



**ODISHA GRAMYA BANK**  
Information Technology Department  
Head Office, Gandamunda, P.O. Khandagiri, Bhubaneswar-30

**RFP Ref No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16<sup>th</sup> September 2021**  
**REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT**  
**(CAMC) OF COMPUTER & PERIPHERALS**

**Disclaimer**

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of Odisha Gramya Bank (OGB), is provided to the Bidder 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 document is not an agreement and is not an offer or invitation by OGB to any parties other than the applicants who are qualified to submit the Bids ("Bidders"). The purpose of this RFP document is to provide Bidder with information to assist the formulation of their Proposals. This RFP document 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 document and where necessary obtain independent advice. OGB 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 document. OGB may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

**Note:** Bids will be opened in the presence of the representatives who are authorized by the bidders to attend the bid opening meeting.

## Contents

Contents .....	2
Checklist.....	6
Abbreviations and Acronyms.....	7
Section 1 - Bid Schedule and Address.....	8
Section 2 - Introduction .....	9
<b>2.1 About OGB:</b> .....	9
<b>2.2 Objective of this RFP:</b> .....	9
<b>2.3 Cost of the RFP</b> .....	9
<b>2.4 Due Diligence</b> .....	9
<b>2.5 Ownership of this RFP</b> .....	9
Section 3 – Scope of Work.....	9
<b>3.1 Requirement Summary:</b> .....	9
<b>3.2 Comprehensive onsite AMC:</b> .....	10
<b>3.3 Support Engineers</b> .....	12
<b>3.4 Quarterly Preventive Maintenance</b> .....	13
<b>3.5 Single Point of Contact</b> .....	13
Section 4 - Eligibility Criteria .....	13
<b>4.1 Eligibility Criteria</b> .....	13
<b>4.2 Integrity Pact</b> .....	16
Section 5 - Instruction to Bidders .....	16
<b>A. The Bidding Document</b> .....	16
<b>5.1 RFP</b> .....	16
<b>5.2 Cost of Bidding</b> .....	16
<b>5.3 Clarifications of Bidding Documents and Pre-bid Meeting</b> .....	16
<b>5.4 Amendment of Bidding Documents</b> .....	16
<b>B. Preparation of Bid</b> .....	17
<b>5.5 Bid Price</b> .....	17
<b>5.6 Bid Cost and Exemptions</b> .....	17
<b>5.7 Earnest Money Deposit (EMD) and Exemptions</b> .....	17
<b>5.8 Return of EMD</b> .....	17
<b>5.9 Forfeiture of EMD</b> .....	17
<b>5.10 Period of Validity of Bids</b> .....	18
<b>5.11 Extension of Period of Validity</b> .....	18
<b>5.12 Format of Bid</b> .....	18
<b>5.13 Signing of Bid</b> .....	18
<b>C. Submission of Bid</b> .....	18

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

<b>5.14</b>	<b>Bid Submission modes</b> .....	<b>18</b>
<b>5.15</b>	<b>Bid contents</b> .....	<b>19</b>
<b>5.16</b>	<b>Bid Submission</b> .....	<b>19</b>
<b>5.17</b>	<b>Bid Currency</b> .....	<b>19</b>
<b>5.18</b>	<b>Bid Language</b> .....	<b>19</b>
<b>5.19</b>	<b>Rejection of Bid</b> .....	<b>19</b>
<b>5.20</b>	<b>Deadline for Submission</b> .....	<b>20</b>
<b>5.21</b>	<b>Extension of Deadline for submission of Bid</b> .....	<b>20</b>
<b>5.22</b>	<b>Late Bid</b> .....	<b>20</b>
<b>5.23</b>	<b>Modifications and Withdrawal of Bids</b> .....	<b>20</b>
<b>5.24</b>	<b>Right to Reject, Accept/Cancel the bid</b> .....	<b>20</b>
<b>5.25</b>	<b>RFP Abandonment</b> .....	<b>20</b>
<b>5.26</b>	<b>Bid Evaluation Process</b> .....	<b>20</b>
<b>5.27</b>	<b>Contacting OGB</b> .....	<b>20</b>
<b>Section 6 - Bid Opening</b> .....		<b>21</b>
<b>6.1</b>	<b>Opening of Bids</b> .....	<b>21</b>
<b>6.2</b>	<b>Opening of Eligibility and Technical Bids</b> .....	<b>21</b>
<b>6.3</b>	<b>Opening of Commercial Bids</b> .....	<b>21</b>
<b>Section 7 - Bid Evaluation</b> .....		<b>21</b>
<b>7.1</b>	<b>Preliminary Examination of Eligibility Bids</b> .....	<b>21</b>
<b>7.2</b>	<b>Evaluation of Technical Bids</b> .....	<b>21</b>
<b>7.3</b>	<b>Evaluation of Commercial Bids:</b> .....	<b>22</b>
<b>7.4</b>	<b>Successful Evaluated bidder:</b> .....	<b>22</b>
<b>7.5</b>	<b>Declaration of Results:</b> .....	<b>22</b>
<b>Section 8 - Terms and Conditions</b> .....		<b>23</b>
<b>8.1</b>	<b>Notification of Award / Purchase Order</b> .....	<b>23</b>
<b>8.2</b>	<b>Term of the Order</b> .....	<b>23</b>
<b>8.3</b>	<b>Acceptance Procedure</b> .....	<b>23</b>
<b>8.4</b>	<b>Performance Bank Guarantee</b> .....	<b>23</b>
<b>8.5</b>	<b>Warrantee / Guarantee calls</b> .....	<b>23</b>
<b>8.6</b>	<b>AMC items</b> .....	<b>23</b>
<b>8.7</b>	<b>Taxes and Duties</b> .....	<b>23</b>
<b>8.8</b>	<b>Service Level Agreement (SLA):</b> .....	<b>23</b>
<b>8.9</b>	<b>Penalty Clauses:</b> .....	<b>24</b>
<b>8.10</b>	<b>Product Upgrades</b> .....	<b>24</b>
<b>8.11</b>	<b>Payment Terms:</b> .....	<b>24</b>
<b>8.12</b>	<b>Confidentiality</b> .....	<b>24</b>

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

<b>8.13</b>	<b>Amendments to the Agreement</b> .....	<b>25</b>
<b>8.14</b>	<b>Indemnity</b> .....	<b>25</b>
<b>8.15</b>	<b>Bidder’s Liability</b> .....	<b>25</b>
<b>8.16</b>	<b>Obligations of the Bidder</b> .....	<b>26</b>
<b>8.17</b>	<b>Exit option and contract re-negotiation</b> .....	<b>26</b>
<b>8.18</b>	<b>Extension of RFP/Contract</b> .....	<b>26</b>
<b>8.19</b>	<b>Order Cancellation</b> .....	<b>26</b>
<b>8.20</b>	<b>Termination of Contract</b> .....	<b>27</b>
<b>8.21</b>	<b>Effect of Termination</b> .....	<b>27</b>
<b>8.22</b>	<b>Merger and Amalgamation</b> .....	<b>27</b>
<b>8.23</b>	<b>Force Majeure</b> .....	<b>28</b>
<b>8.24</b>	<b>Corrupt and Fraudulent Practices</b> .....	<b>28</b>
<b>8.25</b>	<b>Resolution of Disputes</b> .....	<b>29</b>
<b>8.26</b>	<b>Compliance with Applicable Laws of India</b> .....	<b>29</b>
<b>8.27</b>	<b>Legal Compliances:</b> .....	<b>29</b>
<b>8.28</b>	<b>Intellectual Property Rights:</b> .....	<b>30</b>
<b>8.29</b>	<b>Applicable Law and Jurisdiction</b> .....	<b>30</b>
<b>8.30</b>	<b>No Damage of OGB Property</b> .....	<b>30</b>
<b>8.31</b>	<b>Fraudulent and Corrupt Practice</b> .....	<b>30</b>
<b>8.32</b>	<b>Master Service Agreement and Invoice Raising Mechanism</b> .....	<b>30</b>
<b>8.33</b>	<b>Limitation of Liability:</b> .....	<b>30</b>
<b>8.34</b>	<b>Governing Language</b> .....	<b>30</b>
<b>8.35</b>	<b>Addresses for Notices</b> .....	<b>30</b>
<b>Section 9 – Documents &amp; Forms for Technical Bid</b> .....		<b>32</b>
<b>Annexure A – Bidder’s Letter for EMD</b> .....		<b>32</b>
<b>Annexure B - Bid Security Format (Bank Guarantee)</b> .....		<b>33</b>
<b>Annexure C - Bid Offer Form (without Price)</b> .....		<b>35</b>
<b>Annexure D - Bidder Information (To be filled in online Form)</b> .....		<b>37</b>
<b>Annexure E - Declaration for Clean Track Record</b> .....		<b>38</b>
<b>Annexure F - Declaration for Acceptance of RFP Terms and Conditions</b> .....		<b>39</b>
<b>Annexure G - Declaration for Acceptance of Scope of Work</b> .....		<b>40</b>
<b>Annexure H - Format Power of Attorney</b> .....		<b>41</b>
<b>Annexure I – Proposed Support Engineers</b> .....		<b>42</b>
<b>Annexure K - Integrity Pact</b> .....		<b>43</b>
<b>Annexure L- Escalation Matrix</b> .....		<b>50</b>
<b>Annexure M - Track Record for Past Experience</b> .....		<b>51</b>
<b>Annexure N – Details of Beneficial Owner (To be filled in online Form)</b> .....		<b>52</b>

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

**Section 10 - Format for Commercial Bid (Online mode only)..... 53**  
    **Annexure O - Commercial Bid ..... 53**

**Section 11 – Documents to be executed by selected bidder / vendor ..... 54**  
    **Annexure P - Performance Bank Guarantee ..... 54**  
    **Annexure Q - Non-Disclosure Agreement..... 55**

## Checklist

The following items must be checked before the Bid is submitted:

1. **₹5,900.00 (Rupees Five Thousand Nine Hundred only)** including GST towards cost of Bid document in form of Demand Draft issued by any commercial bank in India. The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at Head Office of OGB before last date of submission of bid along with other documents.
2. Earnest Money Deposit (EMD) in form of Bank Guarantee (BG) amounting to **₹1,00,000.00 (Rupee One Lakh Only)**. The scanned copy of Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at Head Office of OGB before last date of submission of bid.
3. Digital Signature Certificate (DSC) of person having power of attorney for submission of bid. Scanned copy of Power of Attorney of Bidder to be uploaded in e-Procurement portal and the hard copy of the Power of Attorney of Bidder must reach at Head Office of OGB before last date of submission of bid
4. Integrity Pact duly signed on stamp paper of ₹100.00. Copy of the integrity pact must be uploaded in e-Procurement portal and physical copy of integrity pact must be delivered at Head Office of Odisha Gramya Bank on or before last date of bid submission.
5. Eligibility Criteria, Technical and Commercial Bids should be prepared in accordance with the RFP document and should be uploaded to e-Procurement portal.
6. All the pages of Eligibility Criteria Response, Technical Bid and Commercial Bid are duly sealed and signed by the authorized signatory and uploaded to e-Procurement portal of Bank using DSC.
7. Prices should be quoted in Indian Rupees (INR).
8. All relevant certifications, audit reports, etc. are enclosed to support claims made in the Bid in relevant fields.

All the pages of documents submitted as part of Bid are duly sealed and signed by the authorized signatory.

