall be governed by and construed in accordance with the laws of India without giving effect to the choice of law principles thereof and the parties hereto irrevocably submit to the exclusive jurisdiction of the courts in Mumbai, India.
12. The provisions of this Agreement shall be severable in the event that any of the provisions hereof are held by a court of competent jurisdiction to be invalid, void or otherwise unenforceable, and the remaining provisions shall remain enforceable to the fullest extent permitted by law.
13. In no event shall either Party, its affiliates, or related entities be liable for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense relating to this Agreement (whether in contract, statute, tort (such as negligence), or otherwise).
14. **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 or its officers, employees, agents or consultants. etc.

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

For and on behalf of

Name of Authorized signatory:

Designation:

For and on behalf of

CENTRAL BANK OF INDIA

Name of Authorized signatory:

Designation:

Annexure-15 Performance Bank Guarantee

TO,
CENTRAL BANK OF INDIA
MUMBAI

In consideration of Central Bank of India having Registered Office at Chandermukhi Building, Nariman Point, Mumbai 400021 (hereinafter referred to as “Purchaser”) providing AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones (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 up to ----- 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 which will _____ years from date of Bank 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 email, special courier, telex, fax or registered post to our local address as mentioned in this guarantee.

10) Notwithstanding anything contained herein above:-

- i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees----- --only);
- ii) This Bank Guarantee shall be valid up to -----(date of expiry of PBG) and
- iii) 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= claim date)

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 ----- 2026 at -----

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

sd/- -----

Annexure-16 Bid Security Format

To,
Central Bank of India,
DIT, 1st Floor, CBD Belapur,
Navi Mumbai -400 614

Dear Sir,

In response to your invitation to respond to your RFP for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones, 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 Rs. ----- 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 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 Rupees Two Lakhs 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 above:

1. Our liability under this Bank guarantee shall not exceed Rs. _____
2. This Bank guarantee will be valid upto _____ (date of expiry of PBG) 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 Guarantee plus claim period= claim date)

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

Yours faithfully,

For and on behalf of _____ Bank Authorised Official

Annexure-17 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.
- 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:

- i) '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'.
- ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other.
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls the other in any manner;
- iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - a) 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.
 - b) 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.
 - c) 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.
 - d) 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.
 - e) 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".
 - f) 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.
- iv) '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.
- v) '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 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 :-
 - i. Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
 - ii. 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.
 - iii. 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 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.
- 6.15 (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:

- i) 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.
- ii) To recommend for issue of show-cause notice to the Agency by the concerned department.
- iii) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
- iv) 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.

- Banning of the agencies shall apply throughout the Bank including Subsidiaries.
- 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.
- The committee shall expeditiously examine the report, give its comments/ recommendations within twenty one days of receipt of the reference by ED, GAD.
- 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.
- 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.
- 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 Tender Enquiry (LTE) may not be given to the Agency concerned.
- 8.3 Past performance of the Agency may be taken into account 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 has to be issued to the Agency. Statement containing the imputation of misconduct or mis-behaviour may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.
- 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:
- a) For exonerating the Agency if the charges are not established;
 - b) For removing the Agency from the list of approved Suppliers / Contactors, etc.
 - c) For banning the business dealing with the Agency.
- 9.4 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 has 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 18: Land Border Sharing Undertaking Letter

Pro forma of letter to be given by all the bidders participating in the RFP for Augmentation, Refresh of System Supporting Application at Bank on their official letter-head

To
Deputy General Manager-IT,
Central Bank of India, Central Office,
Sector 11,
CBD Belapur,
Navi Mumbai – 400614

Sir,

Sub: Request for Proposal (RFP) for AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones.

Dear Sir/Madam,

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 our captioned RFP and in this connection we hereby declare, confirm and agree as follows:

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 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:

Strike off whichever is not applicable

1. “I/we have read the clause regarding restrictions on procurement from a bidder of the 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 from a Bidder of a country which shares a land border with India; I/we certify that _____ is from such a country. I hereby certify that _____ fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached]”

Further, 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 sub-contractor fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority]”

We, hereby confirm that we fulfil 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 rights 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.

This declaration cum Undertaking is executed by us through our Authorized signatory/ ies after having read and understood the Office Memorandum and Order including the words defined in the said order.

Dated this _____ by _____ 20__

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder’s Corporate Name:

Address:

Email & Phone No.:

List of documents enclosed:

1. Copy of Certificate of valid registration with the Competent Authority (strike off if not applicable)
2. _____
3. _____
4. _____

Annexure 19: Commercial Bill of Material

BILL OF MATERIAL	
S.No.	Guidelines
1	The bidder is expected to quote the costs for all items required for fully complying with the requirements of the RFP and the corrigendum's in the respective sections of the price bid. The prices for the respective sections would be deemed to include all components required to successfully utilise the solution.
2	Bank is not responsible for any arithmetic errors in the commercial bid details sheet committed by the shortlisted bidders, however, if there are any computational errors the Bank will evaluate the Bid as per provisions contained under RFP document.
3	The bidder is expected to specify the type of licences along with the details with respect to quantity, rate, etc., wherever applicable.
4	The bidder has to quote for each line item.
5	The bidder is expected to quote unit price in Indian Rupees (without decimal places) for all components (hardware, software etc.) 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. The Bank will not pay any other taxes, cost or charges.
6	The Bidder may insert additional line items as applicable based on the solution offered in the respective tabs
7	The Bidders should quote as per the format of Bill of Material ONLY and a masked replica of the Bill of Material should be enclosed in the technical bid.
8	Bidder is required to cover component by component licensing details for each of the software components proposed to the Bank.
9	The <u>masked</u> Bill of Materials which would be submitted as part of the Technical Bill of Material should contain "XX" for ALL the corresponding commercial values that will be present in the unmasked Bill of Material that will be part of the Commercial submission.
10	All amounts in the Bill of Material should be in INR
11	The Bidder should, to the extent possible, stick to the same structure of the Bill of Material. Hence the Bank does not expect the bidders to delete necessary rows.
12	The license type has to be clearly described in the Description column.