## Abbreviations and Acronyms

The following abbreviations and acronyms defined in this RFP are as under

BG	Bank Guarantee
DC	Data Centre
DRC	Disaster Recovery Centre
EMD	Earnest Money Deposit
IPR	Intellectual Property Rights
LAN	Local Area Network
OGB	Odisha Gramya Bank
OEM	Original Equipment Manufacturer
RFP	Request for Proposal
PBG	Performance Bank Guarantee
SLA	Service Level Agreement

## Section 1 - Bid Schedule and Address

S.No	Description of Information/ Requirement	Information / Requirement
1.	Tender Reference Number	OGB/RFP/ITD/HARDWARE/008/2021-22
2.	Date of Issue of RFP	16 <sup>th</sup> September 2021
3.	Last date for receipt of queries, if any.	21 <sup>st</sup> September 2021, 14:00 hours
4.	Pre Bid Meeting	22 <sup>nd</sup> September 2021, 15:00 hours
5.	Bid Submission Mode.	Through e-Procurement portal: <a href="https://odishabank.abcprocure.com/EPROC/">https://odishabank.abcprocure.com/EPROC/</a>
6.	Last Date and Time for submission of bids along with supporting documents both by e-Procurement portal and physical copy	16 <sup>th</sup> October 2021 on or before 15:00 hours
7.	Last date, time and place for submission of Original Bid Cost (DD), Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.	16 <sup>th</sup> October 2021 on or before 15:00 hours at the Bank's Information Technology Department, Head Office, Bhubaneswar. (Should be submitted to the contact officials in person).
8.	Date, time and venue for opening the technical bid.	16 <sup>th</sup> October 2021 at 16:00 hours at the Bank's Information Technology Department, Bhubaneswar.
9.	Date, time and venue for opening the commercial bid	Will be intimated to technically short-listed bidders.
10.	Name of contact officials for submission of documents as stated in serial No.7 and for any enquiries.	S S Acharya – Sr. Manager – IT A Patra - Sr. Manager - IT S Gajendra – Asst. Manager - IT
11.	Address for Communication / Submission of Bids	The General Manager, Information Technology Dept., Odisha Gramya Bank, Head Office, AT- Gandamunda, P.O. – Khandagiri, Bhubaneswar – 751030.
12.	Contact officials for any clarification.	Mr. A. Patra – Sr. Manager-IT - 0674-2353024
13.	Contact e-mail ID	<a href="mailto:itd@odishabank.in">itd@odishabank.in</a> , <a href="mailto:itdh@odishabank.in">itdh@odishabank.in</a>
14.	Contact details of Independent External Monitor	Name: Vinayaka Rao Turaga email: tvrao56@gmail.com

### Note:

- Bids will be opened in the presence of the Bidders' representatives who choose to attend.
- If last day of submission of bids is declared a holiday under NI Act by the Government or any restriction imposed by Government due to COVID-19 pandemic, subsequent to issuance of RFP the next working day will be deemed to be the last day for submission of the RFP. The Bid/s which is/are deposited after the said date and time shall not be considered.
- Bids sent through post/courier or by hand will not be accepted/ evaluated. Bids should be submitted in the e-procurement portal of Odisha Gramya Bank. Original copy of Bid Cost DD, EMD Bank Guarantee, Power of Attorney and Integrity Pact must reach to Head Office of Odisha Gramya Bank (OGB) on or before last date and time of submission of Bids. **Any delay due to postal and or courier will not be considered towards relaxation in submission of physical copies of required documents.**



## Section 2 - Introduction

### 2.1 About OGB:

Odisha Gramya Bank was established since 7th January 2013 with the amalgamation of Neelachal Gramya Bank, Kalinga Gramya Bank and Baitarani Gramya Bank as per Government of India, Department of Financial Services, Ministry of Finance, and Notification No. F.1 / 1 / 2012-RRB dated 07/01/2013 issued under sub-section (1) of Section 23A of Regional Rural Banks Act 1976 (21 of 1976).

Odisha Gramya Bank (OGB) with Head Office at Bhubaneswar is operating in 13 Districts of Odisha with 549 Branches, 1 Central Clearing Office (CCO) & 09 Regional Offices and Head Office.

### 2.2 Objective of this RFP:

Odisha Gramya Bank (hereinafter referred to as "Bank") invites Request for Proposal (hereinafter referred to as "RFP" or "Tender") for comprehensive Annual Maintenance Contract (hereinafter referred to as "AMC" or "CAMC") of computer and peripherals for a period of **3 years** with an option to renew for additional 2 years.

**Bidders with unsatisfactory past record need not apply.**

### 2.3 Cost of the RFP

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

### 2.4 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. The Bid should be precise, complete and in the prescribed format as per the requirement of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders' risk and may result in rejection of the bid. Also the decision of OGB on rejection of bid shall be final and binding on the bidder and grounds of rejection of Bid should not be questioned after the final declaration of the successful Bidder.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications by e-mail as mentioned in Section-1. Any query received after the last date for submission of pre-bid queries as given in Section-1 will not be considered.

### 2.5 Ownership of this RFP

The content of this RFP is a copy right material of Odisha Gramya Bank. No part or material of this RFP document should be published in paper or electronic media without prior written permission from OGB.

## Section 3 – Scope of Work

### 3.1 Requirement Summary:

The broad summary of requirement under this project are as under:

1. Provide Comprehensive Annual Maintenance Contract (Here in after referred as C-AMC or AMC) of following items exists at Branches, Regional Offices and Head Office & Central Clearing House.
  - a. All items of Desktop Computer (PC) – 2650 (**Make:** Dell, Acer, HCL)  
\*\*(Initial PO will be for 2450 units and 200 units will be added after 31<sup>st</sup> March 2022)
  - b. Dot matrix printers – 523 (**Make:** TVS, Wep)
  - c. Laser Printers – 222 (**Make:** RICOH, HP, Samsung, Brother, Canon)
  - d. CTS Scanner – 20 (**Make:** Canon)
  - e. Passbook Printer – 657 (**Make:** TVS, Lipi, Epson)
2. Bank is having K7 Enterprise Anti-virus at all client PCs and are being updated Provide AMC for one Server used as Anti-Virus Server at Disaster Recovery Centre, Hyderabad.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

3. Provide Man Power Support as per list mentioned:
  - a. Full time Man Power inclusive of all travel and dearness allowance for physical visit to branch and offices. Minimum of 7 engineers should be provided at district head Quarters under 9 Regional Offices (RO).
  - b. One L3 level of Technical Support Engineer, proficient in Odia speaking language, for maintenance of all computers and peripherals and coordination with field engineers. The job of the engineer should not be limited to the existing setup but to manage all new products introduced under scope of AMC or maintenance or support related to computer peripherals.
  - c. One L1 engineer proficient in English speaking language, for providing full time support in managing video conference system in Head Office and to provide operation support to all Video Conferences setup at Regional Offices and Anti-virus server and client management.

**3.2 Comprehensive onsite AMC:**

The Selected Bidder shall provide comprehensive onsite AMC or C-AMC for the contracted period. The scope of work under the subjected should cover all activities mentioned below but not limited to.

1. All repair and replacement at, the location of service (*means: the present location* of item to be repaired or replaced. This can also be read as “service location”) should be provided with no additional cost. All cost towards support services, spare parts, transport at the service locations such as Branches and Offices should be included to the AMC cost and should not be charged extra to the Bank.
2. Repair or replacement of spare parts including all liquid, plastic, connecting cables, electronic and electrical parts in a **CPU and Display Unit** for all burnt cases due to electrical or lighting issues / physical damage cases, but not to burnt cases due to fire.
3. Repair or replacement of spare parts including all plastic, metallic, connecting cables, electronic and electrical parts in a **Printer, CTS Scanner** for all burnt cases due to electrical or lighting issues / physical damage cases / damages due to wear & tear / damage to optical parts by any means, but not to burnt cases due to fire.
4. Management of IT asset details and record of the same in Bank’s Asset management software.
5. Management of Anti-Virus server setup and client applications with a scope of installation, uninstallation, and patch update, policy management, maintenance of AV server at Hyderabad on requirement but not limited to.
6. Management of software with activities like installation and maintenance of licensed and listed software as listed:
  - a. All Microsoft products used in Bank
  - b. Microsoft and non-Microsoft Operating systems
  - c. Applications listed by Bank.
  - d. Anti-Virus Software
  - e. Attachment of end user PC with Active Directory
7. Management and troubleshooting of issues pretending to operation of a computer and peripherals including biometric devices.
8. In addition to hardware maintenance the bidder is required to maintain the operating systems i.e, installation/re-installation/up-gradation. Further, the bidder has to maintain the application software like MS-Office/Finacle software, signcap, adobe reader, antivirus software, biometric software and any other software bank may require to install during the AMC period. Peripherals like printers, scanners are to be configured as per bank’s requirement from time to time. The Bank will provide all the required software. The bidder is

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

debarred from installing any other device/operating system/application software without prior approval of the Bank.

9. Windows OS patch management at all client PCs within the facilities provided by Bank.
10. The selected bidder is required to provide standby equipment of equal configuration while taking any equipment out of the Bank's premises for repair for a period exceeding 1 week
11. Bank may decide to add or remove certain computers or peripherals from the AMC at any point of time during the contract. Payment for any inclusion / deletion of computer, printer, scanner and other peripherals during the AMC period will be calculated on pro data basis
12. Replacement of parts/spares will be at the bidder's cost with original spares of the brand / make / model of the equipment. AMC bidder should keep sufficient spares available for replacement as and when required. No equipment should remain idle for more than 72 hours for want of spares.
13. In case of equipment that are not under AMC, but are under warranty /services of some other bidder, the bidder would be required to perform the initial scrutiny / diagnostics only and try to resolve the call /complaint by following up with the respective bidder/s by adhering to laid down call resolution procedure without violating the standard warranty clause / Service Level Agreement of the other bidder/s.
14. The bidder would be responsible to manage / maintain the Asset Inventory based on the Equipment Unique Serial No. and update the records when any hardware equipment is shifted from one location to another as required by the Bank.
15. The bidder would also be required to install Bank's licensed version of antivirus and other authorized software wherever required. The Bidder is responsible for configuring the end user application software such as Open office / MS Office / Adobe ...etc ., also the Browser needs to be configured & JAVA updating and any other banking application which runs on the branch / RO computers to be installed / configured by the bidder.
16. The bidder may be required to regularly update the antivirus software on all the PCs and perform regular scans and remove the virus in case detected.
17. It is advisable that the firm should make the preliminary visit to identify the hardship of the branch/sites and make a complete inventory of Hardware and peripherals covered under AMC in consultation with the Branch Head.
18. Half Yearly Preventive Maintenance to be performed for all Branches and Offices.
19. The awarded bidder(s) has to submit updated datasheet of all hardware with serial number for all allotted branches at the end of each quarter along with invoices. The datasheet of all hardware should be submitted to bank in form of both hard copy and softcopy (in .xlsx format).
20. At the end of each year bank at its sole discretion may increase or decrease the quantity of hardware awarded to successful bidders. The selected bidders has to accept the changes in the base line. The AMC cost will be the "new count" X "contracted unit price".
21. In case the call / complaint is not resolved, the bidder will have to log a complaint with the supplier / service provider and monitor the call till its resolution. The bidder will be required to provide the Bank with Help desk / call resolution statistics on a fortnightly basis. The details provided should include:

**REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS**

- a. Calls logged on daily basis with time & allotted call / complaint number / equipment make / model / Sr. Nos.
- b. Nature of complaint.
- c. Statistic on the response time / resolution time.
- d. Monitoring / follow-up with the supplied service provider in case of equipment under warranty with other bidders.

22. The selected bidder shall be responsible for any loss or damage caused to any of the machines owing to negligence/mishandling on his part.

23. The items or units or property of Bank should be replaced with the exact serial number of the unit after repairing of the same. The spare parts used must be same or higher than the existing configuration or capacity of the items replaced. Change in serial number of spare replaced will be accepted by Bank but the unit as a whole should remain with existing serial number.

24. It shall be the responsibility of the bidder to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Bank after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the expiry of the AMC contract.

**3.3 Support Engineers**

The selected vendor should ensure to place minimum of 7 support engineers at 9 Regional Offices and should be placed at below locations.

<b>Regional Offices</b>	<b>District covered</b>	<b>Location of placement</b>	<b>Engineer Type</b>
Khurda	Khurda, Nayagarh	Nayagarh	L1 field engineer
Pipli	Puri, Bhubaneswar	Bhubaneswar	L1 field engineer
Cuttack, Chandikhole	Cuttack, Jajpur, Kendrapada	Cuttack	L1 field engineer
Keonjhar	Keonjhar	Keonjhar	L1 field engineer
Balasore	Balasore, Bhadrak	Balasore	L1 field engineer
Baripada, Jashipur	Mayurbhanj	Baripada	L1 field engineer
Dhenkanal	Angul, Dhenkanal	Angul	L1 field engineer
Head Office	Bhubaneswar	Head Office	L3 engineer and coordinator
Head Office	Bhubaneswar	Head Office	L1 support for VC and AV

1. The service engineer can be provided as dedicated or shared resources and should be on the pay roll of the selected vendor.
2. The vendor should comply with the guidelines by regulators and applicable acts of State Government and Central Government.
3. The salary of all engineers complying with the rules of the vendor’s company should be paid within 10<sup>th</sup> working day of a month.
4. Vendor should submit the Background Verification report of all engineers engaged. All engineer should be provided with basic troubleshooting tools, multimeter and company identity card.
5. The bidder to ensure confidentiality of the data/information gathered in course of his work inside bank. The bidder will be held accountable if any data or information gathered in course of his job inside bank is divulged to any person without prior written permission from bank.
6. Bidder should provide the online/offline call logging system to log the call. The call logging system should be simple and the bidder must provide a call number for each call lodged with them & the call ID can be tracked for follow up.
7. If the Manpower provided by the Bidder found not having technical capabilities the same needs to be replaced immediately.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

8. All Branches will register calls with respective engineer deputed at Regional Office. Weekly call reports to be provided to Head office.

**3.4 Quarterly Preventive Maintenance**

Selected bidder should do quarterly preventive maintenance on any day during the financial quarter. The preventive maintenance report should be duly signed by the respective user and stamped by respective branch or office. Preventive maintenance includes:

1. Cleaning of items under AMC.
2. Health checkup of all the parts.
3. Repot of faulty parts in use.

**3.5 Single Point of Contact**

The selected Bidder shall appoint a single point of contact or account manager, with whom OGB will deal with, for any activity pertaining to the requirements of this RFP or this tender.

## Section 4 - Eligibility Criteria

**4.1 Eligibility Criteria**

The eligibility criteria to participate in bidding process are mentioned below. Only those bidders, who satisfy all the eligibility criteria as mentioned herein below, may respond. Document in support of all eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfill any of the following eligibility criteria are liable to be rejected.

Sl. No.	Eligibility Criteria	Supporting Documents
1	<p>The bidder is registered as a company in India as per Companies Act, 1956/Registered Partnership Firm (operating in the line of business) and should have been in operation for a period of at least 3 years as on date of RFP.</p> <p>In case the Bidding Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 3 years as on date of submission of the bid.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, at least one of the demerged company or resulting company should have been in operation for at least 3 years as on the date of submission of bid.</p>	<p>The Certificate of Incorporation issued by the Registrar of Companies along with copies of Memorandum and Articles of Association/ partnership deed (in case of Partnership Firm) are to be uploaded along with technical bid. (Documentary proof should be attached).</p>

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Sl. No.	Eligibility Criteria	Supporting Documents
2	<p>The Bidder should have a minimum turnover of ₹ 1 Crores per annum in each of the last three financial years In India.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>	<p>Audited Financial statements for the financial year 2018-19, 2019-20 and 2020-21 AND CA Certificate indicating the sales Turnover for the previous financial years mentioned above.</p>
3	<p>The bidder should have made operating profit in any one of the three financial years i.e. 2018-19, 2019-20 and 2020-21 or calendar years 2019, 2020 and 2021 or the Bidder's financial years.</p> <p>In case the Bidding Company is the result of a merger / acquisition, due consideration shall be given to the past financial results of the merging entity for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p> <p>In case the Bidding Company is the result of a demerger / hiving off, due consideration shall be given to the past financial results of the demerged company for the purpose of determining the net worth, minimum annual turnover and profit after tax for the purpose of meeting the eligibility criteria; should the Bidding Company be in operation for a period of less than 3 years. For this purpose, the decision of OGB will be treated as final and no further correspondence will be entertained on this.</p>	<p>Bidder should submit Copy of the audited Balance Sheets for the preceding three years (i.e.2018-19, 2019-20 and 2020-21).</p>
4	<p>The bidder should not have been blacklisted or de-empaneled due to unsatisfactory service, by Odisha Gramya Bank or in any Head Government / PSU / Banking / Insurance company / RBI / IBA in India within last one year as on date of the RFP.</p>	<p>Bidder to upload the Self Declaration certificate as per format provided in “Annexure E - Declaration for Clean Track Record” of the RFP along with the technical bid. (Documentary proof should be attached).</p>

**REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS**

<b>Sl. No.</b>	<b>Eligibility Criteria</b>	<b>Supporting Documents</b>
<b>5</b>	Bidder should have service / support infrastructure at Bhubaneswar & support services across 13 operating districts of OGB and should be able to provide efficient and effective support.	Details of service support at Bhubaneswar & 7 service engineers to be engaged for 9 regional offices on Bidder's letter head.
<b>6</b>	The Bidder should have following accreditations/ certifications which should be valid as on submission date of this RFP. A) ISO 9000 / 9001 B) ISO 20000	Copy of certificate should be uploaded
<b>7</b>	The bidder is to submit a duly signed Integrity Pact in original	The Integrity Pact is to be executed in non-judicial stamp paper of worth ₹ 100/- in conformity to CVC format as per <b>"Annexure K – Integrity Pact"</b>
<b>8</b>	The bidder should have an active contract for AMC for desktop or PC or computer peripherals with any Government Department / PSU / PSB / RRB / Scheduled Commercial Bank in Odisha as on date of issue of this RFP.	A letter from the client or copy of e-mail communication stating the status of the contract from the client, along with contact details of client for verification.
<b>9</b>	The bidder is to submit latest copy of monthly or quarterly filing of GST.	Scanned copy of supporting document should be uploaded
<b>10</b>	The bidder is to submit copy of EPFO or NPS registration	Scanned copy of supporting document should be uploaded

Bidder must comply with all above-mentioned criteria. Non-compliance of any of the criteria for the category bidder has selected, will entail rejection of the offer summarily. **Photocopies of relevant documents / certificates should be uploaded as proof in support of the claims made.** BANK reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of BANK in this regard shall be final, conclusive and binding upon the bidder.

**NOTE:**

1. In case of business transfer where Bidder has acquired a Business from an entity ("Seller"), work experience credentials of the Seller in relation to the acquired Business may be considered.
2. Bidders need to ensure compliance with all the eligibility criteria points.
3. In case of corporate acquisition, split of a company, certificate of incorporation, financial statements, credentials prior to such restructuring could be furnished
4. Scheduled Bank also include Regional Rural Bank and Co-operative Bank.
5. Scheduled commercial Bank refer to public sector / scheduled commercial Bank in India only.
6. Branches mentioned are per Bank and not cumulative across Bank.
7. While submitting the bid, the Bidder is required to comply with inter alia the following CVC guidelines detailed in Circular No. 03/01/12 (No.12-02-6 CTE/SPI (I) 2 / 161730 dated 13.01.2012): 'Commission has decided that in all cases of procurement, the following guidelines may be followed:
  - a. In a RFP, either the Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same RFP. The reference of 'item/product' in the CVC guidelines refer to 'the final solution that bidders will deliver to the customer'.
  - b. If an agent submits bid on behalf of the Principal/OEM, the same agent shall not submit a bid on behalf of another Principal/OEM in the same RFP for the same item/product.
8. The final solution mentioned above refers to the solution based on the scope given in this RFP.
9. The decision of the bank shall be final and binding in this regard. Any deviations will be ground for disqualification.

#### **4.2 Integrity Pact**

All bidders should submit a signed Integrity Pact with Odisha Gramya Bank, on a stamp paper of ₹ 100/-. Bidder(s) without signed Integrity Pact will be disqualified to participate in the bidding. The Original copy of Integrity Pact should reach Head Office of Odisha Gramya Bank on or before last date of submission of bid.

Bidder should upload the scanned copy of signed Integrity Pact on e-procurement portal as part of Technical bid.

The Integrity Pact should be as per “**Annexure K - Integrity Pact**”.

As per CVC Circular No 10/5/09 dated 18.05.2009 of Standard Operating Procedure (SOP) under clause No 2.02. "Integrity pact, in respect of a particular contract, would be operative from the stage of invitation of bids till the final completion of the contract. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings." Bidders may refer: <http://cvc.nic.in/iembank25022015.pdf>

## Section 5 - Instruction to Bidders

### **A. The Bidding Document**

#### **5.1 RFP**

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

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 Bidders risk and may result in the rejection of its bid without any further reference to the bidder.

#### **5.2 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid, and OGB will in no case be responsible or liable for those costs.

#### **5.3 Clarifications of Bidding Documents and Pre-bid Meeting**

A prospective Bidder requiring any clarification of the Bidding Documents may notify OGB in writing at OGB's address or through email any time prior to the deadline for receiving such queries as mentioned in Section 1.

Bidders should submit the queries only in the format given below:

Sr. No.	Document Reference	Page No	Clause No	Description in RFP	Clarification Sought	Additional Remarks (if any)

Replies to all the clarifications, modifications received through mail and email will be posted on OGB's website. Any modification to the bidding documents which may become necessary shall be made by OGB by issuing an Addendum.

#### **5.4 Amendment of Bidding Documents**

1. At any time prior to the deadline for submission of bids, OGB may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.
2. Amendments will be provided in the form of Addenda to the Bidding Documents, which will be posted in OGB's website. Addenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda had been taken into account by the Bidder in its bid.
3. In order to afford Bidders reasonable time to take the amendment into account in preparing their bids, OGB may, at its discretion, extend the deadline for the submission of bids, in which case, the extended deadline will be posted on OGB's website.



REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

4. From the date of issue, the Addenda to the tender shall be deemed to form an integral part of the RFP.

## **B. Preparation of Bid**

### **5.5 Bid Price**

Prices would be exclusive of all taxes, duties levies, and fees whatsoever. The bidder shall meet the requirements of Goods & Services Tax (GST) as per Government of India.

### **5.6 Bid Cost and Exemptions**

The Bidders can submit the bid response at e-procurement portal of OGB along with non-refundable amount of **₹5,900.00 (Rupees Five Thousand Nine Hundred only)** including GST in form of Demand Draft drawn in favor of "Odisha Gramya Bank" payable at Bhubaneswar.

The scanned copy of the Demand Draft to be uploaded in e-Procurement portal and the hard copy of the DD must reach at "Information Technology Department, 2<sup>nd</sup> Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" on or before last date of submission of bid along with other documents.