Schedule 1 Hardware Cost						
Sl no.	Type of Device	Model No.	Qty/Set	Unit price in ₹ Excl. Tax	GST @18%	Total cost in ₹ incl. Tax
1	Cisco Room Bar Pro with Mic (2 Nos.) and cable as required	CS-BARPRO-K9	6			
2	Cisco Room Bar with Mic (1 No.) and cable as required	CS-BAR-C-UK9	7			

3	Cisco Desk Pro G2 with cable as required	CS-DESKP-C-K9	3			
4	CISCO IP Phone with Power adapter and cable as required	DP-9841-K9	50			
5	Cisco BE 7K Servers with NFVIS Collab- 4 Nos.- (1 set), License 220 on prem. device registration license and 500 on premise enhanced calling License	BE7H-M7-K9	4 Nos./1 set			
6	Cisco CMS 2000 medium density server- 2 Nos. (1 set), License PMP -25 Nos. SMP-10 Nos., Recording- 4 Nos., Custom License and snapshot license	CMS-M-M8-K9	2 Nos./1 set			
7	Cisco Table Microphone with Jack Plug- SPARE	CS-MIC-TABLE-J=	10			
8	Cisco Voice Gateway (2 PRI & 60 SIP)	C8300-1N1S-6T	1			
9	Cisco Room Navigator Table Stand, First Light (White) -SPARE	CS-T10-TS-L-K9=	1			
10	USB-C 3.1 Active Optical Cable, 9M length - SPARE	CAB-USBC-AC-9M=	4			
Total Cost						

Schedule 2 FMS cost						
		No of FM resources	Unit cost in ₹ Excl. Tax	Total Cost in ₹ Excl. Tax	GST @ 18%	Total cost in ₹ incl. Tax
1	FMS support for 5 years	2				

Schedule 3						
Installation Charges (One time Cost)						
Sl	Particulars	Quantity	Unit Price in ₹ Excl Tax	Total Price in ₹ Excl Tax	GST @18% in ₹	Total including GST in ₹

1	Cisco Room Bar Pro	6				
2	Cisco Room Bar	7				
3	Cisco Desk Pro G2	3				
4	CISCO IP Phone	50				
5	Cisco Business Edition 7000 NFVIS & Licenses	4				
6	CMS MCU Server	2				
7	Cisco Voice Gateway (2 PRI & 60 SIP)	1				
TOTAL Cost						

Schedule 4						
AMC Cost for 5 years for existing CISCO devices (VC End Point, IP Phone, Video IP Phone)						
Sl	Particulars	Quantity	Unit Price in ₹ Excl Tax	Total Price in ₹ Excl Tax	GST @18% in ₹	Total including GST in ₹
1	Cisco IP Phone 7821	178				
2	Cisco IP Phone 7841	125				
3	Cisco Video IP phones 8845	136				
4	Cisco Room kit	103				
5	Cisco Room Kit Plus	14				
6	Cisco Room Kit EQ	1				
7	Cisco Room Kit Pro P60	1				
8	Cisco Room bar Pro	9				
9	Cisco Room 55	1				
10	Cisco Codec Pro - Stand Alone	6				

11	Cisco Table Mic	140			
TOTAL Cost					

Schedule 5 – Buyback Cost						
SNO	Particulars	Unit cost in ₹ Excl. Tax	Qty	Total Cost in ₹ Excl. Tax	GST @ 18%	Total cost in ₹ incl. Tax
1	VC Servers		6			
2	Voice Gateway		1			
	Total					

Final Cost of Project (TCO)				
S No.	Activiy/Schedule	Total Price in ₹ Excl Tax	GST @18% in ₹	Total including GST in ₹
1.	Schedule 1 (Hardware Cost)			
2.	Schedule 2 (FMS cost)			
3.	Schedule 3 (Installation Charges)			
4.	Schedule 4 (AMC Cost for 5 years for existing Cisco devices)			
5	Schedule 5 Buyback Cost(-)			
TCO				

Masked 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 20 - Compliance Certificate with respect to RBI's "Master Direction on Outsourcing of Information Technology Services"

(This letter should be on the letterhead of the bidder)

Date: _____

To,
General Manager-IT
DIT, Central Bank of India, Central Office,
Sector 11, CBD Belapur,
Mumbai – 400614

Subject: RFP GEM/2026/B/7690863- Compliance Certificate with respect to Chapter II para 4c of RBI's "Master Direction on Outsourcing of Information Technology Services"

Sir,

With reference to above, we <<<<Name of the Company>>>> hereby furnish and confirm the details as given below: -

1. Date of Agreement-
2. Expiry Date of Agreement
3. Type of Entity: Group Company/Not a group Company
4. Name of Directors of Company
5. Is any of the Director(s), Key Managerial Personnel and their relatives are stated above related to Central Bank of India: YES/NO

Note: - The terms 'control', 'director', 'key managerial personnel', and 'relative' have the same meaning as assigned under the Companies Act, 2013 and the Rules framed thereunder from time to time.