*Exemption of Bid Cost will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. **Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy.***

### **5.7 Earnest Money Deposit (EMD) and Exemptions**

The Bidder is required to deposit **₹1,00,000/- (Rupees One Lakh Only)** in the form of Bank Guarantee issued by a scheduled commercial bank valid for 6 months, with a claim period of 3 months after the expiry of validity of the Bank Guarantee as per the statutory provisions in this regard, as per format in **Annexure B**.

No interest will be paid on the EMD.

The scanned copy of the Bank Guarantee to be uploaded in e-Procurement portal and the hard copy of the BG must reach at "Information Technology Department, 2<sup>nd</sup> Floor, Odisha Gramya Bank, Head Office, Gandamunda, Khandagiri, Bhubaneswar – 751030" on or before last date of submission of bid along with other documents.

*Exemption of EMD will be allowed to bidder registered under MSME / NSIC / Udayog Aadhar as Micro & Small Enterprises of service industry under category relevant to this RFP and on submission of photo copy of registration certification from relevant authority of Govt. of India. **Bidder should upload scanned copy of required valid certificate in Bank's e-Procurement portal and need not send any hardcopy***

### **5.8 Return of EMD**

The EMDs of successful Bidder/s shall be returned / refunded after furnishing Performance Bank Guarantee as required in this RFP.

EMDs furnished by all unsuccessful Bidders will be returned on the expiration of the bid validity / finalization of successful Bidder, whichever is earlier.

### **5.9 Forfeiture of EMD**

The EMD made by the bidder will be forfeited if:

- a) Bidder withdraws its bid before opening of the bids.
- b) Bidder withdraws its bid after opening of the bids but before Notification of Award.
- c) Selected Bidder withdraws its bid / Proposal before furnishing Performance Bank Guarantee.
- d) Bidder violates any of the provisions of the RFP up to submission of Performance Bank Guarantee.
- e) Selected Bidder fails to accept the order within five days from the date of receipt of the order. However, OGB reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

- f) Bidder fails to submit the Performance Bank Guarantee within stipulated period from the date of execution of the contract. In such instance, OGB at its discretion may cancel the order placed on the selected Bidder without giving any notice.

**5.10 Period of Validity of Bids**

Bids shall remain valid for a period of 180 days after the date of bid opening as mentioned in Section 1 or as may be extended from time to time. OGB reserves the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

**5.11 Extension of Period of Validity**

In exceptional circumstances, prior to expiry of the bid validity period, OGB may request the Bidders consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

**5.12 Format of Bid**

Both Technical and Price Bid to be submitted in online mode. Document such as Demand Draft, Bank Guarantee, Power of Attorney and Integrity Pact must reach at OGB in original.

**5.13 Signing of Bid**

The Bid shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the bid, except for printed instruction manuals and specification sheets shall be initialed by the person or persons signing the bid.

The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the Bid.

The bid shall be signed by a person or persons duly authorized to bind the bidder to the contract. Such authority shall be either in the form of a written and duly stamped Power of Attorney “**Annexure H**” or a Board Resolution duly certified by the Company Secretary, which should accompany the Bid.

**C. Submission of Bid**

**5.14 Bid Submission modes**

Bidder to follow following mode of submission of Bid.

1. Original copy of Demand Draft, Bank Guarantee towards EMD, Power of Attorney and Integrity Pact, Integrity Pact and Power of Attorney must be submitted in a closed envelopes with marked as **REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**” and should reach on or before Head Office of Odisha Gramya Bank either by post or by courier or in hand on or before last date and time of submission of bid. Bank will not receive any document received after due date and time and bid submitted by said bidder will considered as invalid. Address of delivery: IT Department, 2<sup>nd</sup> Floor, Head Office of Odisha Gramya Bank, Gandamunda, Khandagiri, Bhubaneswar, Odisha – 751030.
2. Signed and scanned copy of all documents must be submitted as part of technical bid in e-procurement portal along with scanned copy of Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney, on or before last date of submission of bid. Hardcopies of technical bid documents should not be sent to Head Office except for Demand Draft towards Bid Cost, Bank Guarantee towards EMD, Integrity Pact and Power of Attorney.
3. Commercial bids must be submitted as part of commercial bid in e-procurement portal only. No hardcopy of the same should be sent to Head Office. Scanned copy of commercial bid must not be uploaded in technical bid.

### **5.15 Bid contents**

#### **Technical Bid**

Scanned copy of following signed documents should be uploaded in e-procurement portals:

1. Demand Draft towards Bid Cost.
2. Bid Earnest Money in the form of Bank Guarantee of amount as per format given in “Annexure B - Bid Security (Bank Guarantee)”.
3. Filled and signed copy of “Annexure A – Bidder’s Letter for EMD”
4. Filled and signed copy of “Annexure B – Bid Security Format (Bank Guarantee)”
5. Filled and signed copy of “Annexure C - Bid Offer form (without price)”
6. Online filling of “Annexure D - Bidder Information”
7. Filled and signed copy of Declaration of “Annexure E - Clean Track Record”
8. Filled and signed copy of “Annexure F - Declaration of Acceptance of RFP Terms and Conditions”
9. Filled and signed copy of “Annexure G - Declaration of Acceptance of Scope of Work”
10. Online filling of “Annexure I – Proposed Support Engineers”
11. Scanned copy of “Power of Attorney” as per “Annexure H”.
12. Scanned copy of Integrity Pact as per “Annexure K”
13. Filled and signed copy of “Annexure L - Escalation Matrix”
14. Filled and signed copy of “Annexure M - Track Record for Past Experience”
15. Online filling of “Annexure N – Details of Beneficial Owner”
16. Three years audited Balance Sheet and Profit and Loss Statements.
17. All necessary supporting documents

Original copy of following documents should be submitted at OGB Head Office before scheduled date either by hand or by post or by courier.

1. Demand Draft towards Bid Cost.
2. Bid Earnest Money in the form of Bank Guarantee of amount as per format given in “Annexure B - Bid Security (Bank Guarantee)”.
3. Power of Attorney as per Annexure H.
4. Integrity Pact as per Annexure K.

#### **Commercial Bid**

1. Commercial Bid – Annexure O (to be filled online only)

### **5.16 Bid Submission**

The Bidder should bear all the costs associated with the preparation and submission of their bid and OGB will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The offers should be made strictly as per the formats enclosed.

No columns of the tender should be left blank. Offers with insufficient/inaccurate information and Offers which do not strictly comply with the stipulations given in this RFP, are liable for rejection.

### **5.17 Bid Currency**

All prices shall be expressed in Indian Rupees (INR) only.

### **5.18 Bid Language**

The bid shall be in English Language.

### **5.19 Rejection of Bid**

The bid is liable to be rejected if the bid document:

1. Does not bear signature of authorized person.
2. Is received through Fax / E-mail.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

3. Is received after expiry of the due date and time stipulated for Bid submission.
4. Is incomplete / incorrect.
5. Does not include requisite documents.
6. Is Conditional.
7. Does not conform to the terms and conditions stipulated in this Request for Proposal.
8. Is not submitted through OGB e-Procurement portal.

No bid shall be rejected at the time of bid opening, except for late bids and those that do not conform to bidding terms.

**5.20 Deadline for Submission**

The last date of submission of bids is given in Section 1. However the last date of submission may be amended by OGB and shall be notified through its website.

**5.21 Extension of Deadline for submission of Bid**

OGB may, at its discretion, extend this deadline for submission of bids by amending the bidding documents which will be intimated through OGB website, in which case all rights and obligations of OGB and Bidders will thereafter be subject to the deadline as extended.

**5.22 Late Bid**

Bids received after the scheduled time will not be accepted by the OGB under any circumstances. OGB will not be responsible for any delay due to postal service or any other means.

**5.23 Modifications and Withdrawal of Bids**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this.

No bid will be modified after the deadline for submission of bids.

**5.24 Right to Reject, Accept/Cancel the bid**

OGB reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

OGB does not bind itself to accept the lowest or any tender and reserves the right to reject all or any bid or cancel the Tender without assigning any reason whatsoever. OGB also reserves the right to re-issue the Tender without the Bidders having the right to object to such re-issue.

**5.25 RFP Abandonment**

OGB may at its discretion abandon the process of the selection of bidder at any time before notification of award.

**5.26 Bid Evaluation Process**

The Bid Evaluation will be carried out in 2 stages:

**Stage 1 – “Technical bid”** i.e. Technical bid will be evaluated. Only those Bidders who have submitted all the required forms and papers and comply with the eligibility and technical criteria will be considered for further evaluation.

**Stage 2 – “Commercial bid”** of those Bidders who qualify the eligibility and technical criteria will be evaluated further for finalizing the L1 vendor for this rate contract. The Commercial bid submitted will be evaluated for the bidders qualify the eligibility and technical criteria.

**5.27 Contacting OGB**

From the time of bid opening to the time of Contract award, if any Bidder wishes to contact OGB for seeking any clarification in any matter related to the bid, they should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact OGB with a view to canvas for a bid or put any pressure on any official of the OGB may entail disqualification of the concerned Bidder and/or its Bid.

## Section 6 - Bid Opening

### 6.1 Opening of Bids

Bids will be opened in 2 stages:

Stage 1 – In the first stage the ‘Technical’ Bids will be opened.

Stage 2 – “Commercial bids” will be opened for technically qualified bidders for selection of L1 bidder.

### 6.2 Opening of Eligibility and Technical Bids

OGB will open Technical bid in presence of Bidders representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by OGB from time to time.

The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity card to represent them at the time of opening of the bids. Only one representative will be allowed to represent each Bidder. In case the Bidder’s representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of OGB.

The bidder’s representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for OGB, the bids shall be opened at the appointed time and place on next working day.

### 6.3 Opening of Commercial Bids

Bank will intimate the date and time of opening of Commercial bids to the bidders satisfying eligibility criteria and Technical requirement of this RFP. Commercial bid will be opened for selection of L1 bidder.

## Section 7 - Bid Evaluation

### 7.1 Preliminary Examination of Eligibility Bids

OGB will examine the bids to determine whether they are complete; whether required information have been provided as underlined in the bid document; whether the documents have been properly signed and whether bids are generally in order.

Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the eligibility criteria will be taken up for further technical evaluation.

OGB may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.

If a Bid is not substantially responsive, it will be rejected by OGB and may not subsequently be made responsive by the Bidder by correction of the nonconformity. OGB’s determination of bid responsiveness will be based on the content of the bid itself. OGB may interact with the Customer references submitted by Bidder, if required.

### 7.2 Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- a) Compliance to Technical Specifications as specified in the RFP.
- b) OGB reserves the right to call for presentation and discussions on the approach of execution of project etc., from the short-listed Bidders based on the technical bids submitted by them to make an evaluation. Such presentations and minutes of meetings will become part of the technical bid.
- c) Review of written reply, if any, submitted in response to the clarification sought by OGB, if any.
- d) Submission of duly signed compliance statement as stipulated in Annexures. Details / Brochures containing details about the proposed solution are to be enclosed.
- e) To assist in the examination, evaluation and comparison of bids OGB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

- f) OGB may interact with the Customer references submitted by bidder, if required. To assist in the examination, evaluation and comparison of bids OGB may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the bid shall be sought, offered or permitted.

OGB reserves the right to shortlist bidders based on technical evaluation criteria.

**7.3 Evaluation of Commercial Bids:**

Commercial bid of only the technically qualified short-listed bidders will be opened for selection of L1 bidder.

**7.4 Successful Evaluated bidder:**

The bidders with lowest “Total Cost” quoted as per “Annexure O – Commercial Bid” in e-Procurement portal identified will be declared as the successful bidder and will be called L1 bidder for awarding the contract.

**7.5 Declaration of Results:**

The Total Cost of Ownership quoted by all Technically Qualified bidders will be shared on e-Procurement portal and will be visible to only Technically Qualified and Participating Bidders under “Result” Tab.

## Section 8 - Terms and Conditions

### 8.1 Notification of Award / Purchase Order

After selection of the L1 bidder, as given in Clause 7.4, and after obtaining internal approvals and prior to expiration of the period of Bid validity, OGB will send Notification of Award / Purchase Order to the selected Bidder.

The unit rate of selected bidder will be awarded as rate contract for a period of 5 years from date of release of Purchase Order for addition of new items under AMC.

Once the selected Bidder accepts the Notification of Award the selected Bidder shall furnish the Performance Bank Guarantee to OGB, NDA and SLA.

### 8.2 Term of the Order

The term of the Notification of Award / Purchase Order / Term of Order shall be for a period of 3 years from date of release of Purchase Order, subject to mutually agreed terms and conditions.

Bank at its sole discretion may renew the contract for additional 2 years from date of completion of 3<sup>rd</sup> year with the contracted rate and on satisfactory performance of the vendor during the 3 years of contract.

### 8.3 Acceptance Procedure

- Within 5 days of receipt of Notification of Award/Purchase Order the successful Bidder shall send the acceptance.
- Failure of the successful Bidder to comply with the above requirements shall constitute sufficient grounds for the annulment of the award
- Upon the successful Bidder accepting the Purchase Order and signing the contract, if required, and NDA, OGB will promptly notify each unsuccessful Bidder and will discharge all remaining EMDs, if any.

### 8.4 Performance Bank Guarantee

The Successful bidder shall, within 30 days of receipt of Purchase Order(s), submit a Performance Bank Guarantee (PBG) equal to **5%** of value of Purchase Order(s) (exclusive of taxes), valid for 3 years from the date of issue of Purchase Order, with a claim period of 3 (Three) months from the date of expiry of the validity period of the Bank Guarantee (BG), as per statutory provisions in force. **Payment will be initiated only after submission of valid and required Performance Bank Guarantee (PBG).** Format for Performance Bank Guarantee provided in "Annexure B".

On extension of the contract for additional 2 years after completion of 3<sup>rd</sup> year, the vendor should submit a new BG equal to 5% of the value of renewed PO, valid for 2 years from date of completion of 3<sup>rd</sup> year with a claim period of 3 months from date of expiry of the validity period of BG.

### 8.5 Warrantee / Guarantee calls

Selected bidder should provide support in raising warrantee / guarantee calls and follow-up for the same, with respective vendor or OEM for the items not under AMC but under warrantee.

### 8.6 AMC items

The items under AMC will be reviewed at the end of each quarter. The quantity may increase or decrease without changing the type of items under contract. Selected bidder should provide the AMC for all the new items added to the contract at contracted rate.

### 8.7 Taxes and Duties

All taxes, if any, shall be deducted at source as per then prevailing rates at the time of release of payments.

Prices shall be exclusive of all taxes, duties. The bidder should meet the requirements of Goods & Services Tax (GST) of India.

### 8.8 Service Level Agreement (SLA):

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

The bidder has to ensure time schedule as detailed below in attending to service calls lodged by Branches or Offices.

Description of Services	Centers (up-to 100 kms)	Rural Centers (More than 100 kms)
Telephonic / email support	9 AM to 6 PM ( Monday to Saturday)	9 AM to 6 PM ( Monday to Saturday)
Service Window	9 AM to 6 PM ( Monday to Saturday)	9 AM to 6 PM ( Monday to Saturday)
Response Time	4 Hours	6 Hours
Resolution Time	24 Hours	24 hours (Rural)
		48 hours (Extreme Remote Locations)

### 8.9 Penalty Clauses:

1. If the downtime is greater than the agreed SLA mentioned as per clause 8.8, penalty of Rs.100.00 per day shall be deducted from the quarterly arrear payment irrespective of type of hardware.
2. In case of intermittent failures and repetitive problem due to improper diagnosis or repair, the system shall be treated as continuously down.
3. For downtime calculation, if the Branch/Office is not able to handover the system to bidder for repair or maintenance, such time shall not be considered for downtime penalty.
4. In case the bidder fails to perform the obligations as per the clauses of AMC, then penalty will come into force.
5. Maximum penalty shall be 5% of quarterly AMC value, and the bidder will be issued warning to improve their support. If no improvement in support is observed then the order shall be cancelled and bidder shall be blacklisted.
6. Bidder shall submit Branch wise downtime report along with AMC quarterly invoice.

### 8.10 Product Upgrades

Any time during the contract period, as per the requirement of Bank, selected bidder should upgrade the Operating System (OS) and Antivirus without any additional cost. The duration of this activity will be mutually decided between Bank and vendor. The license required for this activity will be provided by Bank

### 8.11 Payment Terms:

- **AMC:**

The Payment will be released as quarterly arrear after deduction of penalty as per clause 8.9 and on submission of GST compliant invoices, required Bank Guarantee and agreements. The invoice should accompany the quarterly preventive maintenance report of all the items under AMC.

- **Support Engineer:**

The Payment will be released as monthly arrear after deduction of penalty if any and on submission of GST compliant invoices, required Bank Guarantee and agreements. The invoice should accompany the engineer's visit reports for the month. If any engineer found to be absent or on leave for more than 3 days in a month and if replacement of the engineer is not provided by the vendor for the absence period, than the absence period will be deducted from the payment on prorated basis.

### 8.12 Confidentiality

The Bidder shall treat the details of the documents as secret and confidential. The Successful Bidder shall execute separate NDA on the lines of the draft provided in the **Annexure Q** hereof.



REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

In the event of disclosure of Confidential Information to a third party in violation of the provisions of this Clause, the defaulting party shall use all reasonable endeavors to assist the supplying party in recovering and preventing such third party from using, selling or otherwise disseminating of such information.

The Parties obligations under this Section shall extend to the non-publicizing of any dispute arising out of this Agreement.

No media release/public announcement or any other reference to the RFP or any program there under shall be made without the written consent of the Bank, by photographic, electronic or other means is strictly prohibited.

The terms of this clause shall continue in full force and effect for a period of five (5) years from the date of disclosure of such Confidential Information.

In the event of termination of this Agreement, upon written request of the disclosing Party, the receiving Party shall immediately return the disclosing Party's Confidential Information, or at the disclosing Party's option destroy any remaining Confidential Information and certify that such destruction has taken place.

**8.13 Amendments to the Agreement**

Once contract agreement and AMC agreement are executed with the Bidder, no amendments or modifications of Agreement and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing.

Unless it is specifically mentioned in purchase order, in case of any dispute, the requirements stated in the RFP will be taken as the final requirement.

**8.14 Indemnity**

The bidder shall indemnify, protect and save OGB and hold OGB harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting from any act or omission or negligence or misconduct of the bidder and its employees and representatives, breach of the terms and conditions of the agreement or purchase order, false statement by the bidder, employment claims of employees of the bidder, third party claims arising due to infringement of intellectual property rights, death or personal injury attributable to acts or omission of bidder, violation of statutory and regulatory provisions including labour laws, laws related to information technology and intellectual property rights, breach of confidentiality obligations, breach of warranty.

Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect, consequential and incidental damages and compensation. Bidder shall indemnify OGB, provided OGB promptly notifies the Bidder in writing of such claims and the Bidder shall have the right to undertake the sole defense and control of any such claim.

**8.15 Bidder's Liability**

The Bidder's aggregate liability in connection with obligations undertaken under the purchase order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract/purchase order or replacement cost, whichever is lower.

The Bidder's liability in case of claims against OGB resulting from willful and gross misconduct, or gross negligence, fraud of the Bidder, its employees, contractors and subcontractors, from infringement of patents,

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

trademarks, and copyrights or other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

**8.16 Obligations of the Bidder**

Standard of Performance: The Bidder shall perform the services and carry out their obligations with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment materials and methods. The Bidder shall always act in respect of any matter relating to this RFP or to the services as faithful advisor to OGB and shall at all times support and safeguard OGB's legitimate interests in any dealings with third parties.

Prohibition of Conflicting Activities: The Bidder shall not engage and shall cause their personnel not to engage in any business or professional activities that would come in conflict with the activities assigned to them under the contract.

**8.17 Exit option and contract re-negotiation**

- a) OGB reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the "Order Cancellation" clause.
- b) OGB reserves its right to cancel the contract on event of Amalgamation / Merger of Bank with other entity, leading to change of service providers as per requirement of new entity post amalgamation / Merger. In such case Bank is not liable for any payment due to termination of contract towards undelivered portion of order(s) or un-issued order(s).
- c) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to OGB at the site.
- d) Warranties: All the warranties held by or in the name of the bidder shall be assigned or transferred as-is, in the name of OGB. The bidder shall execute any and all such documents as may be necessary in this regard.
- e) The Bidder agrees that in the event of cancellation or exit or expiry of the RFP/contract it would extend all necessary support to OGB or its selected vendors as would be required

**8.18 Extension of RFP/Contract**

The bidder shall be required to consistently execute, in a successful and professional manner, the jobs assigned under this RFP/Contract, to the satisfaction of and as decided by the OGB up to a contract period reckoned from the date of commencement of the services and may be extended for further period on satisfactory performance by bidder on mutual agreement.

**8.19 Order Cancellation**

OGB reserves its right to cancel the order in the event of one or more of the following situations, that are not occasioned due to reasons solely and directly attributable to OGB alone;

- i. Delay in delivery is beyond the specified period as set out in the Purchase Order before acceptance of the product; or,
- ii. Serious discrepancy in the quality of product or service expected.
- iii. If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the bidder turns out to be incorrect and/or bidder conceals or suppresses material information.

In case of order cancellation, any payments made by OGB to the Bidder for the particular service would necessarily have to be returned to OGB with interest @ 10% per annum from the date of each such payment. Further the Bidder would also be required to compensate OGB for any direct loss incurred by OGB due to the

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

cancellation of the Purchase Order and any additional expenditure to be incurred by OGB to appoint any other Bidder. This is after repaying the original amount paid.

#### **8.20 Termination of Contract**

**For Amalgamation / Merger of bank:** OGB, by written notice sent to Bidder, may terminate the RFP/contract in whole or in part at any time for its convenience giving three months prior notice. The notice of termination may specify that the termination is for convenience the extent to which Bidder's performance under the RFP/contract is terminated and the date upon which such termination become effective. *OGB will release any payment applicable till date of termination for services taken, but will not release any payment request raised by vendor for termination for amalgamation or merger of bank as per instruction of GOI.*

**For Insolvency:** OGB at any time may terminate the RFP/contract by giving written notice to Bidder, if Bidder becomes bankrupt or insolvent. In this event, termination will be without compensation to Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to OGB.

**For Non-Performance:** OGB reserves its right to terminate the RFP/contract in the event of Bidder's repeated failures (say more than 3 occasions in a calendar year to maintain the service level prescribed by OGB).

**Notice:** In any event of termination, OGB will issue notice to Vendor for a period of 90 days over e-mail / registered mail.