Authorized Signatory Name:

Designation:

Email and Phone

Annexure 21: Proprietary Article Certificate



Date-17/06/2026

PROPRIETARY ARTICLE CERTIFICATE (PAC)

[As per the Rule – 166(i) and 166(ii) of GFR-2017]

Reg: Tender process in GeM Portal as Proprietary Article Certificate (PAC) bidding with Reverse Auction for AMC of existing CISCO Devices (VC End points, Video IP Phones and IP Phones) and Procurement of CISCO Servers for VC, VC end points, IP Phones, and associated hardware through CISCO Authorized Collaboration Partners.

Under the provision of subrule 166 (i) and 166 (ii) of GFR-2017 as applicable before procuring from single Source, we certify as under

- (i) The required VC Servers/Devices are manufactured by M/s CISCO.
- (ii) No other make or model is acceptable for the following reasons.
 - A. The VC Servers/Devices are required for compatibility/interoperability with the existing VC System installed in the organization.
 - B. No equivalent substitute or alternative product from another manufacturer can meet the technical and operational requirements.
 - C. Procurement from any other source may result in incompatibility, operational issues, warranty concerns, and increased maintenance costs.
 - D. The VC Servers/Devices are available only through OEM M/s CISCO or their authorized collaboration partner(s).
- (iii) In Principle approval from top management was obtained for initiating tender in GeM portal as Proprietary Article Certificate (PAC) bidding with Reverse Auction for AMC of existing CISCO Devices (VC End points, Video IP Phones and IP Phones) and Procurement of CISCO Servers for VC, VC end points, IP Phones, and associated hardware through CISCO Authorized Collaboration Partners.



(MOHIT KODNANI)
GENERAL MANAGER-IT

Date- 09/07/2026

CORRIGENDUM -1
(Tender Reference No. GEM/2026/B/7690863)

In reference to the Request for Proposal (RFP) for **AMC of Existing CISCO Devices (VC End Points, Video IP Phones and IP Phones), and Procurement of CISCO Servers for VC, VC Endpoints & IP Phones for Central Bank of India dated 20/06/2026**, all interested bidders are hereby informed that the Changes/Clarifications/Responses as per Corrigendum-1 are to be considered for bid submission. Bidders are requested to note and comply accordingly.

Sr No	RFP Clause/Details	Existing clause details	To be changed in Corrigendum
1	2-Eligibility Criteria, B-Financial, pt.1	The Bidder must have registered annual turnover of Rs. 50 Crores or above from Indian Operations only during the last three completed financial years–FY 2023-24, 2024-25 & 2025-26.	In case of non-availability of audited statements like (Balance sheet, profit and loss, turn over) for financial year 2025-26 due to non-completion of audit, provisional statements of financial year 2025-26, certified by Chartered Accountant along with valid UDIN to be submitted.
2	2-Eligibility Criteria, B-Financial, pt.2	The bidder should have made operating profits/ net worth in at least two financial years out of last three financial years (i.e. 2023-24, 2024-25 & 2025-26).	In case of non-availability of audited statements like (Balance sheet, profit and loss, turn over) for financial year 2025-26 due to non-completion of audit, provisional statements of financial year 2025-26, certified by Chartered Accountant along with valid UDIN to be submitted.
3	7.2 Detailed Scope for AMC of Existing Cisco Collaboration Infrastructure Point no. 4 AND 17. General Terms 17.1 Payment Terms	Bidder shall provide OEM-backed support services and ensure access to Cisco TAC support throughout the AMC period and Payment of AMC of existing devices will be released only after confirmation and submission of proof that devices are under back-to-back AMC support of OEM for the AMC period of 5 years. AMC payment will be made quarterly in arrears.	For the devices going end of support before 5-year AMC period, AMC is required till Last Date of Support (LDOS) declared by the OEM.
4	Last date of Bid Submission	14.07.2026, 15:00 Hrs	23.07.2026, 15:00 Hrs
5	Last date of Technical Bid Opening	14.07.2026, 15:30 Hrs	23.07.2026, 15:30 Hrs

Revised Annexure-5 (Commercial Bid)

AMC Cost for 5 years/ LDOS for existing CISCO devices (VC End Point, IP Phone, Video IP Phone)

Sr NO	ITEM	LDOS (Last Date of Support by OEM) *	UNIT PRICE in ₹	QT Y	TOTAL AMT in ₹	GST/TA X in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco IP Phone 7821	31-10-2031		178			
2	Cisco IP Phone 7841	Not Declared by OEM		125			
3	Cisco Video IP phones 8845	31-07-2029		136			
4	Cisco Room kit	31-01-2030		103			
5	Cisco Room Kit Plus	30-04-2030		14			
6	Cisco Room Kit EQ	Not Declared by OEM		1			
7	Cisco Room Kit Pro P60	31-07-2029		1			
8	Cisco Room bar Pro	Not Declared by OEM		9			
9	Cisco Room 55	Not Declared by OEM		1			
10	Cisco Codec Pro - Stand Alone	31-05-2031		6			
11	Cisco Table Mic	Not Declared by OEM		140			
		TOTAL COST					

* Where LDOS is not declared AMC will be for 5-year period and where LDOS is present AMC will be till that date.