#### **8.21 Effect of Termination**

- The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by OGB, continue to provide facility to OGB at no less favorable terms than those contained in this RFP. In case OGB wants to continue with the Bidder's facility after the completion of this RFP/contract then the Bidder shall offer the same terms to OGB.
- OGB shall make such prorated payment for services rendered by the Bidder and accepted by OGB at the sole discretion of OGB in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- OGB may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- Upon cancellation of contract/completion of period of service, the Bidder should peacefully handover the legal possession of all the assets provided and obtain discharge from OGB. OGB also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

#### **8.22 Merger and Amalgamation**

In the event of any merger or amalgamation:

- The vendor shall not assign to any one, in whole or in part, its obligations to perform under the RFP/contract, except with the Bank's written consent
- If the Bank undergoes a merger, amalgamation, take-over, consolidation, reconstruction, change of ownership etc., this RFP/Contract shall be considered to be assigned to the new entity and such an act shall not affect the rights of the Bank and the Vendor under this RFP

**8.23 Force Majeure**

If either party is prevented, restricted, delayed or interfered by reason of:

- a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics;
- b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion;
- c) Any law, order, proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations;
- d) Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein;
- e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (30) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the RFP, the successful bidder or OGB shall not be liable for penalty or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving OGB or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify OGB in writing of such condition and cause thereof. Unless otherwise directed by OGB in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

**8.24 Corrupt and Fraudulent Practices**

- 1 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:
- 2 "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
- 3 "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 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.
- 4 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.
- 5 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.
- 6 The decision of Bank in determining the above aspects will be final and binding on the all the Bidders. No Bidder shall contact through any means of communication the Bank or any of its employees on any matter relating to its Bid, from the time of Bid opening to the time the contract is awarded. If the Bidder wishes

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

to bring additional information to the notice of the Bank, it may do so in writing.

- 7 Any effort/attempt by a Bidder to influence the Bank in its decision on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid and/or blacklisting the Bidder. The Bidder agrees not to hire, solicit or accept solicitation either directly or through a third party from any of the employees of the Bank directly involved in this contract during the period of contract and one year thereafter, except as the parties may agree on the case to case basis.
- 8 The selected Bidder shall ensure compliance of CVC guidelines issued or to be issued from time to time for selection of vendor for the scope of work covered in this RFP.

**8.25 Resolution of Disputes**

OGB and bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute or differences arising between them under or in connection with the RFP/Contract. If, however, the parties are not able to resolve them,

1. Such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. Where the value of the RFP/Contract is above Rs.1.00 Crore, the arbitral tribunal shall consist of 3 arbitrators, one each to be appointed by OGB and the Bidder. The third Arbitrator shall be chosen by mutual discussion between OGB and the Bidder. Where the value of the RFP/contract is Rs.1.00 Crore and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator should be appointed by mutual consent between OGB and Bidder.
2. Arbitration proceedings shall be held at Bhubaneswar, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English;
3. The decision of the majority of arbitrators shall be final and binding upon both parties. The cost and expenses of Arbitration proceedings will be paid as determined by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its proceedings as also the fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself; and
4. Any appeal will be subject to the exclusive jurisdiction of courts at Bhubaneswar.

**8.26 Compliance with Applicable Laws of India**

The Bidder confirms to OGB that it complies with all Central , State, Municipal laws and local laws and rules and regulations and shall undertake to observe, adhere to, abide by, comply with and notify OGB about compliance with all laws in force including Information Technology Act 2000, 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 for all purposes of this RFP/Contract, and shall indemnify, keep indemnified, hold harmless, defend and protect OGB and its 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.

The 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 RFP 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 this RFP, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate OGB 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 OGB will give notice of any such claim or demand of liability within reasonable time to the Bidder.

**8.27 Legal Compliances:**

The Bidder confirms to OGB that its personnel/ employees/staff are covered under the provision of various Acts enacted for the protection and benefits of workmen /employees /staff or otherwise such as Employees State

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Insurance Act and Employees Provident Fund Miscellaneous Provision Act etc. and such other Acts like Profession Tax Act etc. as applicable and that Bidder is duly registered under the provisions of the said Acts and is complying with the provisions of the Acts.

The Bidder shall allow OGB as well as regulatory authorities to verify books in so far as they relate to compliance with the provisions of these Acts and shall provide on demand by OGB & regulatory authorities such documentary proof as may be necessary to confirm compliance in this regard. OGB shall not be responsible in any event to the employees of Bidder for any of their outstanding claims or liability in that regard. OGB shall not be responsible for any claim or demand made by such personnel for their dues outstanding against Bidder.

**8.28 Intellectual Property Rights:**

All rights, title and interest of OGB in and to the trade names, trademark, service marks, logos, products, copy rights and other intellectual property rights shall remain the exclusive property of OGB and Bidder shall not be entitled to use the same without the express prior written consent of OGB. Nothing in contract including any discoveries, improvements or inventions made upon with/by the use of the Bidder or its respectively employed resources pursuant to contract shall either vest or shall be construed so that to vest any proprietary rights to the Bidder. Notwithstanding, anything contained in Contract, this clause shall survive indefinitely, even after termination of this Purchase Order.

**8.29 Applicable Law and Jurisdiction**

The Agreement shall be governed by and interpreted in accordance with the Indian Law. The jurisdiction and venue of any action with respect to the subject-matter of this Agreement shall be the Courts of Bhubaneswar in India and each of the parties hereto submits itself to the exclusive jurisdiction and venue of such courts for the purpose of any such action.

**8.30 No Damage of OGB Property**

Bidder shall ensure that there is no loss or damage to the property of OGB while executing the RFP/Contract. In case, it is found that there is any such loss/damage due to direct negligence/non-performance of duty by any personnel, the amount of loss/damage so fixed by OGB shall be recovered from Bidder.

**8.31 Fraudulent and Corrupt Practice**

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of RFP and includes collusive practice among Bidder’s (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the OGB of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official or an OGB official in the process of project execution.

OGB will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing the project.

**8.32 Master Service Agreement and Invoice Raising Mechanism**

Bidder needs to sign an agreement with OGB. Bidder needs to note that all invoices raised on Bank needs to be spilt as per OGB requirement. However, for all coordination related to release of payments, penalty calculations and for any other clarification Bidder needs to liaise with OGB Head Office.

**8.33 Limitation of Liability:**

The liability of bidder under the scope of this RFP is limited to the value of the relevant order.

**8.34 Governing Language**

All correspondences and other documents pertaining to this Agreement shall be in English only.

**8.35 Addresses for Notices**

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Following shall be address of OGB and Bidder

OGB address for notice purpose:

The General Manager,  
Information Technology Department,  
Head Office, Odisha Gramya Bank,  
Gandamunda, Khandagiri,  
Bhubaneswar – 751030

## Section 9 – Documents & Forms for Technical Bid

### Annexure A – Bidder’s Letter for EMD

To

The General Manager,  
Information Technology Dept,  
Odisha Gramya Bank, Head Office,  
AT- Gandamunda, P.O. - Khandagiri  
Bhubaneswar – 751030.

**Subject: RFP No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**

We have enclosed an EMD in the form of a Bank Guarantee No. \_\_\_\_\_ issued by the branch of the \_\_\_\_\_ Bank, for the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_). This EMD is as required by clause 5.7 of the Instructions to Bidders of the above referred RFP.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name:

Designation:

Seal:

Date:

Business Address:

**Note:** The letter should be attached along with Bank Guarantee and should be uploaded and sent to Head Office along with Bank Guarantee.



REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure B - Bid Security Format (Bank Guarantee)

\_\_\_\_\_  
[Bank's Name, and Address of Issuing Branch or Office]

**Odisha Gramya Bank:** \_\_\_\_\_

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

**BID GUARANTEE No.:** \_\_\_\_\_

We have been informed that \_\_\_\_\_ (hereinafter called "the Bidder") has submitted to you its bid dated (hereinafter called "the Bid") for the execution of \_\_\_\_\_ under RFP No.

Furthermore, we understand that, according to your conditions, bids must be supported by a bank guarantee.

At the request of the Bidder, we \_\_\_\_\_ hereby irrevocably undertake to pay you without any demur or protest, any sum or sums not exceeding in total an amount of Rs. \_\_\_\_\_/-(Rupees \_\_\_\_\_ only) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) Has withdrawn its Bid during the period of bid validity specified by the Bidder in the Form of Bid; or
- (b) having been notified of the acceptance of its Bid by OGB during the period of bid validity, (i) fails or refuses to execute the Contract Form; or (ii) fails or refuses to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire:

- (a) If the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or
- (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twelve months after the expiration of the Bidder's Bid.

Consequently, any demand for payment under this guarantee must be received by us at the Office on or before that date.

\_\_\_\_\_  
[Signature]

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Date (date should be one year from the date of expiry of this Bank Guarantee).

All claims under this Bank Guarantee will be payable at -----  
---- (Bank & Its Address).

**{Signature of the Authorized representatives of the Bank}**

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure C - Bid Offer Form (without Price)  
(Bidder's Letter Head)

**OFFER LETTER**

Date:

To,  
The General Manager,  
Information Technology Dept,  
Odisha Gramya Bank, Head Office,  
AT- Gandamunda, P.O. – Khandagiri,  
Bhubaneswar – 751030.

Dear Sir,

**Subject: RFP No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS.**

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received the following addenda / corrigenda to the RFP document.

Addendum No. / Corrigendum No.	Dated

While submitting this bid, we certify that:

1. Prices have been quoted in INR and are exclusive of applicable Taxes.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for OGB and its Associates.

If our offer is accepted, we undertake, to start the assignment under the scope immediately after receipt of your order. We have taken note of Penalty clauses in the RFP and agree to abide by the same. We also note that OGB reserves the right to cancel the order and order cancellation clause as per terms and condition would be applicable. We understand that for delays not attributable to us or on account of uncontrollable circumstances, penalties will not be levied and that the decision of OGB will be final and binding on us.

We agree to abide by this offer till 180 days from the last date stipulated by OGB for submission of bid, and our offer shall remain binding upon us and may be accepted by OGB any time before the expiry of that period.

Until a formal contract is prepared and executed with the selected bidder, this offer will be binding on us. We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information / data / particulars are found to be incorrect, OGB will have the right to disqualify /blacklist us and forfeit bid security.

We undertake to comply with the terms and conditions of the bid document. We understand that OGB may reject any or all of the offers without assigning any reason whatsoever.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

As security (EMD) for the due performance and observance of the undertaking and obligation of the bid we submit herewith Demand Draft bearing no. \_\_\_\_\_ dated \_\_\_\_\_ drawn in favor of "Odisha Gramya Bank" or Bank Guarantee valid for \_\_\_\_ days for an amount of Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_ only) payable at Bhubaneswar.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure D - Bidder Information (To be filled in online Form)

Details of the Bidder				
1	Name of the Bidder (Prime)			
2	Address of the Bidder			
3	Constitution of the Company (Public Ltd/ Private Ltd)			
4	Details of Incorporation of the Company.		Date:	
			Ref#	
5	Valid Goods and Service Tax registration no. (Preferably for Odisha State Code:21)			
6	Permanent Account Number (PAN)			
7	Name & Designation of the contact person to whom all references shall be made regarding this tender			
8	Mobile number			
9	E-Mail of the contact person:			
10	Website			
Financial Details (as per audited Balance Sheets) (in Cr)				
	Year	2018-19 or 2019	2019-20 or 2020	2020-21 or 2021
11	Net worth			
12	Turn Over			
13	Profit After Tax			

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure E - Declaration for Clean Track Record

To

The General Manager,  
Information Technology Dept,  
Odisha Gramya Bank, Head Office,  
AT- Gandamunda, P.O. – Khandagiri,  
Bhubaneswar – 751030.

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**. I hereby declare that my company has not been debarred/black listed by any Government / Semi Government / Private organizations in India / abroad. I further certify that I am competent officer and duly authorized by my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure F - Declaration for Acceptance of RFP Terms and Conditions

To

The General Manager,  
Information Technology Dept,  
Odisha Gramya Bank, Head Office,  
AT- Gandamunda, P.O. – Khandagiri,  
Bhubaneswar – 751030.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP document for selection of vendor for **RFP No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**. I declare that all the provisions of this RFP/Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure G - Declaration for Acceptance of Scope of Work

To

The General Manager,  
Information Technology Dept,  
Odisha Gramya Bank, Head Office,  
AT- Gandamunda, P.O. – Khandagiri,  
Bhubaneswar – 751030.

Sir,

I have carefully gone through the Scope of Work contained in the RFP document for selection of vendor for **RFP No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**. I declare that all the provisions of this RFP / Tender Document are acceptable to my company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:



REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure H - Format Power of Attorney

(On Stamp paper of relevant value)

Know all men by the present, we \_\_\_\_\_ (name of the company and address of the registered office) do hereby appoint and authorize \_\_\_\_\_ (full name and residential address) who is presently employed with us holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, deed and things necessary in connection with or incidental to our proposal for **RFP No. OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS** in response to the RFP by OGB, including signing and submission of all the documents and providing information/responses to OGB in all the matter in connection with our bid. We hereby agree to ratify all deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2021.

For \_\_\_\_\_.

**Accepted**

**(Signature)**

(Name Designation)

Date:

Business Address:

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

**Annexure I – Proposed Support Engineers**

(On company letter head)

I/ we hereby declare that below listed locations are serviceable by use and following engineers will be engaged on award of the contract. We have allowed Bank to verify the authenticity of the engineer at the respective location over telephone.

<b>Regional Offices</b>	<b>District covered</b>	<b>Location of placement</b>	<b>Engineer Type</b>	<b>Name of Engineer</b>	<b>Contact Number</b>
Khurda	Khurda, Nayagarh	Nayagarh	L1 field engineer		
Pipli	Puri, Bhubaneswar	Bhubaneswar	L1 field engineer		
Cuttack, Chandikhole	Cuttack, Jajpur, Kendrapada	Cuttack	L1 field engineer		
Keonjhar	Keonjhar	Keonjhar	L1 field engineer		
Balasore	Balasore, Bhadrak	Balasore	L1 field engineer		
Baripada, Jashipur	Mayurbhanj	Baripada	L1 field engineer		
Dhenkanal	Angul, Dhenkanal	Angul	L1 field engineer		
Head Office	Bhubaneswar	Head Office	L3 engineer and coordinator		
Head Office	Bhubaneswar	Head Office	L1 support for VC and AV		

**(Signature)**

(Name Designation)

Date:

Business Address:

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

(On Stamp Paper of ₹ 100.00)

**Annexure K - Integrity Pact**

**Preamble**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on this the \_\_\_\_\_ day of \_\_\_\_\_ (month) 2021, between, on one hand, Odisha Gramya Bank acting through Shri \_\_\_\_\_, Designation of the officer of Odisha Gramya Bank, a Regional Rural Bank and an enterprise of the Government of India constituted under the Regional Rural Banks Act 1976 (21 of 1976) hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the First Part and M/s \_\_\_\_\_, a Company incorporated under the Companies Act, or a Partnership Firm registered under the Indian Partnership Act, 1932 or the Limited Liability Partnership Act, 2008 represented by Shri. \_\_\_\_\_, Chief Executive Officer/ all the Partners including the Managing Partner (hereinafter called the " BIDDER/Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to procure (Name of the Stores/Equipment / Item / Services) and the BIDDER/Seller is desirous of offering / has offered the stores/Equipment / Item / Services and

WHEREAS the BIDDER is a private company/public company / Government undertaking / partnership / LLP / registered export agency and is the original manufacturer / Integrator / authorized / Government sponsored export entity of the stores / equipment / item or Service Provider in respect of services constituted in accordance with the relevant law in the matter and the buyer is a Nationalized Bank and a Government Undertaking as such.

WHEREAS the BUYER has floated a tender (Tender No.: \_\_\_\_\_) hereinafter referred to as "Tender / LTE" and intends to award, under laid down organizational procedures, contract/s purchase order / work order for (name of contract/order) or items covered under the tender hereinafter referred to as the "Contract".

AND WHEREAS the BUYER values full compliance with all relevant laws of the land, rules, bye- laws, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS, in order to achieve these goals, the BUYER has appointed Independent External Monitors (IEM), to monitor the tender process and the -execution of the Contract for compliance with the Principles as laid down in this Agreement.

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Pact or "Pact", the terms and conditions of which shall also be read as Integral part and parcel of the Tender documents and Contract between the parties.

NOW, THEREFORE in, consideration of mutual covenants contained in this Pact, to avoid all forms of corruption by following a system that is fair, transparent and free from any

Influence/prejudiced dealings, the parties hereby agree as follows and this Pact witnesses as under:

The contract is to be entered into with a view to:-

Enabling the BUYER to procure the desired said stores/equipment/item/Services at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any and all forms, by its officials by following transparent procedures. The parties hereby agree hereto to enter into this Integrity Pact and agree as follows:

**Article 1: Commitments of the BUYER**

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

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

1.3 All the officials of the BUYER will report to the appropriate Government office any attempted breach(es) or breaches per se of the above commitments as well as any substantial suspicion of such a breach.

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

**Article 2: Commitments of BIDDERS**

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

2.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement of any kind to any official(s)/employee/persons related to such Official(s) / employees of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

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

2.3 The BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

2.4 The BIDDER shall disclose the payments to be made by them- to agents/brokers or any other intermediary, in connection with this bid/contract.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

2.5 The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer / Integrator / authorized / government sponsored export entity of the stores/equipment/item/Services and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers, or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

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

2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care to avoid unauthorized disclosure of such information.

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

2.11 The BIDDER undertakes not to instigate directly or indirectly any third person to commit any of the actions mentioned above.

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

The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956 and as may be prescribed under the Companies Act 2013 and the relevant Rules

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

**Article 3 - Equal Treatment of all Bidders/Contractors/Subcontractors**

3. Bidder(s) /Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the Principles laid down in this agreement/Pact by any of its Sub- contractors/sub-vendors.

3.1 The BUYER will enter into Pacts on identical terms as this one with all Bidders and Contractors.

3.2 The BUYER will disqualify those Bidders from the Tender process, who do not submit, the duly signed Pact, between the BUYER and the bidder, along with the Tender or violate its provisions at any stage of the Tender process.

**Article 4: Previous Transgression**

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other Company/ PSU/ Nationalized Bank in any country in respect of any corrupt practices envisaged hereunder or with any Nationalized Bank/ Public Sector Enterprise in India or any "Government Department in India that could justify BIDDER's exclusion from the tender process.

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

4.3 The imposition and duration of the exclusion of the BIDDER will be determined by the BUYER based on the severity of transgression.

4.4 The Bidder/Contractor acknowledges and undertakes to respect and uphold the BUYER's absolute right to resort to and impose such exclusion.

4.5 Apart from the above, the BUYER may take action for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the BUYER.

4.6 If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has implemented a suitable corruption prevention system, the BUYER may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

**Article 5: Criminal Liability**

If the BUYER acquires knowledge of conduct of a Bidder/Contractor, or of an employee or a representative or an associate of a Bidder/Contractor which constitutes corruption within the meaning of Prevention of Corruption Act, or if the BUYER has substantive suspicion in this regard, the BUYER will inform the same to the Chief Vigilance Officer.

**Article 6: Earnest Money (Security Deposit)**

6.1 While submitting commercial bid, the BIDDER shall deposit an amount ..... (to be specified in NIT / LTE) as Earnest Money/security deposit with the BUYER through any of the following instruments:

- (i) Bank Draft or a Pay Order in favour of .....
- (ii) A confirmed guarantee by an Indian Nationalized Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reason whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof for payment.
- (iii) Any other mode or through any other instrument [to be specified in the LTE].

6.2 The Earnest Money/Security Deposit shall be valid upto the complete conclusion of the contractual obligations for the complete satisfaction of both the BIDDER and the BUYER or upto the warranty period, whichever is later.

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

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

**Article 7: Sanction for Violations**

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

7.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf [whether with or without the knowledge of the BIDDER] shall entitle the BUYER to take all or anyone of the following actions, wherever required:-

- i. To immediately call off the pre-contract negotiations/ proceedings with such Bidder without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER[s] would continue.
- ii. The Earnest Money Deposit [in pre-contract stage] and/or Security Deposit/Performance Bond [after the contract is signed] shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason there for.
- iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
- iv. To encash the advance bank guarantee and performance guarantee/ bond/ warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the BUYER along with interest.
- v. To cancel all or any other Contracts with the- BIDDER, the BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money[s] due to the BIDDER.
- vi. To debar the- BIDDER from participating in future bidding processes of- the Bank for a minimum period of Three years, which may be further extended at the discretion of the BUYER.
- vii. To recover all sums paid in violation of this Pact by BIDDER[s] to any middleman or agent or broker with a view to-securing the contract.
- viii. In cases where irrevocable Letters of Credit have been received in respect of any- contract signed by the BUYER with the BIDDER, the same shall not be opened.

7.2 The BUYER will be entitled to take all or any of the actions mentioned at paragraph 7.1[i] to [x] of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf [whether with or without knowledge of the BIDDER], of an offence as defined in Chapter IX of Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 as amended from time to time or any other statute enacted for prevention of corruption.

7.3 The decision of the BUYER to the effect that a breach of the Provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor[s] appointed for the purposes of this Pact.

**Article 8: Independent External Monitors**

8.1 The BUYER has appointed Independent External Monitors [hereinafter referred to as monitors] for this Pact in consultation with the Central Vigilance Commission.

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

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

8.4 Both the parties accept that the Monitors have the right to access all the document relating to the project/procurement, including minutes of meetings. The same is applicable to Subcontractors of the Bidder. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/Contractor(s) /Subcontractor(s) with confidentiality.

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

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

8.6 The BIDDER accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his, project documentation. The same is applicable to Subcontractors also which the BIDDER shall note.

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

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

8.9 If the Monitor has reported to The designated Authority of BUYER, a substantiated suspicion of an offence under Indian Penal Code/Prevention of Corruption Act as the case may be, and the designated Authority of BUYER 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.

8.10 The word 'Monitor' would include both singular and plural.

**Article 9: Facilitation of Investigation**

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

**Article 10: Law and Place of Jurisdiction**

This Pact is subject to Indian Laws. The place of performance and jurisdiction is as notified by the BUYER.

**Article 11: Other Legal Actions**

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

**Article 12: Validity**

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

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

**Article 13: Code of Conduct**

Bidders are also advised to- have a Code of Conduct clearly rejecting the use of bribes and other unethical behavior and a compliance program for the implementation of the code of conduct throughout the company.

**Article 14: Examination of Books of Accounts**



REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

In case of any allegation of, violation of any provisions of this Integrity Pact or Payment of commission, the Buyer or its agencies shall be entitled to examine the Books of Accounts of the Bidder and the Bidder shall provide necessary information of the relevant financial documents in English and shall extend all possible help for the purpose of such examination.

**Article 15: Legal and Prior Rights**

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Pact will have precedence over the Tender/Contract documents with regard to any of the provisions covered under this Pact.

**Article 16: Other Provisions**

This Pact is subject to Indian laws. The place of performance and jurisdiction is the Head Office/Head Quarters of the Division of the BUYER or as otherwise notified by the BUYER, who has floated the Tender.

16.1 Changes and supplements, if any, need to be necessarily made in writing and signed by the duly authorized representatives of the Bidder and the Buyer. It is clarified that there are no parallel/ Side agreements in this regard and that the present Agreement forms the full and complete agreement as regards the subject matter contained herein.