Revised Annexure-4 (Masked Commercial Bid)

AMC Cost for 5 years/ LDOS for existing CISCO devices (VC End Point, IP Phone, Video IP Phone)

SN O	ITEM	LDOS (Last Date of Support by OEM) *	UNIT PRICE in ₹	QTY	TOTAL AMT in ₹	GST/TAX in ₹	TOTAL AMOUNT INCLUDING GST/TAX in ₹
1	Cisco IP Phone 7821	31-10-2031	XXXX	178	XXXX	XXXX	XXXX
2	Cisco IP Phone 7841	Not Declared by OEM	XXXX	125	XXXX	XXXX	XXXX
3	Cisco Video IP phones 8845	31-07-2029	XXXX	136	XXXX	XXXX	XXXX
4	Cisco Room kit	31-01-2030	XXXX	103	XXXX	XXXX	XXXX
5	Cisco Room Kit Plus	30-04-2030	XXXX	14	XXXX	XXXX	XXXX
6	Cisco Room Kit EQ	Not Declared by OEM	XXXX	1	XXXX	XXXX	XXXX
7	Cisco Room Kit Pro P60	31-07-2029	XXXX	1	XXXX	XXXX	XXXX
8	Cisco Room bar Pro	Not Declared by OEM	XXXX	9	XXXX	XXXX	XXXX
9	Cisco Room 55	Not Declared by OEM	XXXX	1	XXXX	XXXX	XXXX
10	Cisco Codec Pro - Stand Alone	31-05-2031	XXXX	6	XXXX	XXXX	XXXX
11	Cisco Table Mic	Not Declared by OEM	XXXX	140	XXXX	XXXX	XXXX
							XXXX
							TOTAL COST

* Where LDOS is not declared AMC will be for 5-year period and where LDOS is present AMC will be till that date.

Pre-bid Queries Responses:

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
1	11	2- Eligibility Criteria, C-OEM Authorisation & Experience, pt.2	<p>Eligibility Criteria: Bidder should have experience of minimum 7 years in AMC/support of Cisco collaboration infrastructure and implementation of Cisco VC endpoints, IP phones and Cisco servers in Scheduled Commercial Banks/BFSI/PSU.</p> <p>Supporting Required: Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC /Collaboration project with minimum value of ₹ 5 Crore during the last 7 years in Scheduled Commercial Banks/BFSI/ PSU.</p>	Please clarify the discrepancy in the Eligibility criteria and Supported document required. Bidder's has min. 7 years of experience or Bidder's has experience during last 7 years?	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
2	11	2- Eligibility Criteria, C-OEM Authorisation & Experience, pt.2	<p>Eligibility Criteria: Bidder should have experience of minimum 7 years in AMC/support of Cisco collaboration infrastructure and implementation of Cisco VC endpoints, IP phones and Cisco servers in Scheduled Commercial Banks/BFSI/PSU.</p> <p>Supporting Required: Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC/Collaboration project with minimum value of ₹ 5 Crore during the last 7 years in Scheduled Commercial Banks/BFSI/PSU.</p>	<p>Please amend the clause as:</p> <p>Eligibility Criteria: Bidder should have experience of minimum 7 years in implementation of Cisco VC endpoints or IP phones in Scheduled Commercial Banks/BFSI/PSU/Govt. /Private organisation.</p> <p>Supporting Required: Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC IP Phone with minimum value of ₹ 5 Crore in Scheduled Commercial Banks/BFSI/PSU/Govt. /Private organisation.</p>	No Change. Please be guided by RFP Terms and conditions.
3	12	3.Earnest Money Deposit (EMD) / Bid Security	An amount of ₹ 25 Lakh (Rupees Twenty Five Lakhs 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 plus 3 months or by means of Account Payee Demand Draft / Banker's cheque /RTGS/ NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no GEM/2026/B/7690863 in favour of "Central Bank Of India" and payable at Mumbai/Navi Mumbai as per GEM guideline.	As per the General Terms and Conditions on GeM 4.0 (Version 1.29) dated 25th March 2026, Bid Security may be submitted in the form of an Insurance Surety Bond. Kindly provide the prescribed format/template of the Insurance Surety Bond acceptable for this tender.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026

Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
4	13	6. Contract Period	The performance of the Successful bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor.	<p>We hereby request to bank to amend the said clause as : "The performance of the Successful bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract if service provider breaches any of its obligations set forth in this agreement and Such breach is not cured within 15 Working Days after Bank gives written notice; or</p> <ul style="list-style-type: none"> • Failure by Service Provider to provide Bank, within 15 Working Days, with a reasonable plan to cure such breach, which is acceptable to the Bank. <p>Or</p> <ul style="list-style-type: none"> • The progress regarding execution of the contract/ services rendered by the Service Provider is not as per the prescribed timeline and found to be unsatisfactory. •Supply of substandard materials/ services •Delay in delivery / installation / commissioning of services. • Discrepancy in the quality of service / security expected during the implementation, rollout and subsequent maintenance process. •If deductions of penalty exceed more than 10% of the total contract price. 	No Change. Please be guided by RFP Terms and conditions. For detailed contract termination refer RFP clause 34. Termination and it's sub clauses.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
5	13	6. Contract Period	The performance of the Successful bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor.	Kindly clarify whether, in the event of termination of the contract by the Bank for its convenience, the Bank shall also reimburse the Successful Bidder for any irrevocable commitments already made towards OEM support, licenses, subscriptions and other project specific contractual obligations, in addition to payments for goods delivered and services rendered up to the effective date of termination.	No Change. Please be guided by RFP Terms and conditions. For detailed contract termination refer RFP clause 34. Termination and it's sub clauses.
6	28	19. Order Cancellation	In addition to the cancellation of purchase order, Central Bank of India reserves the right to appropriate the damages from the 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 during the next three years.	Kindly clarify whether Order Cancellation shall be applicable only in the event of a material breach by the Successful Bidder, provided that the Bank issues a prior written notice specifying the breach and grants a minimum cure period of 30 days to remedy the same.	No Change. Please be guided by RFP Terms and conditions. For detailed contract termination refer RFP clause 34. Termination and it's sub clauses.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
7	36	34. Termination	1. 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:	Kindly clarify whether termination for default shall be invoked only after issuance of a written notice specifying the default and expiry of a minimum cure period of 30 days, if the default remains unremedied.	No Change. Please be guided by RFP Terms and conditions. For detailed contract termination refer RFP clause 34. Termination and it's sub clauses.
8	21	9. Delivery Schedule for new Servers/ VC devices / IP Phones	The successful Bidder is expected to adhere to the following timelines concerning the implementation of the Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints and IP phones at Bank's DC, DRC and other offices:	Kindly confirm that delivery timelines shall commence from the date of Purchase Order along with site readiness and availability of all necessary approvals.	No Change. Please be guided by RFP Terms and conditions. Delivery timeline will commence from the Date of acceptance of Purchase Order (PO) / Work Order (WO) by the bidder. Bank will ensure site readiness and availability of all necessary approvals.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026

Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
9	11	C OEM Authorisation & Experience Point 2	<p>Bidder should have experience of minimum 7 years in AMC/support of Cisco collaboration infrastructure and implementation of Cisco VC endpoints, IP phones and Cisco servers in Scheduled Commercial Banks/BFSI/PSU.</p> <p>Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC/Collaboration project with minimum value of ₹5 Crore during the last 7 years in Scheduled Commercial Banks/BFSI/PSU.</p>	<p>The eligibility criteria require the bidder to have a minimum of 7 years' experience in AMC/support of Cisco Collaboration Infrastructure and implementation of Cisco VC Endpoints, IP Phones and Cisco Servers. However, the supporting document requirement specifies submission of project credentials during the last 7 years, resulting in an inconsistency.</p> <p>We request the Bank to kindly amend the eligibility criteria to read "Bidder should have experience in AMC/support of Cisco Collaboration Infrastructure and implementation of Cisco VC Endpoints, IP Phones and Cisco Servers during the last 7 years" so as to align with the supporting document requirement.</p> <p>Further, we request the Bank to kindly consider experience executed for Central Government/State Government Departments/Organizations, in addition to Scheduled Commercial Banks/BFSI/PSUs, as such projects are of comparable scale and complexity and adequately demonstrate the bidder's technical capability.</p>	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
10	20	8. General Responsibility of the Bidder	In case of any fault in DC and DRC components of this RFP, it should be repaired/replaced within 4 hours of intimation of complaint. In case of any fault in components at other locations, then it must be repaired/replaced within 24 hours of intimation of complaint.	We hereby request bank to the amend the clause as " In case of any fault in DC and DRC components of this RFP, it should be repaired/replaced within 4 hours of intimation of complaint. In case of any fault in components at other locations, then it must be repaired/replaced within 24 48 hours of intimation of complaint. "As for certain TIER 2 locations RMA within 24 hrs will not be possible	No Change. Please be guided by RFP Terms and conditions.
11	15	7.2 Detailed Scope for AMC of Existing Cisco Collaboration Infrastructure	Health check and preventive maintenance activities shall be carried out periodically on all collaboration infrastructure to ensure optimum system performance.	By periodic preventive maintenance should we consider the same as on quarterly basis.	preventive maintenance activities shall be carried out quarterly.
12	27	17.4 Penalty Clause	For delay in Services/ not maintaining Uptime: The penalty for delay in services /delay in replacement of faulty devices and not maintaining the uptime of devices/systems will be as per the terms and conditions mentioned in SLA.	Seeking clarification on penalties on breach of SLA and requesting to cap the same maximum of 10% of the TCO.	No Change. Please be guided by RFP Terms and conditions.
13	17	7.3 Scope for supply of Cisco VC collaboration Server, VC Endpoints & IP Phones	Knowledge transfer and administrator training shall be provided to designated Bank officials.	Please help with details of batch size and frequency of training.	It will be shared with successful bidder.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
14	28	18. Service Level Agreement (SLA)	Format of SLA is to be submitted by Bank within 30 days from date of acceptance of PO for Supply and delivery of CISCO Video Conferencing Devices, IP Phones & Video IP Phones, software and software licenses, Bidder has to execute SLA with Bank within 21 days after receipt of the SLA format.	Request the bank to provide SLA format and SLA penalty format	SLA format will be shared to successful bidder.
15	33	Successful Bidder's liability	Overall Liability on Successful Bidder (majorly 10%)	Requesting the capping of overall liability to 5% of the total contract value	No Change. Please be guided by RFP Terms and conditions.
16	19	Delivery, Installation and Maintenance	Bidder is responsible for delivery, transportation, transit insurance – including insurance till installation acceptance by the Bank or its appointed consultant, unpack, racking and stacking, installation, and configuration of Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints and IP phones at DC, DRC and other locations	Requesting the revision relating to insurance obligations. As per standard market practice, the Bidder provides transit insurance only up to the point of delivery of the equipment. Accordingly, the requirement for the Bidder to maintain insurance coverage until installation acceptance by the Bank or its appointed consultant should be deleted. The clause should be revised to clarify that transit insurance shall be provided only until delivery of the equipment at the designated site. As the material will be in the premises of CBI, ensuring the safety of material there, is out of control for us.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
17	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Supply of Cisco VC servers for DC (CBD Belapur) & DR (Hyderabad) - Within 12 Weeks	As per the current scenario due to the ongoing shortage and volatility in the market globally, we request an extension on delivery timeline from 12 weeks to 20 to 22 weeks.	No Change. Please be guided by RFP Terms and conditions.
18	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Supply of Cisco VC endpoints and IP phones - Within 12 Weeks	As per the current market scenario due to the ongoing shortage and volatility in the market globally, we request an extension on delivery timeline from 12 weeks to 20 to 22 weeks.	No Change. Please be guided by RFP Terms and conditions.
19	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Delivery of licenses/subscriptions/support entitlement - 12 weeks	As per the current market scenario due to the ongoing shortage and volatility in the market globally, we request an extension on timeline from 12 weeks to 20 to 22 weeks.	No Change. Please be guided by RFP Terms and conditions.
20	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Installation & configuration of VC servers - Within 14 weeks	As you are already aware of the Shortage and volatility in the market, the world scenario for the same, we request an extension for Installation from 14 weeks to 24 to 26 weeks.	No Change. Please be guided by RFP Terms and conditions.
21	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Installation & commissioning of VC endpoints/IP phones - within 16 weeks	As you are already aware of Shortage and volatility in the market, the world scenario for the same, we request an extension for Installation from 16 weeks to 26 to 28 weeks.	No Change. Please be guided by RFP Terms and conditions.
22	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Integration with existing Cisco collaboration infrastructure - Within 16 Weeks	As you are already aware of the Shortage and volatility in the market, the world scenario for the same, we request an extension for Installation from 16 weeks to 26 to 28 weeks.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
23	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Testing, commissioning & User Acceptance Testing (UAT) - within 16 weeks	As you are already aware of the Shortage and volatility in the market, the world scenario for the same, we request an extension for Installation from 16 weeks to 26 to 28 weeks.	No Change. Please be guided by RFP Terms and conditions.
24	21	Delivery Schedule for new Servers/ VC devices / IP Phones	Deployment of FMS resources at Central Office Mumbai - Within 15 Days from PO/WO	In reference to the delivery timelines which will take time, we request the deployment of the FMS resources in at least 60 days. As the delivery will take 20-22 weeks, the deployment this early will be of no use.	No Change. Please be guided by RFP Terms and conditions.
25	22	Repeat Order	The Bank reserves the right to procure additional components, up to 25% of the originally ordered quantity, within 12 months from the Project Sign off date, at the same price specified in Annexure 19: Bill of Material. The bidder agrees to supply the additional components at the same cost, without any price escalation.	We request the additional procurement of components to be ordered within 3 months. As you are already aware of the market situation, the fluctuation and shortage of devices are the reasons where prices are very volatile. Hence, requesting the additional components to be ordered within 3 months as RFP prices will be fixed.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
26	64	Quantity of Mic	Quantity of Mic	Annexure-1B (Room Bar) requires 1 mic/unit and Annexure-1C (Room Bar Pro) requires 2 mics/unit. With 7 Room Bars and 6 Room Bar Pro units (Annexure-5), total mic requirement = $(7 \times 1) + (6 \times 2) = 19$ mics. However, BOM (Annexure-19) lists only 10 Nos. of Cisco Table Microphone SPARE (CS-MIC-TABLE-J=). Request: Kindly clarify whether these 10 mics are buffer/spare stock over and above mics bundled with each Room Bar/Room Bar Pro unit, or the total/only mic supply for all units.	10 mics are additionally being purchased
27	25	Payment schedule	Hardware & Software - 60% - On successful completion of delivery of hardware/software and delivery acceptance by Bank under the schedule on submission of invoice. 30% - On successful completion of installation, integration and commissioning of hardware/ software ordered and installation acceptance by Bank on submission of original invoice. 10% - 3 months after successful running of the project.	Requesting the payment as follows: - Hardware & Software - 80% - On successful completion of delivery of hardware/software and delivery acceptance by Bank under the schedule on submission of invoice. 10% - On successful completion of installation, integration and commissioning of hardware/ software ordered and installation acceptance by Bank on submission of original invoice. 10% - 3 months after successful running of the project.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
28	11	OEM Authorisation & Experience	Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC/Collaboration project with minimum value of ₹ 5 Crore during the last 7 years in Scheduled Commercial Banks/BFSI/PSU	Minimum two Work Orders/Purchase Orders and corresponding Completion Certificates, where Bidder should have successfully executed at least one VC/Collaboration project with minimum value of ₹5 Crore during the last 7 years in Scheduled Commercial Banks/BFSI/PSU/ Global	No Change. Please be guided by RFP Terms and conditions.
29	15	7.2 Detailed Scope for AMC of Existing Cisco Collaboration Infrastructure, Point 5	Health check and preventive maintenance activities shall be carried out periodically on all collaboration infrastructure to ensure optimum system performance.	Request clarification on the defined periodicity for health checks and preventive maintenance activities (e.g., monthly, quarterly, to ensure proper effort estimation and compliance.	Health checks and Preventive Maintenance activities must be done quarterly.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
30	15	7.2, Point 10	Request clarification on the extent and scope of onsite support required across Regional and Zonal Offices, including coverage and frequency.	Kindly clarify the scope and extent of onsite support required for the Regional and Zonal Offices	Onsite support at Regional and Zonal offices required for issues reported/complaint raised.
31	15	7.2, Point 17	Knowledge transfer and technical assistance shall be provided to Bank officials whenever required.	Kindly clarify the expected frequency and mode of knowledge transfer and technical assistance to be provided to Bank officials.	It will be shared with successful bidder.
32	20	General Responsibility of the Bidder, Point 11 and 12	Bidder shall provide replacement component from the same OEM, if any component is required to be taken out of the premises for repairs.	Please confirm whether the provision of replacement components is to be aligned with the stipulated SLA timelines (4 hours for servers and 24 hours for other components), or if an immediate replacement is mandated irrespective of SLA.	For any repair, if device is to be taken out of the premises, then immediate replacement is mandated irrespective of SLA.
33	21	9.Delivery Schedule for new Servers/ VC devices / IP Phones	Delivery Schedule for new Servers/ VC devices / IP Phones	Due to prevailing geopolitical conditions, certain components requested in the RFP are experiencing extended lead times; hence, we kindly request you to extend the delivery timeline to 14–16 weeks. Additionally, the implementation timeline specified appears stringent, and considering multiple locations beyond Mumbai, we request you to extend it to 10–12 weeks.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
34	60	Annexure-1F CMS Server - Technical Specifications for On-Prem Video Bridge & IPT	The System should support to recording to external storage such as a network file system (NFS)	The clause specifies support for recording to external storage such as NFS; however, it is unclear whether the NFS storage infrastructure is to be provided by the bidder or will be made available by the Bank. Kindly clarify.	Bidder need not provide NFS/External storage system. The solution should support recording to external storage such as NFS.
35	60	Annexure-1F CMS Server - Technical Specifications for On-Prem Video Bridge & IPT	The Recording System should be Virtual/OEM appliance with an Industry Standard Server provided with all the necessary accessories	The clause specifies a recording system based on a virtual/OEM appliance; however, it is unclear whether the operating system (e.g., Windows) license is within the bidder's scope. Kindly confirm the same.	Any License required to be provided by the bidder.
36	22	10. Repeat Order	The Bank reserves the right to procure additional components, up to 25% of the originally ordered quantity, within 12 months from the Project Sign off date, at the same price specified in Annexure 19: Bill of Material. The bidder agrees to supply the additional components at the same cost, without any price escalation	Given the potential volatility in currency exchange rates over a 12-month period, it may not be commercially feasible to guarantee supply of additional quantities at the same fixed price without any adjustment; hence, we request you to revise the clause to allow pricing based on prevailing prices as on the date of order placement.	No Change. Please be guided by RFP Terms and conditions.

Tender Reference No. GEM/2026/B/7690863 dated 20/06/2026					
Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
37	25	17.2 Payment schedule	Product Cost: Hardware and Software - 60% On successful completion of delivery of hardware/software and delivery acceptance by Bank under the schedule on submission of invoice 30% On successful completion of installation, integration and commissioning of hardware/software ordered and installation acceptance by Bank on submission of original invoice. 10% 3 months after successful running of the project.	We request Bank to amend Product Payment schedule as follows:70% on Delivery, 30% on successful Installation and acceptance by Bank.	No Change. Please be guided by RFP Terms and conditions.
38	26	17.2 Payment schedule	Installation Cost: 70%- On successful completion of installation, integration and commissioning and acceptance of commissioning of the Project by Bank. 30% - 3 months after successful running of the project.	We request Bank to amend Product Payment schedule as follows: 100% on Successful installation and acceptance by Bank	No Change. Please be guided by RFP Terms and conditions.
39	26	17.2 Payment schedule	AMC Cost- Quarterly in Arrears on submission of Proper Invoice.	We request Bank to amend Product Payment schedule as follows: Quarterly in Advance on submission of Proper Invoice.	No Change. Please be guided by RFP Terms and conditions.

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Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
40	27	17.4 Penalty Clause	For delay in delivery of Devices: The successful Bidder shall be liable to pay penalty up to 1% of the cost of devices for delay of each completed week or part thereof, if the delivery of VC devices and associated software licenses is delayed beyond the stipulated delivery schedule of 12 weeks from the date of acceptance of Purchase Order subject to maximum of 10% of the TCO.	We request Bank to amend Penalty to 0.5% of Cost of Delayed component subject to Maximum of 5% of TCO. Similarly for Delay penalty for Installation as well.	No Change. Please be guided by RFP Terms and conditions.
41	41	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.	We request capping the bid validity to 30 days to ensure predictability in resource and pricing commitments.	For detailed contract termination refer RFP clause 34. Termination and it's sub clauses.
42	13	6. Contract Period	The performance of the Successful bidder shall be reviewed every quarter, and the Bank reserves the right to terminate the contract at its sole discretion by giving 90 days' notice without assigning any reasons and without any cost or compensation therefor.	We request Bank to remove Termination for Convenience since we are agreeing on Termination for Default and Insolvency. Else, please confirm that the Bank shall additionally pay to the Bidder for all work done till the date of termination, as well as for the orders already placed with OEMs/Licensors, which orders cannot be cancelled with the OEMs/Licensors, cancellation costs, if any, levied by the OEMs/Licensors, and logistical and administrative expenses, if any, incurred by the Bidder on account of such cancellations, which expenses shall be billed on actuals.	For detailed contract termination refer RFP clause 34. Termination and it's sub clauses.

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Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
43	16	7.3 Scope for supply of Cisco VC collaboration Server, VC Endpoints & IP Phones Point no. 3	Procurement of the equipment mentioned in the RFP will be at Bank's discretion and Bank may not procure all the items mentioned in the RFP. Also, Bank may ask for staggered delivery of some of the equipment mentioned in the RFP. Details of the same would be shared with the successful Bidder at a later stage.	It is requested that the bank place order of only required quantity of equipment instead of staggered delivery since managing warranty would become a challenge. OR in case of staggered delivery in single order, warranty of "all" ordered equipment shall commence from date of acceptance of the delivered devices.	Bank will place required quantity in single order.
44	21	General Responsibility of the Bidder, Point 20	Installation signoff will be granted only after the complete solution is installed, migrated, all test cases shared by the bank with the successful bidder are executed, APT points are closed, and integration with SIEM, SOAR, and NMS is completed. Additionally, evidence of the integration must be submitted.	The current sign-off criteria include integration with SIEM, SOAR, and NMS, which are generally classified under cybersecurity systems and may not be part of the defined RFP scope. Request you to kindly segregate these requirements and align the sign-off criteria strictly with the RFP components.	This will be applicable to VC servers only.
45	16	7.3, Point 1	The bidder will be responsible for Supply, installation, testing, commissioning and support of Cisco Video Collaboration infrastructure including Cisco VC servers, VC endpoints, IP phones and Cisco Voice Gateway for Deployment across Corporate Office, Regional Offices, Zonal Offices and other Bank locations.	Request you to kindly share the location-wise distribution of the proposed Cisco Video Collaboration infrastructure across all sites to enable proper planning and estimation.	These details will be shared to successful bidder.

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Sr .N o.	RFP Page No.	RFP Clause Name & No.	RFP Clause	Bidder's Query/Suggestion/ Remarks	Bank's Response/clarification
46	75	Annexure - 9 Scope of Work	Bidder must register VC Endpoints on Telepresence Management suite as an Endpoint device. Presence awareness should be available in the systems	As Telepresence Management Suite (TMS) is already End-of-Life (EOL) / End-of-Support (EOS), the requirement to register VC endpoints on TMS is no longer relevant. Request that this clause be removed.	This point is deleted.
47	102	Schedule 1 (Hardware Cost)	Technical Specification hardware (voice gateway specification was missing)	In Schedule 1 (Hardware Cost), the C8300 Gateway part code is listed in Schedule 1 (Hardware Cost); however, the associated compliance-related technical specifications are not available. Kindly provide the necessary details, or confirm if bidders may propose the indicated part code as-is	Technical Specification of voice gateway is provided in Annexure 1G

Annexure 1G

Technical Specification of voice gateway

Technical Specification of voice gateway		
S.No	General Specification	Compliance
Hardware Features		
1	Should provide 6 x 1 GE interfaces from day 1.	
2	Shall support variety of voice interfaces like FXO, FXS, Channelized PRI (E1), Fast Ethernet, Gigabit Ethernet etc. Router should have 60 SIP channels capability from day one	
3	Should be provided with 4xT1/e1 ports day 1 and should be scalable to 8 x T1/E1 ports.	
4	Should be provided with 8GB RAM , 16 GB storage and redundant power supply from day1	
5	It should support embedded hardware encryption acceleration, voice/video-capable digital signal processor (DSP) slots or equivalent.	
Protocol Support		
6	Shall support Routing protocols like RIP ver1 &2 OSPF ver2.	
7	Multicast routing protocols support: IGMPv1, v2, PIM-SM and PIM-DM, DVMRP.	
8	Shall support IPv6 features: DHCPv6, IPv6 QoS, IPv6 Multicast support, RIP and OSPFv3 for IPv6.	
9	Shall support IP Accounting features	
10	Should support cRTP to compress voice (RTP) streams	
QoS Features		
11	Shall support the following QoS features:	
12	Classification and Marking: Policy based routing, IP Precedence, DSCP, MPLS exp bits	
13	Congestion Management: RED, Priority queuing, Class based weighted fair queuing	
14	Traffic Conditioning: Committed Access Rate/Rate limiting	
15	Per VLAN QoS.	
16	Resource Reservation Protocol (RSVP)	

Technical Specification of voice gateway		
Security Features:		
17	Shall support the following security features:	
18	AAA support using Radius and/or TACACS	
19	GRE	
20	IPSec	
21	PAP and CHAP authentication for P-to-P links	
22	Multiple privilege level authentication for console and telnet access	
23	Time based & Dynamic ACLs.	
Management		
24	Shall have support for management thru Telnet, SSH, Secure Web based management thru HTTPS and SNMPv3 and Out of band management through Console and external modem for remote management	
25	Should provide a provision to analyze IP service levels for IP applications and services by using active traffic monitoring (the generation of traffic in a continuous, reliable, and predictable manner) for measuring network performance	
26	Should support flow-based traffic analysis of applications, hosts, performance-based measurements on application and network latency, quality of experience metrics for network-based services such as voice over IP (VoIP) / video.	
27	Should have the ability to monitor events and take informational, corrective, action when the monitored events occur or when a threshold is reached.	