16.2 If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.

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

16.4 Any dispute or difference arising between the parties with regard to the terms o-f this Agreement/Pact", any action taken by the BUYER in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

BUYER	BIDDER
Name of the Officer Designation Odisha Gramya Bank	Name of the Officer Designation Bidder's Company Name
Witness  1. _  2. _	Witness  1. _  2. _

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS  
Annexure L- Escalation Matrix

Name of the Company:

Delivery Related Issues:

S.No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email addresses
1		First Level					
2		Second level contact (If response not					
3		Regional/Zonal Head (If response not					
4		<b>Country Head (If response not received in One week)</b>					

Service Related Issues:

Sl. No.	Name	Designation	Full Office Address	Phone No.	Mobile No.	Fax	Email address
1		First Level					
2		Second level contact (If response not					
3		Regional/Zonal Head (If response not					
4		<b>Country Head (If response not received in</b>					

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure M - Track Record for Past Experience

**OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE  
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**

Ref: Your REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT (CAMC) OF COMPUTER & PERIPHERALS

Name of the Bidder \_\_\_\_\_

S.No.	Name of the Client/s	Contact Person's Name	Telephone No.	Address
1				
2				
3				
4				
5				

(Enclose necessary documentary proof)

Date:

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

Annexure N – Details of Beneficial Owner (To be filled in online Form)

**OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021 REQUEST FOR PROPOSAL (RFP) FOR THE  
COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF COMPUTER & PERIPHERALS**

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CONTRACT (CAMC) OF COMPUTER & PERIPHERALS

**Bidder’s Beneficial Ownership Details:**

Name of the Beneficial Owner	Percentage of beneficial Ownership	Natural Person or Legal / Artificial Juridical person / entity	Country of Citizenship / Country of incorporation of legal / artificial juridical person /entity	In case of legal / artificial juridical person / entity, beneficial ownership details of such entities may be furnished and so on

**Manufacturer’s Beneficial Ownership Details:**

Name of the Beneficial Owner	Percentage of beneficial Ownership	Natural Person or Legal / Artificial Juridical person / entity	Country of Citizenship / Country of incorporation of legal / artificial juridical person /entity	In case of legal / artificial juridical person / entity, beneficial ownership details of such entities may be furnished and so on

(Enclose necessary documentary proof)

Date:

## Section 10 - Format for Commercial Bid (Online mode only)

Annexure O - Commercial Bid  
(To be filled in online mode only)

**\*All prices are in INR excluding applicable Goods and Service Tax.**

Item	Unit Cost			Qty.	AMC Cost			Total Cost
	1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year		1 <sup>st</sup> Year	2 <sup>nd</sup> Year	3 <sup>rd</sup> Year	
1	2	3	4	5	6 = 2 x 5	7 = 3 x 5	8 = 4 x 5	9 = 6 + 7 +8
CPU **				2650				
Monitor **				2650				
Dot Matrix Printer				523				
Laser Printer				221				
Laser Printer (Colour)				1				
Passbook Printer				657				
CTS Scanner				20				
Dedicated Engineer				9				
<b>Total:</b>								

**\*\*The AMC of 2450 units of CPU and Monitor to be provided from 1<sup>st</sup> Nov 2021 to 31<sup>st</sup> Oct 2024. Additional 200 unit of CPU and Monitor to be provided with AMC from 1<sup>st</sup> April 2022 to 31<sup>st</sup> Oct 2024.**

**The lowest of "Total AMC cost for 3 years" will be consider for L1 bidder selection.**

We certify that price quoted are all-inclusive (excluding applicable Government Tax component) as per clauses mentioned in the RFP No. **OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021**. We also confirm that the price quoted meets all the specifications and scope of work mentioned in the RFP No. **OGB/RFP/ITD/HARDWARE/008/2021-22 dated 16th September 2021**.

Authorised Signatory:

Name and Designation:

Office Seal:

## Section 11 – Documents to be executed by selected bidder / vendor

### Annexure P - Performance Bank Guarantee (BANK GUARANTEE)

Date

Beneficiary: ODISHA GRAMYA BANK  
Odisha Gramya Bank, Head Office,  
AT- Gandamunda, P.O. - Khandagiri  
Bhubaneswar – 751030.

Performance Bank Guarantee No:

We have been informed that----- (hereinafter called "the Supplier") has received the purchase order no. "-----" dated ----- issued by Odisha Gramya Bank (OGB), for -----  
-- (hereinafter called "the Purchase Order").

Furthermore, we understand that, according to the conditions of the Purchase order, a Performance Bank Guarantee is required to be submitted by the Supplier to OGB.

At the request of the Supplier, We ----- (name of the Bank , the details of its incorporation) having its registered office at ----- and, for the purposes of this Guarantee and place where claims are payable, acting through its ---- branch presently situated at -----  
----- (hereinafter referred to as "Bank" which term shall mean and include, unless repugnant to the context or meaning thereof, its successors and permitted assigns), hereby irrevocably undertake to pay you without any demur or objection any sum(s) not exceeding in total an amount of Rs.----- (in figures) (Rupees----- (in words)----- only) upon receipt by us of your first demand in writing declaring the Supplier to be in default under the purchase order, without caveat or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

Please note that you may, if you so require, independently seek confirmation with - (Bank Name & Issuing branch address) -----, that this Bank Guarantee has been duly and validly issued.

Notwithstanding anything contained in the foregoing:

The liability of ----- (Bank), under this Bank Guarantee is restricted to a maximum total amount of Rs. ----- (Amount in figures and words).

This bank guarantee is valid upto -----.

The liability of ----- (Bank), under this Bank Guarantee is finally discharged if no claim is made on behalf of OGB within twelve months from the date of the expiry of the validity period of this Bank Guarantee.

Our liability pursuant to this Bank Guarantee is conditional upon the receipt of a valid and duly executed written claim or demand, by ----- (Bank)----- (Address), delivered by hand, courier or registered post, or by fax prior to close of banking business hours on ----- (date should be one year from the date of expiry of guarantee) failing which all rights under this Bank Guarantee shall be forfeited and ----- (Bank), shall stand absolutely and unequivocally discharged of all of its obligations hereunder.

This Bank Guarantee shall be governed by and construed in accordance with the laws of India and competent courts in the city of Bhubaneswar shall have exclusive jurisdiction.

Kindly return the original of this Bank Guarantee to ----- (Bank & Its Address), upon (a) its discharge by payment of claims aggregating to Rs. ----- (Amount in figures & words); (b) Fulfillment of the purpose for which this Bank Guarantee was issued; or (c) Claim Expiry

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

**Annexure Q - Non-Disclosure Agreement**

This Agreement is made and entered on this ----- day of -----, 2021 (“Effective Date”) between

**Odisha Grama Bank**, a body corporate constituted under Regional Rural Bank Act- 1976, having its Administrative Office at **Gandamunda, Khandagiri, Bhubaneswar – 751030**, hereinafter called the (Hereinafter referred to as “**OGB**”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns) ;

**AND**

\_\_\_\_\_, a company registered in \_\_\_\_\_ and having its registered office at \_\_\_\_\_ (Hereinafter referred to as “-----”, which expression shall mean and include unless repugnant to the context, its successors and permitted assigns).

The term “Disclosing Party” refers to the party disclosing the confidential information to the other party of this Agreement and the term “Receiving Party” means the party to this Agreement which is receiving the confidential information from the Disclosing Party.

OGB and ----- shall hereinafter be jointly referred to as the “Parties” and individually as a “Party”.

**NOW THEREFORE**

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

**Article 1: Purpose**

The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between OGB and ----- to perform the considerations (hereinafter called “Purpose”) set forth in below:

**(STATE THE PURPOSE)**

**Article 2: DEFINITION**

For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/agent/consultant/officer/director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Receiving Party in violation of this Agreement); (ii) is lawfully acquired by the Receiving Party from an independent source having no obligation to maintain the confidentiality of such information; (iii) was known to the Receiving Party prior to its disclosure under this Agreement; (iv) was or is independently developed by the Receiving Party without breach of this Agreement; or (v) is required to be disclosed by governmental or judicial order, in which case Receiving Party shall give the Disclosing Party prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the Disclosing Party to seek a protective order or other appropriate remedy at Disclosing Party’s sole costs. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

**Article 3: NO LICENSES**

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

**Article 4: DISCLOSURE**

1. Receiving Party agrees and undertakes that it shall not, without first obtaining the written consent of the Disclosing Party, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.
2. The Receiving Party shall use the same degree of care and protection to protect the Confidential Information received by it from the Disclosing Party as it uses to protect its own Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.
3. The Disclosing Party shall not be in any way responsible for any decisions or commitments made by Receiving Party in relying on the Disclosing Party's Confidential Information.

**Article 5: RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION**

The parties agree that upon termination of this Agreement or at any time during its currency, at the request of the Disclosing Party, the Receiving Party shall promptly deliver to the Disclosing Party the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Receiving Party or its Affiliates or directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

**Article 6: INDEPENDENT DEVELOPMENT AND RESIDUALS**

Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Receiving Party from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Receiving Party does not violate any of its obligations under this Agreement in connection with such development.

**Article 7: INJUNCTIVE RELIEF**



The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

**Article 8: NON-WAIVER**

No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

**Article 9: DISPUTE RESOLUTION**

If any dispute arises between the parties hereto during the subsistence or thereafter, in connection with or arising out of this Agreement, the dispute shall be referred to arbitration under the Indian Arbitration and Conciliation Act, 1996 by a sole arbitrator mutually agreed upon. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrators, one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. Arbitration shall be held in Bhubaneswar, India. The proceedings of arbitration shall be in the English language. The arbitrator's award shall be final and binding on the parties.

**Article 10: GOVERNING LAW AND JURISDICTION**

This Agreement shall be governed exclusively by the laws of India and jurisdiction shall be vested exclusively in the courts at Bhubaneswar in India.

**Article 11: NON-ASSIGNMENT**

This Agreement shall not be amended, modified, assigned or transferred by either party without the prior written consent of the other party.

**Article 12: TERM**

This Agreement shall remain valid from the effective date until the termination of this Agreement. The obligations of each Party hereunder will continue and be binding irrespective of whether the termination of this Agreement for a period of three (3) years after the termination of this Agreement.

**Article 13: INTELLECTUAL PROPERTY RIGHTS**

Neither Party will use or permit the use of the other Party's names, logos, trademarks or other identifying data, or infringe Patent, Copyrights or otherwise discuss or make reference to such other Party in any notices to third Parties, any promotional or marketing material or in any press release or other public announcement or advertisement, however characterized, without such other Party's prior written consent.

**Article 14: GENERAL**

1. Nothing in this Agreement is intended to confer any rights/remedies under or by reason of this Agreement on any third party.
2. This Agreement and the confidentiality obligations of the Parties under this Agreement supersedes all prior discussions and writings with respect to the Confidential Information and constitutes the entire Agreement between the parties with respect to the subject matter hereof. If any term or provision of this Agreement is determined to be illegal, unenforceable, or invalid in whole or in part for any reason, such illegal, unenforceable, or invalid provisions or part(s) thereof shall be stricken from this Agreement.
3. Any breach of any provision of this Agreement by a party hereto shall not affect the other party's non-disclosure and non-use obligations under this Agreement.

REQUEST FOR PROPOSAL (RFP) FOR THE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF  
COMPUTER & PERIPHERALS

**IN WITNESS WHEREOF**, the parties hereto have duly executed this Agreement by their duly authorized representatives as of the Effective Date written above.

<b>ODISHA GRAMYA BANK</b>	<b>TYPE COMPANY NAME</b>
By:	By:
Name:	Name:
Designation:	Designation:

Witness 1:

Witness 2: