

Ref: CO/ITD/1206/R1/2020-21



REQUEST FOR PROPOSAL (RFP)

FOR

**SUPPLY, INSTALLATION AND MAINTENANCE OF NECESSARY HARDWARE,
SOFTWARE & SUPPORT SERVICES FOR IMPLEMENTING DIGITAL SIGNAGE
SOLUTION**

Date and time of Pre Bid Meeting	05/11/2020 at 03:00 PM
Last Date for receipt of bids	19/11/2020 at 03:00 PM
Date and time of opening Technical bids	19/11/2020 at 03:30 PM



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SCHEDULE

1)	Tender Reference Number and Date	RFP No. Ref: CO/ITD/1206/R1/2020-21 dated 28.10.2020
2)	Last date for seeking Pre-bid clarifications/ queries through email uthayakumar.palaniyappan@indianbank.co.in NAVEEN.NIGAM@indianbank.co.in neeraj.gupta@indianbank.co.in krishna.prasad2@indianbank.co.in VIVEK.RAGUPATHY@indianbank.co.in RAGHURAM.VADDAGONI@indianbank.co.in	04/11/2020 by 05:00 PM
3)	Last Date & Time for submission of Bids in Online & Offline Mode	19/11/2020 at 03:00 PM Address for physical submission Chief Manager Indian Bank, Corporate Office, Expenditure Department, First Floor, A Wing 254-260, Avvai Shanmugam Salai, Royapettah, Chennai, Pin 600 014
4)	Documents to be submitted Online	a. Eligibility Criteria, along with all supporting documents required. b. All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages. c. All supporting documents and product literature in support of Technical specifications. d. Relevant brochures f. Compliance to Technical Specifications. g. Any other information sought by the Bank with relevant to this tender



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5)	Documents to be submitted physically by Bidders (Offline Mode)	<p>1. Earnest Money Deposit/Bid Security</p> <p>2. DD towards Cost of bid document (Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.): Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>3. Integrity Pact</p> <p>Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Point No. 1 & 2</p>
6)	Date of opening of Technical (Part I) Bids (Online & Offline) & Conformity to Eligibility Criteria	<p>19/11/2020 at 03:30 PM</p> <p>Indian Bank 254-260, Avvai Shanmugam Salai Royapettah Chennai – 600 014</p>
7)	Date of Online Reverse Auction (Part II)	Will be intimated after technical evaluation of the bids submitted.
8)	Earnest Money Deposit/Bid Security	<p>Rs.30,00,000/- (Rupees Thirty Lakh Only)</p> <p>Valid for 135 days from the last date for submission of Bid in the form of a Bank Guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank. (Mode of submission: Offline)</p> <p>MSE/NSIC registered bidders are exempted from submitting the bid security. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period.</p>
9)	RFP Cost	Non-refundable Rs.5,000/- in the form of DD favouring "Indian Bank".



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		<p>(Alternatively bidders can transfer the cost of bid document in the following account number through NEFT/RTGS/IMPS/UPI etc.:</p> <p>Account No.: 743848138 Account Name: INDIAN BANK, H.O. TECHNOLOGY MANAGEMENT DEPARTMENT-II IFSC Code: IDIB000H003 Branch: Harbour</p> <p>Mode of submission: (Offline for DD/Online for e-transfer)</p>
10)	Online Bid Submission Details	<p>This RFP will follow e-Procurement (e-Tendering) process and the same will be conducted by Bank's authorized e-Procurement service provider M/s. Antares Systems Limited through website https://www.tenderwizard.com/indianbank</p>

This RFP document can be downloaded from the website: <https://www.indianbank.in> and e-procurement portal: <https://www.tenderwizard.com/indianbank>. Clarifications, Modifications and Date of Extensions, if any, will also be posted on the same websites and paper publication will be done for the information regarding publishing the RFP, however Clarifications, Modifications and Date of Extensions, if any, will be published in website and e-procurement portal only.

The term "Bid" & "Quote/Quotation" bears the same meaning in this RFP.

Note: The tender is not splittable. Only one SI will be awarded with contract.



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SECTION – I

REQUEST FOR PROPOSAL (RFP)

The Bank is interested in identifying the companies providing the services for Implementation of Digital Signage solution for 5 years at 1000 locations across PAN-India by procuring necessary Hardware, Software & Support services.

Bank will follow two bidding system. Part-I of the bid contains compliance details of the specifications for which quotation is called for. Bidders should enrol/register before participating through e-procurement website. Bids have to be submitted online only through e-procurement website. Part II – Commercial Bid will be called through Online Reverse Auction Process, Intimation will be given to all qualifying bidders about the date and time of reverse auction.

Interested eligible bidders may submit their quotation for Providing Digital Signage Solution, as specified in Part-I as per the following procedure:

1. Bidders should enrol/register before participating through website - <https://www.tenderwizard.com/indianbank>. Bids have to be submitted online only at the above mentioned website. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the tender documents. Any other documents sent by any other mode will not be accepted.
2. Part I contains compliance details of the specifications for which quotation is called for. No column shall be left blank or altered. The bidders should also submit their indicative commercial bids as sought in the e-tendering system. The indicative commercials provided by the bidder during e-tendering process will be considered as online sealed bid. The indicative commercial bid of the technically qualified bidders will be opened by Bank Officials on the date of online reverse auction.
3. Part II – Commercial will be called through Online Reverse Auction Process. After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction. Part II price breakup details to be submitted after online reverse auction process.
4. Part I to be uploaded online duly signed by the Authorized Signatory under the seal of the company in every page. Any correction should be authenticated by the same signatory. If insufficient or false information is furnished and/or if there is any deviation or non-compliance of the stipulated terms and conditions, the quotations will be liable for rejection. The price quoted should be unconditional and should not contain any strings attached thereto. Quotes, which do not conform to our specifications, will be liable for rejection and offers with a higher configuration will not attract any special consideration in deciding the vendor.
5. Bank has the right to accept or reject any quotation/cancel the e-tender at its



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sole discretion without assigning any reason thereof.

6. The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

7. MAKE IN INDIA

This RFP is further governed by Government of India, Ministry of Commerce and Industry, Department of Industrial Policy and Promotion order number P-45021/ 2/2017-B.E.-II dated 15th June 2017 for the Public Procurement (Preference to Make in India), Order 2017, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 28th May 2018, revision order no. P-45021/ 2/2017-PP (B.E.-II) dated 29th May 2019 and subsequent revision order no DPIIT Order No. P-45021/2/2017-PP(BE-II) dated June 04, 2020.

Bank will follow the above orders and guidelines on Public Procurement (Preference to Make in India) and basis of allotment will be done in terms of the same.

- i. Definitions: For the purpose of this tender
 - a. 'Local content' means the amount of value added in India which shall, unless otherwise prescribed by the bank, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value, in percent.
 - b. Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50%. , as defined under this Order.
 - c. 'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order.
 - d. 'Non - Local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content less than or equal to 20%, as defined under this Order.
 - e. 'L1' means the lowest tender or lowest bid or the lowest quotation received in a tender, bidding process or other procurement solicitation as adjudged in the evaluation process as per the tender or other procurement solicitation.
 - f. 'Margin of purchase preference' means the maximum extent to which the price quoted by a "Class-I local supplier' may be above the L1 for the purpose of purchase preference.
- ii. Eligibility of 'Class-I local supplier'/ 'Class-II local supplier'/ 'Non-local suppliers' for different types of procurement
 - a. In procurement of all goods, services or works in respect of which the Nodal Ministry/Department has communicated that there is sufficient local capacity and



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local competition, only 'Class-I local supplier', as defined under the Order, shall be eligible to bid irrespective of purchase value.

- b. In procurement of all goods, services or works, not covered by sub-para ii(a) above, and with estimated value of purchases less than Rs.200 Crore, in accordance with Rule 161(iv) of GFR, 2017, Global tender enquiry shall not be issued except with the approval of competent authority as designated by Department of Expenditure. Only 'Class-I local supplier' and 'Class-II local supplier', as defined under the Order, shall be eligible to bid in procurements undertaken by procuring entities, except when Global tender enquiry has been issued. In global tender enquiries, 'Non-local suppliers' shall also be eligible to bid along with 'Class-I local suppliers' and 'Class-II local suppliers'.
- c. For the purpose of this Order, works includes Engineering, Procurement and Construction (EPC) contracts and services include System Integrator (SI) contracts.

iii. Purchase Preference

- a. Subject to the provisions of this Order and to any specific instructions issued by the bank or in pursuance of this Order, purchase preference shall be given to 'Class-I local supplier' in procurements undertaken by bank in the manner specified here under.
- b. In the procurements of goods or works which are covered by para ii(b) above and which are divisible in nature, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:
 - 1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract for full quantity will be awarded to L1.
 - 2. If L1 bid is not a 'Class-I local supplier', 50% of the order quantity shall be awarded to L1. Thereafter, the lowest bidder among the 'Class-I local supplier' will be invited to match the L1 price for the remaining 50% quantity subject to the Class-I local supplier's quoted price falling within the margin of purchase preference, and contract for that quantity shall be awarded to such 'Class-I local supplier' subject to matching the L1 price. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price or accepts less than the offered quantity, the next higher 'Class-I local supplier' within the margin of purchase preference shall be invited to match the L1 price for remaining quantity and so on, and contract shall be awarded accordingly. In case some quantity is still left uncovered on Class-I local suppliers, then such balance quantity may also be ordered on the L1 bidder.
- c. In the procurements of goods or works which are covered by para ii(b) and which are not divisible in nature, and in procurement of services where the bid is evaluated on price alone, the 'Class-I local supplier' shall get purchase preference over 'Class-II local supplier' as well as 'Non-local supplier', as per following procedure:



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1. Among all qualified bids, the lowest bid will be termed as L1. If L1 is 'Class-I local supplier', the contract will be awarded to L1.
 2. If L1 is not 'Class-I local supplier', the lowest bidder among the 'Class-I local supplier', will be invited to match the L1 price subject to Class-I local supplier's quoted price falling within the margin of purchase preference, and the contract shall be awarded to such 'Class-I local supplier subject to matching the L1 price.
 3. In case such lowest eligible 'Class-I local supplier' fails to match the L1 price, the 'Class-I local supplier' with the next higher bid within the margin of purchase preference shall be invited to match the L1 price and so on and contract shall be awarded accordingly. In case none of the 'Class-I local supplier' within the margin of purchase preference matches the L1 price, the contract may be awarded to the L1 bidder.
- d. "Class-II local supplier" will not get purchase preference in any procurement, undertaken by bank.
- iv. Margin of Purchase Preference: The margin of purchase preference shall be 20%.
- v. Verification of Local Content:
- a. The 'Class-I local Supplier'/'Class-II local Supplier' at the time of tender, bidding or Solicitation shall be required to indicate percentage of local content and provide Self-certification that the item offered meets the local content requirement for 'Class-I local supplier'/'Class-II local Supplier', as the case may be. They shall also give details of the location(s) at which the local value addition is made.
 - b. In case of procurement for a value in excess of Rs. 10 crores, the 'Class-I Local Supplier'/'Class-II Local Supplier' shall be required to provide a certificate from the statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing chartered accountant (In respect of suppliers other than companies) giving the percentage of local content.
 - c. False declarations will be in breach of the Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.
 - d. A supplier who has been debarred by any procuring entity for violation of this Order shall not be eligible for preference under this Order for procurement by any other procuring entity for the duration of the debarment. The debarment for such other procuring entities shall take effect prospectively from the date on which it comes to the notice of other procuring entities.
- vi. If nodal ministry is satisfied and communicates to bank that Indian suppliers of an item are not allowed to participate and /or compete in procurement by any foreign government, it may, if it deems appropriate, restrict or exclude bidders from that country from eligibility for procurement of that item as per advise of nodal ministry.

For the Purpose of above, a Supplier or bidder shall be considered to be from a country if (i) the entity is incorporated in that country, or ii) a majority of its shareholding or effective



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control of the entity is exercised from that country; or (iii) more than 50% of the value of the item being Supplied has been added in that country. Indian suppliers shall mean those entities which meet any of these tests with respect to India.”

8. BENEFITS TO MICRO AND SMALL ENTERPRISES (MSEs) AS PER THE GUIDELINES OF PUBLIC PROCUREMENT POLICY ISSUED BY GOVERNMENT OF INDIA:

- As per the above policy, Bank reserves the rights to procure 25% of the total requirements, from Micro and Small Enterprises (MSEs) provided such MSEs are complying with the eligibility criteria and technical specifications of the RFQ, quote their price within the price band of L1+15% and agree to bring down their price to L1 price.
- If L1 bidder is an MSE, 100% procurement will be done from the L1 bidder subject to the other terms and conditions of the RFQ.
- Special provision for Micro & Small Enterprises owned by Scheduled Castes or Scheduled Tribes. 4% out of the 25% shall be allotted to such MSEs, if participated in the tender.
- Special provision for Micro & Small Enterprises owned by Women. 3% out of the 25% shall be allotted to such MSEs, if participated in the tender.
- MSEs are also exempted from payment of cost of bid documents and submission of bid security.
- To avail the above benefits, the bidder should have registered with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or Udyog Aadhar or any other body specified by Ministry of Micro, Small and Medium Enterprises.
- Bidders seeking the above benefits shall submit the documentary proof for having registered with the above agencies (such as Entrepreneur's Memorandum – EM II) at the time of pre-bid meeting or during submission of the technical bids (only if the bidder is not attending the pre-bid meeting).
- The condition of prior turnover and prior experience may be relaxed for Start-ups (as defined by Department of Industrial Policy and Promotion) subject to meeting of quality & technical specifications and making suitable provisions in the bidding document (Rule 173 (i) of GFR 2017).

9. RESTRICTION OF BIDDERS FROM COUNTRIES SHARING LAND BORDERS WITH INDIA:

As per Ministry of Finance, Department of Expenditure, Public Procurement Division's office memorandum F.No.6/18/2019-PPD dated 23.07.2020, regarding insertion of Rule 144 (xi) in the General Financial Rules (GFR) 2017, any bidder from a country which shares a land border with India will be eligible to bid either as a single entity or as a member of a JV / Consortium with others, in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects)



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only if the bidder is registered with the Competent Authority. The Competent Authority for registration will be the Registration Committee constituted by the Department for Promotion of Industry and Internal trade (DPIIT). Political & Security clearance from the Ministries of External and Home Affairs respectively will be mandatory.

However, above condition shall not apply to bidders from those countries (even if sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects. Updated lists of countries to which lines of credit have been extended or in which development projects are undertaken are given in the website of the Ministry of External Affairs.

"The successful bidder shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority"

Definitions pertaining to "Restriction of Bidders from Countries sharing Land Borders with India" Clause Bidder" (including the term 'tenderer', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency, branch or office controlled by such person, participating in a procurement process.

"Bidder from a country which shares a land border with India" means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

"Beneficial owner" will be as under:

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

Explanation

- a. "Controlling ownership interest" means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;



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- b. "Control" shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
- ii. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
- iii. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
- iv. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official.
- v. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

"Agent" is a person employed to do any act for another, or to represent another in dealings with third persons.

10. Please note that

- (i) The cost of preparing the bids, including visit / visits to the Bank is not reimbursable.
- (ii) The Bank is not bound to accept any of the bids submitted and the bank has the right to reject any/all bid/s or cancel the tender without assigning any reason therefor.
- (iii) Bank reserves the right to negotiate with the lowest quoted bidder (L1 bidder) for further reduction in price under exceptional circumstances.
- (iv) All pages of the Bid document, Clarifications/Amendments if any should be sealed and signed by the Authorized Signatory and kept with technical bid. A certificate to the effect that the Authorized Signatory has authority to bind the company should also be attached along with the technical bid.

After technical evaluation, intimation will be given to all qualifying bidders about the date and time of reverse auction.



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SECTION-II

INSTRUCTIONS TO BIDDERS

1. Introduction

The Bidder is expected to examine all instructions, forms, terms and specifications given in the Bidding Documents. If any element of doubt arises, the same should be clarified from the Bank before submitting the bid. Failure to furnish all information required by the Bidding Documents may result in the rejection of its bid and will be at the Bidder's own risk. Bank will not be responsible for the same.

2. Pre Bid Meeting

- A pre-bid meeting is scheduled to be held through Video Conference/Skype/Web-ex on **05/11/2020 at 03:00PM**. Bidder's designated representatives (maximum two persons) may attend the pre-bid meeting.
- The purpose of the meeting will be to clarify the doubts raised by the probable bidders.
- The Bidder is requested to submit any queries/clarifications to the Bank to the following email ids on or before **04/11/2020 by 05.00PM**:

uthayakumar.palaniyappan@indianbank.co.in
NAVEEN.NIGAM@indianbank.co.in
neeraj.gupta@indianbank.co.in
krishna.prasad2@indianbank.co.in
VIVEK.RAGUPATHY@indianbank.co.in
RAGHURAM.VADDAGONI@indianbank.co.in

In case the Probable Bidder wants to participate in the Pre-bid Meeting to be held on the date specified in this bid, they should register themselves with the Bank by paying the cost of bid document i.e. **Rs.5,000/-** (non-refundable) by way of Demand Draft in favour of Indian Bank payable at Chennai, or transferring the amount in the account as detailed in schedule 9. Bidders have to ensure that cost of bid document i.e. Rs.5,000/- has already been remitted to the account as mentioned in Schedule 9, or dispatched through demand draft (Copy of demand draft to be attached), to the below mentioned address, before raising the queries through email:

Indian Bank, Head Office, 66, Rajaji Salai, 2nd Floor, Chennai- 600 001

Such Bidders who have not chosen to attend the pre bid meeting are required to submit the DD for cost of Bid Document through offline/online mode (schedule 9) apart from uploading the scanned DD/Proof of e-transfer document during e-tendering.



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The text of the questions raised (without identifying the source of enquiry) and the responses given, together with amendment to the bid document, if any, will be ported in websites: <https://www.indianbank.in> and <https://www.tenderwizard.com/indianbank> and informed vide mail to the bidders who have raised queries.

3. Amendment of bidding documents

3.1 At any time prior to the deadline for submission of bids, the Bank, for any reason, whether at its own initiative or in response to a clarification(s) requested by a prospective Bidder, may modify the Bidding Document by modification(s) / amendment(s).

3.2 The amendments if any, will be published in the e-procurement website and will form part of the Bidding document.

4. Technical Bid

The Bidder shall furnish as part of its technical bid, documents establishing the bidder's eligibility to bid and its qualifications to perform the Contract, if its bid is accepted.

The documentary evidence of the Bidder's eligibility to bid and qualifications to perform the Contract if its bid is accepted, shall establish to the Bank's satisfaction that, the Bidder has the financial and technical capability necessary to perform the Contract and that, the Bidder meets the qualification requirements.

Any bid document not accompanied by the above will be rejected.

5. Financial Bid

1. The Bank finalize commercials through online reverse auction after evaluation of Part I after giving due notice to the technically qualified bidders.
2. The calling for quote does not confer any right on the bidder for being awarded any purchase order.

6. Bid Security (Earnest Money Deposit (EMD) & Cost of Bid Document

The Bidder shall furnish, a bid security in the form of a bank guarantee issued by a scheduled commercial Bank or Foreign Bank located in India other than Indian Bank for a sum of **Rs.30,00,000/-** (Rupees Thirty Lakhs Only).

Bank Guarantee should be valid for forty-five (45) days after the validity of the bid (i.e. Bid Validity 90 days + 45 days= 135 days from the last date for submission of Bid), in the format specified in the bid document (Annexure-V). Bank may seek extension of Bank Guarantee, if required.



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Unsuccessful bidders' bid security will be discharged or returned after the expiration of the period of bid validity prescribed by the bank or after issuing purchase order to the successful L1 bidder, whichever is earlier.

The successful Bidder's Bid Security will be discharged upon the Bidders signing the Contract and furnishing the Performance Security.

The bidder will forfeit the Bid Security

- a) if a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid form.

Or

- b) in the case of a Successful Bidder, if the Bidder fails to sign the Contract or to furnish Performance Security.

Cost of Bid Document **Rs.5,000/- (Rupees Five Thousand only)** along with technical bid to be submitted in the form of DD favouring Indian Bank, payable at Chennai, if not participated in the pre-bid meeting, or through electronic transfer as detailed in schedule 9.

MSE/NSIC registered bidders are exempted from submitting the bid security. Such bidders should submit the copy of registration certificate and other document as proof which should be valid for the current period, along with declaration as per **Annexure -X** duly signed by company secretary/Director of the concerned enterprise.



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SECTION-III
CONDITIONS OF CONTRACT

1) Scope of the Project

Implementation of Digital Signage solution for 5 years at 1000 locations across PAN-India by procuring necessary Hardware, Software & Support services.

2) Delivery Schedule and Deliverables from the Bidders

Delivery should be completed within 6 weeks from the date of purchase order and installation should be completed within 2 weeks from the date of delivery.

Display screen, Media player box, associated installation cables and equipments are to be delivered to various branches/offices of the Bank.

The proposed hardware and software infrastructure to be procured is detailed below:

Sr.No	Technical Description	Qty
	Hardware with 3 years OEM Warranty	
1	43" Commercial Screen End Devices	700
2	55" Commercial Screen End Devices	300
3	Media player	1000
	Software with 3 years warranty	
4	Server License for Enterprise Content management and Designer Software	1
5	End Devices Client application Software License	1000
	Management	
6	One time Implementation & Configuration	1000
7	CMS Management Charges for 1 year (onsite engineer *)	1
	AMC (4th and 5th year)	
8	AMC for 43" Commercial Screen End Devices	700
9	AMC for 55" Commercial Screen End Devices	300
10	AMC for Media Player	1000
10	AMC for End Devices Client app Software License	1000

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11	AMC for Server License - Enterprise Content management and Designer Software	1
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Note: Bank reserve the rights to increase or decrease the Commercial Screens count of 55 and 43 devices count. Total screens count will be 1000.

3) Period of Validity of Bids

Bids should remain valid for the period of 90 days after the last date for submission of bid prescribed by the Bank. A bid valid for a shorter period shall be rejected by the Bank as non-responsive. Bank may seek extension of bid validity period, if required.

4) Eligibility Criteria

1. The Bidder should be Public/Private Limited Company and should be in existence in India as a Registered Firm for the last 3 years (as on 31.03.2020).
2. The Bidder should be a highest level partner of the OEM for supply and support of the equipment in India (Document proof has to be submitted).
3. The Bidder should have earned Net Profit during last three financial years of the bidder. i.e. 2017-18, 2018-19 and 2019-20.
4. The yearly turnover of the bidder should be more than Rs. 45.00 crores during each of last three financial years. (2017-18, 2018-19, 2019-20)
5. Bidder should have experience of minimum 3 years in providing the similar kind of digital signage solution and services. Bidder should have experience in handling, installations, maintenance and services support of Digital Signage Solution using their own content management software with any Government, private or public organizations in India during last 3 years (31.03.2020).
6. Bidder/OEM must have a minimum installation of 4000 digital signage (with media players) in a single order with multiple locations in India with respect to the Same OEM (all hardware and software) in any one of the last 3 years (31.03.2020).
7. The Bidder should not have been blacklisted by any Government Dept. /PSU/ Banks as on date.
8. The OEM should have support center in India (Address proof to be provided).
9. OEM must have Online portal and email facilities for lodging & tracking of complaints.
10. OEM must have ISO Certifications in India

5) Payment Terms

On Delivery: Eighty (80) % of the price of the appliances delivered at the respective location mentioned in Purchase order and Enterprise Content management and Designer



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Software will be paid within 15 days of submission of Invoice copy and Proof of delivery duly counter signed by the Bank's Representative, Original/Copy of Transit Insurance Policy and Original of Storage cum erection policy.

On Installation: Twenty (20)% of the appliances delivered & installed at the respective location mentioned in Purchase order and Enterprise Content management and Designer Software (alongwith SW AMC for 3 years) delivered & installed will be paid on submission of Installation Certificate duly counter-signed by the Bank's Representative

TDS will be deducted for the payment, if applicable.

Subsequent AMC Payment

Subsequent AMC Payment for 4th & 5th years will be made annually in advance on submission of Invoice and documentary proof for renewal form OEM.

The payment will be released subject to deductions on account of liquidated damages, if any.

6) Scope of Work

The Bid is for Implementation of Digital Signage solution for 5 years at 1000 locations across PAN-India by procuring necessary Hardware, Software & Support services with following: -

The applications in the proposed solution shall use the existing network. Bank proposes to implement Digital Media Signage Solution which has capability to distribute, manage and schedule content over IP network to multiple screens installed in the branches / offices for running various advertisements, messages, product information, deposit and lending rates, etc. for customers as well as for employees.

The procurement of the following components is requisite for successful implementation of the project:

1. Hardware components including Industrial Standard Display Screen, Media Player Box, associated cables and other accessories for successful installation and working of the display units at the Branches/Offices and Server workstation at central location.
2. Software components including player software, administrative software & Operating System, Server Software.
3. Services including installation, management, support & maintenance, content management & support in content preparation.

Incidental Services to be provided by the Bidder

1. The selected vendor shall provide end to end solution and it is the responsibility of the vendor to procure, supply, install/commission, support and



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maintain and provide facility management at central location of the Bank for Digital Signage Systems.

2. Bidder shall supply, install and commission the necessary equipment and cables that are required for successful working of the Digital Media Signage systems at branch / office locations.
3. The Bidder shall Install and configure the server at the central location to ensure successful working of the Digital Signage Systems.
4. The Bidder shall procure, supply, install/commission, support & maintain Media Player boxes and Display units at branch / office locations as decided by Bank from time to time.
5. The Bidder shall operationalize Digital Media Signage Solution in the defined locations as decided by Bank in close co-ordination with the Bank officials.
6. The Bidder shall integrate the Digital Media Player with the IP network of Branch / office locations.
7. The Bidder shall co-ordinate with the Bank officials at branch / office in finalizing display location, power supply, network point etc.
8. In case of shifting of the branch or premises or location, the Bidder shall arrange to decommission the equipment, shift equipment and re-install at the new location, free of cost.
9. The Bidder should be able to remotely configure, maintain and manage Digital Media Signage hardware, software and shall make the system available to branch / office locations.
10. The Bidder shall facilitate Bank to remotely manage & monitor the working of the whole system from a central location.
11. During the contract period, the Bidder shall apply patches and upgrades from time to time without any additional cost to the Bank.
12. The Bidder shall provide onsite support as and when required by the Bank to take care of the system, content aggregation, content formatting, content uploading, content pushing to Branch media players, content scheduling, problem resolution and monitor the live health of the players, performance management, reporting and the overall functioning and management of the Solution.
13. The Bidder shall divide the Branches/Offices into groups as decided by the Bank for customized content display at various locations. Different contents should be displayed at these different groups. The contents may be in different languages. The contents in various languages should be displayed at locations as per the need of the Bank.



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14. Bank will provide the content. In case if the Bank appoints outside agencies to prepare the contents on it's behalf, the vendor shall coordinate with such outside agencies, who are approved by the Bank for content preparation.
15. The Bidder shall convert digital media content thus provided into Digital Media Signage applicable formats by editing the content, formatting the content, inserting text etc.
16. The vendor shall create the playlist of contents to be displayed.
17. Before porting the content, Bidder should ensure that the content is approved by appropriate/designated authorities of the Bank.
18. The Bidder shall create screen layouts including full screen and zoned screen outputs.
19. The Bidder shall schedule pushing of contents in off-banking hours or as decided by the Bank so that branches will not face any difficulty in day-to-day operations. The vendor shall remotely schedule the display of the contents as per Bank's requirement.
20. In case of any problem observed or reported by the branch/office, the Bidder shall resolve the problem immediately.
21. The Bidder shall repair / replace the equipment in case any problem arises out of it within the timeframes defined as per the Service Levels.
22. The vendor shall provide reports, audit trails and logs periodically as set by the Bank.
23. The Bidder shall provide the complete documentation of the project.
24. The Bidder shall provide details regarding Design, Structure, and Application Programming Interface, etc. so as to give sufficient insight on working of the application or software to the Bank.
25. The Bidder shall impart necessary training and operational guidelines to branch / office staff and the corporate office staff involved in the project.
26. The solution should support various languages and formats (like images, video, feed, etc.) simultaneously. Also, the solution should be capable of providing various options to the users to select from among various options of products and languages. These options may be grouped depending on the contents and languages for various locations.



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27. The Vendor is expected to maintain the equipments supplied for atleast 2 years after completion of warranty period. After expiry of AMC of 2 years, AMC charges will be decided on mutually agreed terms and conditions.

28. The Vendor shall provide archived copies of the contents that are to be retained for 7 years by the bank.

29. Onsite Engineer-Bidder shall appoint an experienced Onsite Engineer dedicated to the project execution. The Bidder should provide CV of Onsite Engineer that demonstrates proven experience in executing projects similar in scope and complexity.

7) SLA

- The Vendor shall have to enter into a Service level agreement (Annexure-VIII) for Service Support as per the terms and conditions of the RFP and covering the scope of work and technical requirements.
- Any issue arising in Digital Signage solution (including Media Player and End devices) has to be resolved by the bidder within 36 hours from the time the call has been logged with bidder. The penalty applicable for every 1 hour drop in uptime of Digital Signage is 1% of the cost of a Digital Signage deployed at the location.
- If the issue with Digital Signage solution (including Media Player and End devices) is not resolved within 48 hrs, then the same has to be replaced by the bidder at no additional cost.
- The penalty will be deducted from the AMC/ATS charges payable during the contract period. In case, the penalty amount is more than amount payable by bank towards ATS/AMC, bank reserves the right to invoke the performance security submitted by the successful bidder.
- In case of non-delivery of contents to the identified branches through Bank's Wide Area Network due to any reason, the vendor shall arrange to deliver and load the contents manually in the Media player of the branch / office in two days' time.

8) Warranty/AMC

- The Supplier warrants that the Goods supplied under the Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship (except when the design and / or material is required by the Bank's Specifications) or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the country of final destination.
- This onsite comprehensive warranty with 24 * 7 support shall remain valid for 36 months after the Goods have been installed at the final destination indicated in the Contract, or for thirty-nine (39) months after the date of receipt of shipment at the destination, whichever period concludes earlier. Necessary documents should be



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provided for back to back support from respective OEMs. The Bank shall promptly notify the Supplier in writing/by mail of any claims arising under this warranty. Upon receipt of such notice, the Supplier shall with all reasonable speed, repair or replace the defective Goods or parts thereof, without cost to the Bank. All the supplied Hardware and software have to be covered under back to back support from the respective OEMs for the full contract period.

- After completion of warranty period of three Years, AMC will be entered at accepted agreed rates.
- However, Bank has the right to go into AMC agreement with other vendors.

9) Maintenance and Support

- The successful bidder has to provide necessary onsite support during the contract period.
- Software implementation and maintenance including onsite support on call basis. The response time from OEM for any call logged should be within two hours.
- 99% up time to be maintained, calculated on a Bank's business hour basis per quarter for all equipment supplied. The penalty would be deducted from the AMC/ATS charges payable during the contract period. In case, the penalty amount is more than amount payable by bank towards ATS/AMC, bank reserves the right to invoke the performance security submitted by the successful bidder.
- Response with Level 1 diagnosis - 2 hours (telephonic or onsite), Uptime - 99 % uptime average on quarterly basis for the solution, Resolution - Within 8 hours on Site

10) Insurance

The goods supplied under the Contract shall be fully insured against loss or damage incidental to transportation, storage and erection. The transit insurance shall be for an amount equal to 110 percent of the invoice value of the Goods from "Warehouse to final destination" on "All Risks" basis including War Risks and Strikes.

The supplier should also insure the goods in Indian Territory for the invoice value under Storage cum Erection policy till three months from the date of delivery. Any damage happens to all equipments due to non-availability of storage cum erection policy, the supplier has to bear the losses.

In case of discrepancy in hardware/software supplied, it is successful bidder's responsibility to replace/repair the equipment immediately even without recourse to the insurance.



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If insurance policies for transit or storage cum erection insurance is not provided or not covering the period, from the last date of delivery of goods, then 0.1% of the invoice value will be deducted from the payment for each insurance.

11) Place of Delivery

Display screen, Media player box, associated installation cables and equipments are to be delivered to various branches/offices of the Bank.

List of Branches will be provided along with Purchase Order. All Licenses are to be delivered at Central Location.

Server Software needs to be installed and configured in Bank's DC location.

12) Delays in the Supplier's Performance

- Delivery of the Goods and performance of Services shall be made by the Supplier in accordance with the time schedule prescribed by the Purchaser in the Schedule of Requirements.
- If at any time during performance of the Contract, the Supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the Goods and performance of Services, the Supplier shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the Supplier's notice, the Purchaser shall evaluate the situation and may at its discretion extend the Supplier's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

13) Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

14) Liquidated Damages

If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the Invoice price of Goods & services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the goods are not delivered/installed in time, the Bank may consider termination of the contract.



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15) Bank's right to accept or reject any bid or all bids

- Bank has the right to accept or reject quotation at its sole discretion without assigning any reason therefore.
- Bank reserves the right to modify the terms and conditions of this RFP duly informing the same before due date of the RFP.

14) Performance Security

- a. Within 15 days of issue of Purchase Order, the supplier shall furnish to the Bank the Performance Security equivalent to 10% of the contract value in the form of a Bank Guarantee, valid for 63 months with further one month claim period, in the format enclosed (Annexure-IV).
- b. The performance security submitted by the supplier shall be invoked by the Bank as compensation for any loss resulting from the Supplier's failure in completing their obligations under the Contract.
- c. The performance security will be discharged by the Bank and returned to the Successful bidder not later than thirty (30) days following the date of completion of the Successful bidder's performance obligations under the Contract.
- d. Failure of the successful Bidder to comply with the requirement of signing of contract and performance Security shall constitute sufficient grounds for annulment of the award and forfeiture of the bid security, in which event the Bank may call for new bids.

16) Negotiation

Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.

17) Limitation of Liability

Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

This limit shall not apply to third party claims for

- a. IP Infringement indemnity
- b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.



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18) Indemnity Clause

If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.

19) Disclaimer

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

20) Patent Rights

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

21) IT Act 2000

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

22) Intellectual Property Rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

23) Acceptance of Purchase Order

Vendor has to submit the acceptance of the purchase order within 7 days from the issue of Purchase order, duly signed by the authorized signatory.

24) Signing of Contract Form and NDA

Within fifteen (15) days of Purchase Order, the successful bidder shall sign the contract form (Annexure-III) and Non-Disclosure Agreement (Annexure-IX) and return it to the



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Bank. Integrity pact executed between the Bank and successful bidder(s) is deemed to be a part of the contract.

25) Settlement of Disputes

- a. If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.
- b. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.
- c. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

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

- (a) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.
- (b) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.
- (c) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.
- (d) 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,



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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.

(e) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(f) Notwithstanding any reference to arbitration herein,

- a. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and
- b. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

26) Right to Alter Quantities

The Bank may at its discretion,

- a) Increase the requirement up to 10% at the time of placing order with vendor and, Or
- b) Decrease the requirement up to 10% at the time of placing order with vendor
- c) Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order

27) Applicable Law

Laws of India and any other guidelines having the force of law in India will be applicable.

28) Authorization Letter from OEM

The bidder has to obtain and submit Authorization letter from Original Equipment Manufacturer (OEM) as per Annexure-VI. If bidder is OEM and they quote their own product, then MAF (Manufacturer's Authorization Form) need not be submitted.

29) Coverage of All Banks Under The EPF & MP Act 1952

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted. The agreement of contracts with the contractors, the PF code



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number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

30) Exit Requirements

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.

31) Termination for Convenience

The Bank, by 90 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect:

- a. to have any portion completed and delivered at the Contract terms and prices; and / or
- b. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

32) Termination for Default

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- a. if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
or
- b. if the Supplier fails to perform any other obligation(s) under the Contract.
- c. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:



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"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior 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.

In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

33) Force Majeure

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

34) Confidentiality

The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict



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confidence. The Bank is expected to do the same in respect of Bidder provided data / information. **After termination of the contract also they should not divulge any data / information.**

The supplier will have to enter into a Non Disclosure agreement (Annexure-IX) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

35) Integrity Pact

Bidders shall submit Integrity Pact (IP) along with the technical bid as per Annexure-VII of the RFP. Integrity Pact is an agreement between the prospective bidders and the buyer committing the persons/officials of both the parties not to exercise any corrupt influence on any aspect of the contract. Any violation of the terms of Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings.

The integrity pact begins when both parties have legally signed it. Integrity Pact with the successful bidder(s) will be valid till 12 months after the last payment made under the contract. Integrity Pact with the unsuccessful bidders will be valid 6 months after the contract is awarded to the successful bidder.

36) Adoption of Integrity Pact

- The Pact essentially envisages an agreement between the prospective bidders and the Bank, committing the persons /officials of both sides, not to resort to any corrupt practices in any aspect/ stage of the contract.
- Only those bidders, who commit themselves to the above pact with the Bank, shall be considered eligible for participate in the bidding process.
- The Bidders shall submit signed Pre Contract integrity pact as per the Annexure-VI. Those Bids which are not containing the above are liable for rejection.
- Foreign Bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principles or associates.
- Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary. Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.
- Integrity Pact in respect this contract would be operative from the stage of invitation of the 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.
- The Integrity Pact Agreement submitted by the bidder during the Bid submission will automatically form the part of the Contract Agreement till the conclusion of the contract i.e. the final payment or the duration of the Warranty /Guarantee/AMC if contracted whichever is later.
- Integrity Pact, in respect of a particular contract would be operative 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.



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- Integrity pact shall be signed by the person who is authorized to sign the Bid.
- The Name and Contact details of the Independent External Monitor (IEM) nominated by the Bank are as under:

1. Shri. Brahm Dutt, IAS (Retd)

Email: dutt.brahm@gmail.com

2. Shri. Balraj Joshi, Ex-CMD, NHPC (Retd)

Email: balrajjoshi@hotmail.com

- Change of law / policy / circular relating to Integrity Pact vitiate this agreement accordingly with immediate effect on written intimation.

37) General Terms

- The relationship between the Bank and Successful Bidder/s is on principal to principal basis. Nothing contained herein shall be deemed to create any association, partnership, joint venture or relationship or principal and agent or master and servant or employer and employee between the Bank and Successful Bidder/s hereto or any affiliates or subsidiaries thereof or to provide any party with the right, power or authority, whether express or implied to create any such duty or obligation on behalf of the other party.
- Successful bidder/Service Provider shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the successful bidder/Service Provider and shall be vicariously liable for all the acts, deeds, matters or things, of such persons whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment in the Bank shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the successful bidder/Service Provider, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the successful bidder/Service Provider shall be paid by the successful bidder/Service Provider alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the successful bidder's/Service Provider's employees, agents, contractors, subcontractors etc. The Successful Bidder/Service Provider shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, whatsoever nature that may arise or caused to the Bank through the action of Successful Bidder/Service Provider's employees, agents, contractors, subcontractors etc.
- The cost of preparing the proposal including visit / visits to the Bank by the bidder is not reimbursable.
- All pages of the Bid Document, Clarifications/Amendments if any should be signed by the Authorized Signatory (POA proof to be submitted). A certificate of authorization should also be attached along with the bid



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- The Bank is not bound to accept any of the proposals submitted and the Bank has the right to reject any/all proposal/s or cancel the tender without assigning any reason therefore.
- The bid should be valid for 90 days from the date of submission of bid.
- Three Years onsite warranty with 24/7 Support with 99% Uptime on Quarterly basis for the hardware.
- Any other equipment, devices required to install above hardware need to be provided and installed without any financial implications.
- All the hardware supplied should be under back to back support from OEM, OEM letter for the same to be submitted.
- All equipment supplied should be factory assembled.
- Call logging facility to be made available on 24*7 basis
- Make and Model of the quoted products should be furnished.
- Part numbers for Hardware and System Software components should be furnished
- Supplier has to install and reinstall (if needed) all the hardware without additional cost to the bank.
- Supplier has to provide technical documents, brochure etc. for all the items quoted to prove future scalability requirements
- As and when OS, New Firmware Version is announced, Supplier has to inform the bank and install the same without any financial implications during Warranty and AMC period.
- The laying of rack cable dressing and labelling should be done neatly without any financial implications.
- Detailed documentation of installation and solution has to be provided after successful installation.
- All cables and accessories to implement connectivity between TV, Media Player & LAN Switches to be provided.
- Performance issues to be solved by the supplier without any additional cost to the bank.



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SECTION-IV
INSTRUCTIONS TO BIDDERS FOR E-TENDERING

1. GENERAL

These Instructions for e-Tendering supplement other terms and conditions of this tender.

2. INSTRUCTIONS

2.1. RULES FOR WEB PORTAL ACCESS

1. Bidder should be in possession of Digital Certificate in the name of company/bidder with capability of signing and encryption for participating in the e-tender. Bidders may use Digital Certificates issued in the name of individuals upon submission of authorization certificate from the company for the same to the e-tendering service provider and prior approval from Bank officials. Bidders are advised to verify their digital certificates with the service provider at least two days before due date of submission and confirm back to Bank.
2. e-tendering will be conducted on a specific web portal website - <https://www.tenderwizard.com/indianbank> meant for this purpose with the help of the Service Provider identified by the Bank as detailed above.
3. Bidders will participate in e-tendering event from their own office/place of their choice. Internet connectivity/browser settings and other paraphernalia requirements shall have to be ensured by Bidder themselves.
4. In the event of failure of their internet connectivity (due to any reason whatsoever it may be) either the service provider or Bank is not responsible.
5. In order to ward-off such contingent situation, Bidders are advised to make all the necessary arrangements/alternatives such as back-up power supply, connectivity whatever required so that they are able to circumvent such situation and still be able to participate in the e-Tendering process successfully.
6. However, the Bidders are requested to not to wait till the last moment to quote their bids to avoid any such complex situations.
7. Failure of power at the premises of bidders during the e-Tendering cannot be the cause for not participating in the e-Tendering.
8. On account of this, the time for the e-tendering cannot be extended and Bank is not responsible for such eventualities.



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9. Bank and/or Service Provider will not have any liability to Bidders for any interruption or delay in access to site of e-tendering irrespective of the cause.
10. Bank's e-tendering website will not allow any bids to be submitted after the deadline for submission of bids. In the event of the specified date and time for the submission of bids, being declared a holiday/strike for the bank, e-tendering website will receive the bids up to the appointed time as mentioned in schedule 3, however physical documents, to be submitted offline, can be submitted on the next working day up to 03.00 PM on next working day. Extension/ advancement of submission date and time will be at the sole discretion of the Bank.
11. However, during the submission of bid, if any bidder faces technical issues and was unable to submit the bid, in such case the Bank reserves its right to grant extension for bid submission by verifying the merits of the case and after checking necessary details from Service Provider.

2.2. REGISTRATION

To use the Bank's e-tendering Portal (<https://www.tenderwizard.com/indianbank>), bidder needs to register on the e-tendering portal. The bidder should visit the home-page of the portal and to the Portal Enrolment for new bidder link.

The following steps are to be followed during the registration process

- a) Fill all the relevant and requisite details to complete the Enrolment form provided in the Bank's e- tendering portal
- b) Upload the scan copy of the PAN Card and GST Registration certificate
- c) Acknowledgement copy will be generated with user id & password & the same will be sent to their registered email id.
- d) After verification by department/service provider, the id will be activated.
- e) At the first login, DSC details will be automatically captured by the system.
- f) Clarification/ Amendments and Extension of last date of bid submission (if any) will be uploaded in the e-tendering portal under Corrigendum/ Amendment.

Training to the Bidder for participating in the bids through e-tendering Website will be provided by the service provider M/s. Antares Systems Limited.

Note: Please contact M/s. Antares Systems Limited's support desk (as given below), to get your registration accepted/activated and for further clarifications.

Support Desk Contact Details

M/s. Antares Systems Limited
#24, Sudha Complex, 3rd Stage, 4th Block



Ref: CO/ITD/1206/R1/2020-21

Basaveshwaranagar, Bangalore – 560 079.

Support Contact No. 080-40482100

Support Email: gunaseelan.m@antaressystems.com

2.3. SUBMISSION OF BIDS THROUGH E-TENDERING PORTAL

The Bid documents, to be uploaded as part of online bid submission, are as follows:

- Eligibility Criteria, along with all supporting documents required.
- All Annexure as per this tender on Bidder's letter head with authorizing person's signature and Bidder seal on all pages.
- All supporting documents and product literature in support of Technical specifications.
- Relevant brochures
- Compliance to Technical Specifications as per Technical Bid.
- Any other information sought by the Bank with relevant to this tender

Bidder should upload all the copies of relevant documents without fail in support of their bid and as per the instructions given in tender documents. If the files to be uploaded are in PDF format, ensure to upload it in "Searchable" PDF Format. After filling data in predefined forms bidders need to click on final submission link to submit their encrypted bid.

Please take care to scan documents so that total size of documents to be uploaded remains minimum. **All documentation evidence provided to the Bank shall be in PDF Format. The Scanned Documents shall be OCR enabled for facilitating "search" on the scanned document.** Utmost care may be taken to name the files/documents to be uploaded on e-tendering portal.

2.4. BID RELATED INFORMATION

Bidders must ensure that all documents uploaded on e-tendering portal as files or zipped folders, contain valid files and are not corrupt or damaged due to any processing at bidder PC system like zipping etc. It shall be the responsibility of bidder themselves for proper extractability of uploaded zipped files.

Any error/virus creeping into files/folder from client end PC system cannot be monitored by e-tender software/server and will be bidder's responsibility only.

2.5. OFFLINE SUBMISSIONS

In addition to uploading the documents in our e-Tendering portal, Bidders should also submit the following in a sealed envelope, super scribing with the tender Reference number, due date, Name of the Bidder, etc.

- Earnest Money Deposit/Bid Security



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b) DD towards Cost of bid document (Bidders may also remit the amount in the account number mentioned in Schedule 9)

c) Integrity Pact

Note: Companies registered as Micro/Small Units under MSE/NSIC should submit documentary proof for claiming exemption for Cost of Bid document and EMD.

The bidder is requested to submit the original documents in a Sealed Envelope on or before 19/11/2020, 03.00 PM to the address mentioned under schedule 3 of this tender. The envelope shall be super scribed as "**Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution**" and the words 'DO NOT OPEN BEFORE (19/11/2020 at 03.30 PM)'.

2.6. OTHER INSTRUCTIONS

For further instructions like system requirements and manuals, the bidder should visit the e-tendering portal (<https://www.tenderwizard.com/indianbank>), click on System Requirement Manual/ User Manual.

The following 'Four Key Instructions' for bidders must be assiduously adhered to

- a. Obtain individual Digital Signing Certificate (DSC or DC) well in advance before tender submission deadline on e-tendering portal.
- b. Register your organization on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- c. Get your organization's concerned executives trained on e-tendering portal well in advance before tender submission deadline on e-tendering portal
- d. Submit your bids well in advance of tender submission deadline on e-tendering portal (Bank will not be responsible any problem arising out of internet connectivity issues).

Note: While the first three instructions mentioned above are especially relevant to first-time users of the e-tendering portal, the fourth instruction is relevant at all times.



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SECTION-V

PART I - Functional and Technical Requirements

Date:

The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugam Salai
Chennai 600 014.

Dear Sirs,

Sub: Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution.

Ref: Your RFP No. CO/ITD/1206/R1/2020-21 dated 28.10.2020.

Referring to your above RFP, we submit the compliance details of the specifications given below:

1. Specification for TV / Display (Internal mounting)

Quantity – 1000 (43"-700 & 55"- 300)
Warranty – 3 years

Make:

Model:

Sr.No	Required Functionalities/ Features	Complied (Yes/No)
1.	Ability to offer displays that can be wall-mounted/ stand-mounted/ suspended from ceiling in landscape and portrait modes.	
2.	Diagonal Size should be 43" or above	
3.	Panel Type should be Edge LED/OLED	
4.	Resolution should supports minimum FHD (1920 x 1080 resolution)	
5.	Panel Technology should be Vertical Alignment	
6.	Brightness should be of minimum 350-500 nit	
7.	Native Contrast Ratio should be 4000:1	
8.	Haze % should be 2% or higher	
9.	Viewing Angle(H/V) should supports 178:178	
10.	Response Time should be 8ms or less	
11.	Dynamic C/R should be 3000000:1	
12.	Audio should be Built in Speaker(10W + 10W) or higher	



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13.	INPUT Type should supports minimum DVI-D,HDMI 2.0 X 2, HDCP 2.2 X1,USB 2.0 x 2 , Audio Input X 1, 10/100/1000 BaseT Ethernet RJ45	
14.	OUTPUT Type should support Stereo Mini Jack	
15.	Power Consumption (Typical) should be 67 watt/hr or lesser	
16.	Operating Temperature should be 0-40' C	
17.	Humidity should be 10~80%	
18.	Certifications for a. safety b. Radiations regulation c. Energy Star Certified.	
19.	Accessories should include Quick setup Guide, warranty card, power card, Remote control, Batteries.	

Additional Recommended Requirements

Display should be provided with TV Wall/ Stand Mount or Suspended-from-Ceiling with two Articulating arm that tilts, swivels, and rotates for multiple viewing angles and it should fit 32" to 55" screens.

2. Specification for Media Player Box

Quantity – 1000

Warranty – 3 years

Make:

Model:

Sr.No	Required Functionalities/ Features	Complied (Yes/No)
1.	Multi-stream media player to allow different information to be viewed on different displays;	
2.	Be capable of running different types of content (like image, video, feed, etc.) simultaneously on a single display screen	
3.	Be capable of centralized media player management;	
4.	Be capable of being activated remotely to Mute or unmute volume remotely.	
5.	Be capable of resetting or restarting each media player remotely;	
6.	Be capable of automatically powering on after interruption in power;	
7.	Wi-Fi capable;	
8.	All Player licenses should be able to be managed centrally;	
9.	Should have Quad core 1.7 Ghz processor or higher	
10.	Should have minimum 2 GB or More RAM.	
11.	Should have necessary Compatible Graphics card to support full HD resolution with Display	
12.	Should have minimum Storage 8 GB or More	
13.	OS should be windows/ Linux/ Tizen/Android/webOS	



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14.	Should have Clock battery of 150 hours	
15.	Feature to Play a signage content even in offline mode.	
16.	Media Player should be mountable to the back side of the Display which is offered as a part of this bid or should build in inside Display	
17.	Media Player should have necessary HDMI/DVI-D, Audio interfaces, USB 2.0 ports	
18.	Ability to control and schedule (hour/day/week/month) content playback	
19.	Media Player should support video codec in Standard Definition(SD) and High Definition(HD), Web content including Graphics, Flash Animations/HTML5 animations, Windows Media and MP3 Audio	
20.	Media Player should support unattended continuous playback	
21.	Local Playback: Download and store content locally on the player. Play earlier scheduled content in case of lost network connection	
22.	Media player should support management of content to be displayed when connectivity with Central server is lost.	
23.	Media Player and offered software should support IPV4 and IPV6	
24.	Should support Major Indian Language Fonts.	

3. Specification for Centralized Workstation

Warranty – 3 years

Sr.No	Required Functionalities/ Features	Complied (Yes/No)
1.	Hardware Sizing need to be provided in technical bid submission. Server and storage for the Digital Signage solution will be provided from Bank.	

4. Digital Signage Solution Administration Software/CMS

Name:

Version:

Sr.No	General Specifications/ High level requirements	Complied (Yes/No)
1	Central web enabled console to push content to monitors. The user interface must be browser-based for both administrator and typical user access. This is to allow all users, regardless of role, to access the system from anywhere on the network	



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	without requiring installation of specialized client-side software..	
2	The system must have the ability to customize delivery of content and scheduling to displays based on specific parameters such as: Grouping of Displays, Individual Display, Day of week, Time of day	
3	Deployment of signage Screen at a particular location and provide it with Unique Identification Number(UIN) for future reference.	
4	Capability to identify UIN should be a logical combination for easy identification - (fields such as IP address, Branch code, Branch Name, Address, Contact Info, Type of screen etc to be added)	
5	Transmitting/downloading/deploying content to a logically grouped branches/locations/Circles.	
6	Ability to display real-time information (e.g... Emergency messages to specific sites)	
7	Ability to power ON/OFF media player in a scheduled and as on when required, Mute/unmute from a centralized location.	
	Content Management	
8	Should support Multi-lingual/ regional language contents as per the location/region of the Digital Signage Screen.	
9	Ability to manage display layout/design on individual screen from a centralized location based on clustering. Single screen or split screen with independently controlled frames. Facility of Scrolling ticker to separate multiple display on separate regions on the screen.	
10	Must have multiple customizable templates available.	
11	Must have a programmable content that will continue to run, even if the connection to the server is lost.	
12	Format Videos : WMV, MP4, MOV, AVI, MPEG , with all major codecs support Ticker: Live RSS & Static Text Ticker Images: JPEG, PNG, BMP, GIF Documents Files: PDF, PPT*, Doc* Audio: MP3 WebPages: http, https Hardware Streaming: VLC Streaming	
13	Ability to display Social Media Feeds i.e. Twitter, Facebook, RSS Feeds	
14	Content Repository facility for reusing the content.	
15	Add/modify/delete/combine content in any of the file formats which results in audio, video, text format (this includes pdf, ppt, media files, etc)	
16	Add textual content on image, video and scrolling messages.	
17	Ability to manage the Content deployment from a central location on a real time basis as well as on offline basis (scheduled date and time) for Better bandwidth management. i.e. Store and show technique.	

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18	Ability to view the final content by authorized personnel's before the final upload. In-built preview of display allows checking before publishing.	
19	Facility to remotely view the current playback status of any screens by way of screen shots(thumbnail images), same display on screen, etc	
20	Transmitting/downloading/deploying and scheduling content to a Logically grouped on signage screen/Media player by location/Region/Subsidiaries etc. without any limitations.	
21	System must offer support for the display of video streams. Authorized users will be able to schedule the display of streaming video, per player.	
22	System must provide an automated slideshow of scheduled still-image content. There should be a library of special effects to enhance viewing experience for content transitions.	
23	Software support different aspect ratios of the screen. Like 16:9, 4:3 etc. Software should be flexible for selection of any standard resolution in pixels. Screen orientations supported, portrait or landscape. The software support FHD/UHD. The software support all available resolutions compatible with the hardware and display combinations.	
	Administration /CMS	
25	Users should be allowed to access the status of a Player, which playlist is currently being displayed, the user name of the person that sent the last update, the state of the Player's content download progress and confirmation of its successful completion. All this information to be provided in real time.	
26	System must allow authorized users to override the display of normal content with alert content.	
	Connectivity	
27	Capability of the Digital Signage Solution to work with all kinds of Wired/Wireless internet connections i.e Broadband, Wireless dongles, VSAT, Wifi, etc. The Solution should be capable of connecting with the existing LAN network within Bank network.	
28	Module at the central location have intelligence to check the network usage and then accordingly transmit content i.e store and forward. Schedule/content download can be initiated during off-peak hours.	
29	If content deployment has failed to a particular location, then redeployment process should be initiated automatically at least for a prefixed number of times. Only failed media content need to be retransmitted.	
30	Ability to delete content from Digital Media Player/screens (Ensure one copy at central server is never deleted)	
31	Players must be network-based and capable of receiving content updates from content server via TCP/IP without user intervention.	
	Drag & Drop Interface	
33	Support full content and layer transparency	
	Monitoring and Control Module	



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34	Provision to identify the Media Player not getting updates due to Media Player switched off, network failure etc	
35	System must allow IT to check the status of the entire system, including the status of all players from the content server and generate report w.r.t the digital signage i.e. Downtime, uptime, content created, content deployed, Digital Media working status etc.	
36	Email notification should be notify failure status of Devices like media player, Display, etc.	
37	Report on what content played where and at what time.	
38	Proof of play reports : Audit log report on content played for each player.	
39	Users should be allowed to review a list of previously recorded alerts and events relative to each Player under their control.	
40	The system must have its own ticketing system, which will record every issue raised.	
	User Management and Security Module	
41	The solution must be able to support single sign-on login authentication from the Bank's existing Active Directory environment. The user authentication integration must map users' credentials, such as group membership, from the Bank's AD.	
42	Accounts that must be synchronized so that disabling a user, adding a user, changing password or changing group membership in the Active Directory has the same affect in the system.	
43	User management - Create users and groups with different access levels.	
44	Password protected access and Forgot Password option. Super admin can login and regenerate password.	
45	In addition, there must be the ability for administrators to assign the following rights to each user such as: · Which network (group/sub-group) of Players each user can see and access. · Which content library users can see and access. · Which playlist users can see and access. · Which tasks each user is authorized to perform.	
46	System must allow an unlimited number of user accounts to be created at no additional cost.	
	Security requirements	
47	Compatibility with all current virtualization and cloud computing technologies.	
48	Compatibility with any internet proxy server.	
49	Compatibility with http and https connections.	
50	Ability to specify which communication ports the application will use.	
51	Security requirements do not require an open internet connection to download and activate the software.	

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52	System must support strong passwords and will allow Customer to define a logout time for inactive web browser sessions.	
	Other Capabilities - Additional Modules	
53	Ability to integrate and show MIS reports	
54	Display Database reports in the form of Chart/Gauge and Table	

5. Additional Requirement of the Digital Signage Solution

Sr.No	Description	Complied (Yes/No)
1	Necessary Training Inputs shall be given to the bank so that bank staff shall be in a position to upload / change / modify the content in case of exigency.	
2	The contents to be displayed shall be supplied by the bank, as and when required and the same shall be pushed to Display units via centralized server by the vendor and necessary human resource support shall be given by the vendor to coordinate the above activities with the bank.	
3	The Vendor shall also create and modify the contents provided by the bank, as and when required by the bank and push the contents to display units.	
4	System must allow IT to back up the entire system database to provide a pathway for system restoration in the event of a critical hardware failure.	
5	Vendor must offer remote implementation support for network and system configuration.	
6	The system should be scalable and expandable from the initial 1000 occurrences to any desired future number of Digital Signage screens without any limitations.	
7	A software maintenance and support agreement is needed to provide a 4-hour response to technical support requests from Bank working hours. There must be multiple ways to initiate a support request, including email, web page or voice mail. Support agreement will include free software upgrades.	

6. Responsibilities of the Bank:

The Bank shall be responsible for the following:

- The identification of branches / offices / locations for roll out of this initiative.
- The hardware (Server and storage) required for setting up of Digital Signage Solution in Bank's DC has been procured by the Bank.
- Bidder has to specify hardware sizing requirements along with this quote. OS(Windows/AIX/RHEL), Oracle Data base will be provided from the Bank. Any other Hardware/software required for the Digital Signage solution is the responsibility of the Vendor.



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- d) The network connectivity required for the Digital Signage Solution will be arranged by the Bank at the respective branches / locations.
- e) All the contents / uploads will be owned by Bank.
- f) Decision making for the project and necessary direction in this regard will be given by Bank to Service Provider from time to time.

List of deviations from the required specifications:

1)

2)

(If left blank, it is treated that there are no deviations in the compliance of specifications)

We comply with all requirements, specifications, terms and conditions mentioned in the Bid Document except for the deviations mentioned above.

We agree for the time frame for completion of activities as per your above bid.

We agree to the terms of payment mentioned in your bid.

We submit that we shall abide by your terms and conditions governing the quotation.

- i. We submit that the details given above are true to the best of our knowledge.

For

Office Seal

(Authorised Signatory)

Place:

Name:

Date:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:



Ref: CO/ITD/1206/R1/2020-21

PART - II

Commercial Bid (To be submitted after Online Reverse Auction)

The Asst. General Manager
CO: Information Technology Department
Indian Bank
254-260 Avvai Shanmugam Salai
Chennai 600 014.

Dear Sirs,

Sub: Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution.

Ref: 1. Your RFP No. RFP No. CO/ITD/1206/R1/2020-21 dated 28.10.2020.

2. Online Reverse Auction Dated _____

@@@@@

Further to the online reverse auction conducted on _____, we submit hereunder the price details as per the specifications given in Part-I.

S No.	Description	Qty	Unit Price*	Total Price*
1.	43" Commercial Screen End Devices with 3 years warranty	700		
2.	55" Commercial Screen End Devices with 3 years warranty	300		
3.	Media player with 3 years warranty	1000		
4.	Server License for Enterprise Content management and Designer Software with 3 years warranty including one time installation/setup charges.	1		
5.	End Devices Client application Software License with 3 years warranty	1000		
6.	One time Implementation & Configuration Charges	1000		
7.	CMS Management Charges for 1 year (onsite engineer)	1		
8.	4 th Year AMC for 43" Commercial Screen End Devices	700		
9.	4 th Year AMC for 55" Commercial Screen End Devices	300		



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10.	5 th Year AMC for 43" Commercial Screen End Devices	700		
11.	5 th Year AMC for 55" Commercial Screen End Devices	300		
12.	4 th Year AMC for Media player	1000		
13.	5 th Year AMC for Media player	1000		
14.	4 th Year AMC for End Devices Client app Software License	1000		
15.	5 th Year AMC for End Devices Client app Software License	1000		
16.	4 th Year AMC for Server Infrastructure	1		
17.	5 th Year AMC for Server Infrastructure	1		
Total				

Total Cost to be quoted in reverse auction = Rs.

* Price is inclusive of all charges but exclusive of taxes. TDS if any, will be deducted from the payment.

Total Amount in words: Rupees _____

We submit that we shall abide by the details given above and terms and conditions given in Bid document.

For

Office Seal

(Authorized Signatory)

Place:

Name:

Date:

Designation:

Mobile No:

Business Address:

Telephone No:

E-mail ID:



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ANNEXURE -I

1. BID FORM

FORM OF BID

(Bidders are required to furnish the Form of Bid)

Date: _____

To

Indian Bank
Corporate Office,
Information Technology Department
254-260, Avvai Shanmugam Salai,
Royapettah,
Chennai 600 014, India.

Sub: Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution.

Ref: RFP No. CO/ITD/1206/R1/2020-21 dated 28.10.2020.

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to.....
..... (Description of Goods and Services), in conformity with the said Bidding Documents.

We undertake, if our bid is accepted, to deliver the goods in accordance with the delivery schedule specified in the Schedule of Requirements.

If our bid is accepted, we will obtain the Guarantee of a Bank in a sum equivalent to 10% per cent of the Contract Price for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by this for the bid validity period specified and it shall remain binding upon us and may be accepted at any time before the expiration of that period. We agree to extend the Bid Validity Period, Bank Guarantee towards Earnest Money Deposit, if required.



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Until a formal contract is prepared and executed, this bid, together with your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

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

We confirm that we comply with the qualification criteria of the bidding documents and are submitting proof of the same along with bid.

Dated thisday of 2020

Signature

.....
(In the Capacity of)

Duly authorised to sign bid for and on behalf of

(Name & Address of Bidder)
.....

Mobile:

Email



Ref: CO/ITD/1206/R1/2020-21

Annexure -II

SELF DECLARATION – BLACKLISTING

Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Dear Sir,

Sub: Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution.

Ref: Your RFP No. RFP No. CO/ITD/1206/R1/2020-21 dated 28.10.2020.

We hereby certify that, we have not been blacklisted by any Government Dept / PSU / Banks currently.

Signature of Authorized Official

Name and Designation with Office Seal

Place:

Date:

Name:



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Annexure-III

CONTACT FORM

THIS AGREEMENT made theday of.....2020 Between Indian Bank, having its Corporate Office at 254-260, Avvai Shanmugam Salai, Royapettah, Chennai 600 014 (hereinafter "the Purchaser") of the one part and (Name of Supplier) having its Registered Office at (City and Country of Supplier) (hereinafter called "the Supplier") of the other part:

WHEREAS the Purchaser invited bids vide RFP No.for certain Goods and ancillary services viz., (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the provision of those goods and services in the sum for (Contract Price in Words and Figures) (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - (a) the Bid Form and the Price Schedule submitted by the Bidder;
 - (b) the Schedule of Requirements;
 - (c) the Technical Specifications;
 - (d) the Conditions of Contract;
 - (e) the Purchaser's Notification of Award.
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services which shall be supplied/provided by the Supplier are as under:



Ref: CO/ITD/1206/R1/2020-21

Sl. No.	Brief description of goods & services	Quantity to be supplied	Unit price	Total price

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For Indian Bank)
in the presence of:.....

Signed, Sealed and Delivered by the
said (For the supplier)
in the presence of:.....



Ref: CO/ITD/1206/R1/2020-21

Annexure-IV

Performance Security Format

Bank Guarantee No.

Date:

To: INDIAN BANK,
Chennai,
INDIA:

WHEREAS (Name of Supplier)
hereinafter called "the Supplier") has undertaken, in pursuance of Contract No.....
dated,.....to.....(Description of Goods
and Services) (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall
furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as
security for compliance with the Supplier's performance obligations in accordance with the
Contract including Maintenance and Repairs of the entire system including cost of spares
during warranty period.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf
of the Supplier, up to a total of
(Amount of the Guarantee in Words and Figures) and we undertake to pay you, upon your
first written demand declaring the Supplier to be in default under the Contract and without
cavil or argument, any sum or sums within the limit of (Amount of
Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for
your demand or the sum specified therein.

This guarantee is valid until theday of.....2020

Signature of Authorized Official with Seal

.....

Date.....2020

Address:.....

NOTE:

1. Supplier should ensure that seal and code no of the signatory is put by the bankers, before submission of the bank guarantee.
2. Bank Guarantee issued by Banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



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Annexure-V
BID SECURITY FORM

Whereas..... (Hereinafter called "the Bidder") who intends to submit its bid..... for the supply of (name and/or description of the goods) (Hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that We..... (name of bank) of (name of country), having our registered office at (address of bank) (hereinafter called "the Bank"), are bound unto Indian Bank in the sum of _____ for which payment well and truly to be made to the said Bank, the Bank binds itself, its successors, and assigns by these presents. Sealed with the seal of the said Bank this ____ day of _____.

THE CONDITIONS of this obligation are:

1. If the Bidder

- (a) withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
- (b) does not accept the correction of errors in accordance with the Instructions to Bidders; or

2. If the Bidder, having been notified of the acceptance of its bid by the Bank during the period of bid validity:

- (a) fails or refuses to execute the Contract Form; and/or
- (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Bank up to the above amount upon receipt of its first written demand, without the Bank having to substantiate its demand, provided that in its demand the Bank will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including forty five (45) days after the period of the bid validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

NOTE: 1. Bidder should ensure that the seal and CODE No. of the signatory is put by the bankers, before submission of the bank guarantee.

2. Bank Guarantee issued by banks located in India and shall be on a Non-Judicial Stamp Paper of requisite value.



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Annexure - VI

MANUFACTURERS' AUTHORIZATION FORM

No. _____

Dated _____

To _____

Dear Sir:

RFP No. _____ dated _____

We _____ who are established and reputable manufacturers of _____ (*name & descriptions of goods offered*) having factories at _____ (*address of factory*) do hereby authorize M/s _____ (*Name and address of Agent*) to submit a Quote, and sign the contract with you for the goods manufactured by us against the above RFP (Request for Proposal).

We hereby extend our full warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP (Request for Proposal). We duly authorize the said firm to act on our behalf in fulfilling all installation, technical support and Annual maintenance obligations required by the Contract.

Yours faithfully,

(Name)

(Name of Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the Bidder in its bid.



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Annexure-VII

INTEGRITY PACT

INTEGRITY PACT

Between

Indian Bank hereinafter referred to as "The Bank"

and

..... Hereinafter referred to as "The Bidder/Contractor"

Preamble

The Bank intends to award, under laid down organizational procedures, contract/s for Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution. The Bank values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness / transparency in its relations with its Bidders(s) and / or Contractor(s).

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

Section 1 – Commitments of the Bank

1. The Bank commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Bank, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
- b) The Bank will, during the tender process treat all Bidder(s) with equity and reason. The Bank will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- c) The Bank will exclude from the process all known prejudiced persons.

2. If the Bank obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Bank will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.



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Section 2 – Commitment of the Bidder(s)/Contractor(s)

1. The Bidder(s) / Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the tender process and during the contract execution.

- a. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Bank's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The Bidder(s) / Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c. The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act: further, the Bidder (s) / Contractor (s) will not use improperly, for purpose of competition or personal gain, or pass on to others, any information or documents provided by the Bank as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d. The Bidder (s) / Contractor (s) of foreign origin shall disclose the name and address of the Agents/Representatives in India, if any. Similarly, the Bidder(s)/Contractor (s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further, as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder (s) / Contractor (s). Further as mentioned in the Guidelines, all the payments made to the Indian Agent/Representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed at Annexure.
- e. The Bidder (s) / Contractor (s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

2. The Bidder (s) / Contractor (s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Bidder (s) / Contractor (s), before award or during execution has committed a transgression through a violation of Section 2, above or any other form such as to put his reliability or creditability in question, the Bank is entitled to disqualify the Bidder (s) / Contractor (s) from the tender process.



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Section 4 – Compensation for Damages

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

Section 5 – Previous Transgression

1. The Bidders declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any other Public Sector Enterprises in India that could justify his exclusion from the tender process.
2. The Bidder agrees that if he 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.
3. The imposition and duration of the execution of the bidder will be determined by the bidder based on the severity of transgression.
4. The Bidder/Contractor acknowledges and undertakes to respect and uphold the Bank absolute right to resort to and impose such exclusion.
5. Apart from the above, the Bank may take action for banning of business dealings/holiday listing of the Bidder/ Contractor as deemed fit by the Bank.
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 Bank may, at its own discretion, as per laid down organizational procedures, revoke the exclusion prematurely.

Section 6 – Equal treatment of all Bidders/Contractors/Sub-Contractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all sub-contractors a commitment in conformity with this Integrity Pact, and to submit it to the Bank before contract signing. The Bidder(s)/Contractor(s) shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/Sub-vendors.
2. The Bank will enter into agreement with identical conditions as this one with all Bidders/Contractors.
3. The Bank will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 – Criminal charges against violating Bidder(s) /Contractor(s) /Sub contractor(s)



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

Section 8 – Independent External Monitor / Monitors

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

Section 9 – Pact Duration

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



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If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Bank.

Section 10 – Examination of Books of Accounts

In case of any allegation of, violation of any provisions of this Integrity Pact or payment of commission, the Bank 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.

Section 11 – Other provisions

1. This agreement is subject to Indian Law, Place of performance and jurisdiction is the Corporate Office of the Bank, i.e. Chennai.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a Consortium, this agreement must be signed by all partners or Consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by Board resolution.
4. Should one or several provisions of this agreement turn out to be invalid, the reminder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.
6. Any dispute or difference arising between the parties with regard to the terms of this Agreement/Pact, any action taken by the Bank in accordance with this Agreement/Pact or interpretation thereof shall not be subject to arbitration.

The parties hereby sign this Integrity Pact aton

(For & On behalf of the Bank)

(For & On behalf of Bidder/Contractor)

(Office Seal)

(Office Seal)

Place -----

Place -----

Date -----

Date -----



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Witness 1:

Witness 1:

(Name & Address) -----

(Name & Address) -----

-

Witness 2:

Witness 2:

(Name & Address) -----

(Name & Address) -----

-



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Annexure-VIII
SERVICE LEVEL AGREEMENT

THIS AGREEMENT made theday of.....,2020 between Indian Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act 1970 having its Corporate Office at 254-260, Avvai Shanmugam Salai, Chennai 600 014 (hereinafter "the purchaser/Bank") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and assigns, of the one part and

M/s,("Name of Supplier") (hereinafter called "The Supplier") which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors in title and permitted assigns, of the other part :

WHEREAS the Bank invited bids vide RFP.No..... for..... (Brief Description of Services to be mentioned) (hereinafter referred to as "the said services") and has finalized and accepted the bid submitted by the Supplier for the provision of the said services

Now therefore, in consideration of the mutual covenants and promises contained herein, the parties hereto more fully agree that supplier shall provide the said services as per the terms provided hereunder.

NOW THIS SERVICE LEVEL AGREEMENT WITNESSETH AS FOLLOWS:

- The SLA specifies the expected levels of service to be provided by the Supplier to the Bank. This expected level is also called the baseline. Any degradation in the performance of the solution and services is subject to levying penalties.

Payments to the Supplier are linked to the compliance with the SLA metrics. During the contract period, it is envisaged that there could be changes to the SLAs, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e. The Bank and Supplier. The Supplier shall maintain the stated service levels to provide quality service. Supplier shall provide access to the Bank or its designated personnel to the tools used for SLA monitoring.

The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. The Supplier is expected to provide the following service levels. In case the service levels defined in the tables below cannot be achieved, it shall result in a breach of contract and invoke the penalty clause.

Bank will levy a penalty of Rs. 500 per 4 hours downtime of the Display/Media player per site, subject to a maximum penalty of Rs. 1,000 per day. The servers should be up and running on 24x7x365 basis. There should not be single downtime instance for more than four hours for the central site solution. If such downtime exceeds more than four hours, Bank will levy penalty of Rs 5,000/- per hour for central site.



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If the downtime is more than one week, Bank will levy additional penalty of 10% of cost of equipment in addition to the above penalty. Installation must be made in a manner that the Digital Signage Solution shall in no way affect the Branch Network or connection.

In case of non-delivery of contents to the identified branches through Bank's Wide Area Network due to any reason, the vendor shall arrange to deliver and load the contents manually in the Media player of the branch / office in two days' time.

- Scope of the Project**

Implementation of Digital Signage solution for 5 years at 1000 locations across PAN-India by procuring necessary Hardware, Software & Support services.

- Delivery Schedule and Deliverables from the Bidders**

Delivery should be completed within 6 weeks from the date of purchase order and installation should be completed within 2 weeks from the date of delivery.

Display screen, Media player box, associated installation cables and equipments are to be delivered to various branches/offices of the Bank.

The proposed hardware and software infrastructure to be procured is detailed below:

Sr.No	Technical Description	Qty
	Hardware with 3 years OEM Warranty	
1	43" Commercial Screen End Devices	700
2	55" Commercial Screen End Devices	300
3	Media player	1000
	Software with 3 years warranty	
4	Server License for Enterprise Content management and Designer Software	1
5	End Devices Client application Software License	1000
	Management	
6	One time Implementation & Configuration	1000
7	CMS Management Charges for 1 year (onsite engineer *)	1
	AMC (4th and 5th year)	
8	AMC for 43" Commercial Screen End Devices	700



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9	AMC for 55" Commercial Screen End Devices	300
10	AMC for Media Player	1000
11	AMC for End Devices Client app Software License	1000
12	AMC for Server Infrastructure	2
13	AMC for Server License - Enterprise Content management and Designer Software	1

• **Scope of Work**

The Bid is for Implementation of Digital Signage solution for 5 years at 1000 locations across PAN-India by procuring necessary Hardware, Software & Support services with following: -

The applications in the proposed solution shall use the existing network. Bank proposes to implement Digital Media Signage Solution which has capability to distribute, manage and schedule content over IP network to multiple screens installed in the branches / offices for running various advertisements, messages, product information, deposit and lending rates, etc. for customers as well as for employees.

The procurement of the following components is requisite for successful implementation of the project:

1. Hardware components including Industrial Standard Display Screen, Media Player Box, associated cables and other accessories for successful installation and working of the display units at the Branches/Offices and Server workstation at central location.
2. Software components including player software, administrative software & Operating System, Server Software.
3. Services including installation, management, support & maintenance, content management & support in content preparation.

Incidental Services to be provided by the Bidder

The selected vendor shall provide end to end solution and it is the responsibility of the vendor to procure, supply, install/commission, support and maintain and provide facility management at central location of the Bank for Digital Signage Systems.

Bidder shall supply, install and commission the necessary equipment and cables that are required for successful working of the Digital Media Signage systems at branch / office locations.

he Bidder shall Install and configure the server at the central location to ensure successful working of the Digital Signage Systems.



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The Bidder shall procure, supply, install/commission, support & maintain Media Player boxes and Display units at branch / office locations as decided by Bank from time to time.

The Bidder shall operationalize Digital Media Signage Solution in the defined locations as decided by Bank in close co-ordination with the Bank officials.

The Bidder shall integrate the Digital Media Player with the IP network of Branch / office locations.

The Bidder shall co-ordinate with the Bank officials at branch / office in finalizing display location, power supply, network point etc.

In case of shifting of the branch or premises or location, the Bidder shall arrange to decommission the equipment, shift equipment and re-install at the new location, free of cost.

The Bidder should be able to remotely configure, maintain and manage Digital Media Signage hardware, software and shall make the system available to branch / office locations.

The Bidder shall facilitate Bank to remotely manage & monitor the working of the whole system from a central location.

During the contract period, the Bidder shall apply patches and upgrades from time to time without any additional cost to the Bank.

The Bidder shall provide onsite support as and when required by the Bank to take care of the system, content aggregation, content formatting, content uploading, content pushing to Branch media players, content scheduling, problem resolution and monitor the live health of the players, performance management, reporting and the overall functioning and management of the Solution.

The Bidder shall divide the Branches/Offices into groups as decided by the Bank for customized content display at various locations. Different contents should be displayed at these different groups. The contents may be in different languages. The contents in various languages should be displayed at locations as per the need of the Bank.

Bank will provide the content. In case if the Bank appoints outside agencies to prepare the contents on it's behalf, the vendor shall coordinate with such outside agencies, who are approved by the Bank for content preparation.

The Bidder shall convert digital media content thus provided into Digital Media Signage applicable formats by editing the content, formatting the content, inserting text etc.

The vendor shall create the playlist of contents to be displayed.

Before porting the content, Bidder should ensure that the content is approved by appropriate/designated authorities of the Bank.



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The Bidder shall create screen layouts including full screen and zoned screen outputs.

The Bidder shall schedule pushing of contents in off-banking hours or as decided by the Bank so that branches will not face any difficulty in day-to-day operations. The vendor shall remotely schedule the display of the contents as per Bank's requirement.

In case of any problem observed or reported by the branch/office, the Bidder shall resolve the problem immediately.

The Bidder shall repair / replace the equipment in case any problem arises out of it within the timeframes defined as per the Service Levels.

The vendor shall provide reports, audit trails and logs periodically as set by the Bank.

The Bidder shall provide the complete documentation of the project.

The Bidder shall provide details regarding Design, Structure, and Application Programming Interface, etc. so as to give sufficient insight on working of the application or software to the Bank.

The Bidder shall impart necessary training and operational guidelines to branch / office staff and the corporate office staff involved in the project.

The solution should support various languages and formats (like images, video, feed, etc.) simultaneously. Also, the solution should be capable of providing various options to the users to select from among various options of products and languages. These options may be grouped depending on the contents and languages for various locations.

The Vendor is expected to maintain the equipments supplied for atleast 2 years after completion of warranty period. After expiry of AMC of 2 years, AMC charges will be decided on mutually agreed terms and conditions.

The Vendor shall provide archived copies of the contents that are to be retained for 7 years by the bank.

Onsite Engineer-Bidder shall appoint an experienced Onsite Engineer dedicated to the project execution. The Bidder should provide CV of Onsite Engineer that demonstrates proven experience in executing projects similar in scope and complexity.



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- **Maintenance and Support**

- The successful bidder has to provide necessary onsite support during the contract period.
- Software implementation and maintenance including onsite support on call basis. The response time from OEM for any call logged should be within two hours.
- 99% up time to be maintained, calculated on a Bank's business hour basis per quarter for all equipment supplied. The penalty would be deducted from the AMC/ATS charges payable during the contract period. In case, the penalty amount is more than amount payable by bank towards ATS/AMC, bank reserves the right to invoke the performance security submitted by the successful bidder.
- Response with Level 1 diagnosis - 2 hours (telephonic or onsite), Uptime – 99 % uptime average on quarterly basis for the solution, Resolution - Within 8 hours on Site

- **Jurisdiction**

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

- **Liquidated Damages**

If the Supplier fails to deliver/install any or all of the Goods or to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to 0.50% of the Invoice price of Goods & services for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of 10%. If the goods are not delivered/installed in time, the Bank may consider termination of the contract.

- **Negotiation**

Bank reserves the right to negotiate the L1 Price quoted by the vendors under exceptional circumstances.

- **Limitation of Liability**

Supplier's aggregate liability under the contract shall be limited to a maximum of the contract value. For the purpose for the section, contract value at any given point of time, means the aggregate value of the purchase orders placed by bank on the vendor that gave rise to claim, under this tender.

This limit shall not apply to third party claims for



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- a. IP Infringement indemnity
- b. Bodily injury (including Death) and damage to real property and tangible property caused by vendor/s' gross negligence. If a third party asserts a claim against bank that a vendor product acquired under the agreement infringes a patent or copy right, vendor should defend bank against that claim and pay amounts finally awarded by a court against bank or included in a settlement approved by vendor.

• **Indemnity Clause**

If at the time of the supplying, installing the equipment in terms of the present contract/order or subsequently it appears at any point of time that an infringement has occurred of any patents, trademarks or other rights claimed by any third party, then in respect of all costs, charges, expenses, losses and other damages which the Bank may suffer on account of such claim, the supplier shall indemnify the Bank and keep it indemnified on that behalf.

• **Disclaimer**

The Bank and/or its officers, employees disown all liabilities or claims arising out of any loss or damage, whether foreseeable or not, suffered by any person acting on or refraining from acting because of any information including statements, information, forecasts, estimates or projections contained in this document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, negligence, default, lack of care or misrepresentation on the part of Bank and/or any of its officers, employees.

• **Patent Rights**

The Supplier shall indemnify the Bank against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof.

• **IT Act 2000**

The equipment's to be quoted as per this tender should comply with the requirements under Information Technology Act 2000 and subsequent amendments and related Government/Reserve Bank India guidelines issued from time to time.

• **Intellectual Property Rights**

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.



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• **Settlement of Disputes**

d. If any dispute or difference of any kind whatsoever shall arise between the Bank and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such disputes or difference by mutual consultation.

e. If after 30 days the parties have failed to resolve their disputes or difference by such mutual consultation, then either the Bank or the supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

f. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the goods under the contract.

Arbitration proceedings shall be conducted in accordance with the following rules of procedure.

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

(e) In case of dispute or difference arising between the Purchaser and a Supplier relating to any matter arising out of or connected with this agreement, such dispute or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The arbitral tribunal shall consist of 3 arbitrators one each to be appointed by the Purchaser and the Supplier; the third Arbitrator shall be chosen by the two Arbitrators so appointed by the Parties and shall act as Presiding Arbitrator. In case of failure of the two arbitrators appointed by the parties to reach upon a consensus within a period of 30 days from the appointment of the presiding Arbitrator, the Presiding Arbitrator shall be appointed by the Indian Banks' Association, India which shall be final and binding on the parties.

(f) If one of the parties fails to appoint its arbitrator within 30 days after receipt of the notice of the appointment of its Arbitrator by the other party, then the Indian Banks' Association shall appoint the Arbitrator. A certified copy of the order of the Indian Banks' Association making such an appointment shall be furnished to each of the parties.

(g) Arbitration proceedings shall be held at Chennai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(h) 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.



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(g) Where the value of the contract is Rs. 10 million and below, the disputes or differences arising shall be referred to the Sole Arbitrator. The Sole Arbitrator shall be appointed by agreement between the parties; failing such agreement, by the appointing authority namely the Indian Banks' Association.

(h) Notwithstanding any reference to arbitration herein,

c. the parties shall continue to perform their respective obligation under the contract unless they otherwise agree; and

d. the Bank shall pay the supplier any monies due to the supplier.

Submitting to arbitration may be considered as an additional remedy and it does not preclude Parties to seek redressal/other legal recourse.

- **Right to Alter Quantities**

The Bank may at its discretion,

d) Increase the requirement up to 10% at the time of placing order with vendor and, Or

e) Decrease the requirement up to 10% at the time of placing order with vendor

f) Repeat order can be placed within 1 year from the date of last supply date of original purchase order subject to no downward trend in prices and the cumulative repeat order quantity should not exceed more than 100% of original quantity as mentioned in original purchase order

- **Applicable Law**

Laws of India and any other guidelines having the force of law in India will be applicable.

- **Coverage of All Banks Under The EPF & MP Act 1952**

The Successful bidder has to submit attendance, salary, appointment letters etc. of all the outsourced employees for any type of services engaged either through contractors or directly. If engaged through contractors, list of all the contractors engaged for any/all services and whether the said contractors are covered independently under the EPF & MP Act 1952 is to be submitted. The agreement of contracts with the contractors, the PF code number of the contractors, if covered, the attendance of the contract employees, the remitted PF challan with the ECR should be submitted.

- **Exit Requirements**

In the event of Agreement comes to end on account of termination or by the expiry of the term / renewed term of the Agreement or otherwise, the Supplier shall render all reasonable assistance and help to the Bank and to any new vendor engaged by the Bank, for the smooth switch over and continuity of the Services.



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• **Termination for Convenience**

The Bank, by 90 days written notice sent to the Supplier, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Bank's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.

The Goods that are complete and ready for shipment within thirty (30) days after the Supplier's receipt of notice of termination shall be accepted by the Bank at the Contract terms and prices. For the remaining Goods, the Bank may elect:

- c. to have any portion completed and delivered at the Contract terms and prices; and / or
- d. to cancel the remainder and pay to the Supplier an agreed amount for partially completed Goods and Services and for materials and parts previously procured by the Supplier.

• **Termination for Default**

The Bank, without prejudice to any other remedy for breach of contract, by 30 days written notice of default sent to the Supplier, may terminate this Contract in whole or in part:

- d. if the Supplier fails to deliver any or all of the Goods within the period(s) specified in the Contract, or within any extension thereof granted by the Bank;
or
- e. if the Supplier fails to perform any other obligation(s) under the Contract.
- f. If the Supplier, in the judgement of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

'For the purpose of this clause:

"corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior 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.



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In the event the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Supplier shall continue performance of the Contract to the extent not terminated.

- **Force Majeure**

The Successful bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond reasonable control of the Successful bidder and not involving the Successful bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the Bank in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes. Delay by sub suppliers of vendor to Vendor will not be considered as cause of force Majeure.

If a Force Majeure situation arises, the Successful bidder shall promptly notify the Bank in writing of such condition and the cause thereof but in any case not later than 10 (Ten) days from the moment of their beginning. Unless otherwise directed by the Bank in writing, the Successful bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received or complete transition / handover to the in-coming Vendor / Service Provider.

- **Confidentiality**

The supplier will be exposed to internal business information of the Bank, affiliates, and / or business partners by virtue of the contracted activities. The Bidder / their employees shall treat all data & information collected from the Bank during the project in strict confidence. The Bank is expected to do the same in respect of Bidder provided data / information. After termination of the contract also they should not divulge any data / information.

The supplier will have to enter into a Non Disclosure agreement (As per the format mentioned in RFP) with the Bank to safeguard the confidentiality of the Bank's business information, legacy applications and data.

The following documents shall be deemed to be form and be read and construed as part and parcel of this agreement viz;



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- a) RFP No.....dated.....for.....
- b) The Bid Form and the price schedule submitted by the Bidder
- c) The Purchaser's notification of award
- d) Contract form dated

In the event of any conflict between the RFP and this Agreement, the provisions contained in the RFP shall prevail over this agreement.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

said..... (For Indian Bank)

In the presence of:.....

Signed, Sealed and Delivered by the

said (For The Supplier)

In the presence of:.....



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Annexure-IX
NON DISCLOSURE AGREEMENT

THIS AGREEMENT made and entered into aton this the.....day of.....2020 between **INDIAN BANK**, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Corporate Office at No.254-260, AvvaiShanmugamSalai, Royapettah, Chennai – 600 014, hereinafter called the "**BANK**" which term shall wherever the context so require includes its successors and assigns

AND

M/s..... Limited a company registered under the Companies Act having its registered office at..... hereinafter called the "Supplier" which term shall wherever the context so require includes its successors and assigns, **WITNESSETH:**

WHEREAS

The Bank is interalia engaged in the business of banking and requires services for Digital Signage Solution.

M/s..... Limited has been engaged in the business of providing the services for Digital Signage Solution.

The parties have entered into agreement dated _____ for providing the services for Digital Signage Solution"(herein after referred to as "purpose")" and have established business relationship between themselves. In course of the said purpose, it is anticipated that each party may disclose or deliver to the other certain or some of its trade secrets or confidential or proprietary information. The parties have agreed that disclosure and use of such confidential information shall be made and on the terms and conditions of this agreement.

NOW THEREFORE THIS AGREEMENT WITNESSETH and it is hereby agreed by and between the parties hereto as follows:

1. Confidential information

Confidential Information means all information disclosed/ furnished by either party to another party in connection with the Purpose. Confidential Information shall include customer data, any copy, abstract, extract, sample, note or module thereof and all electronic material or records, tenders and other written, printed or tangible thereof and include all information or material that has or could have commercial value or other utility in the business in which disclosing party is engaged.

Receiving party may use the information solely for and in connection with the Purpose.



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2. Use of Confidential Information

Each party agrees not to use the other's confidential information for any purpose other than for the specific purpose. Any other use of such confidential information by any party shall be made only upon the prior written consent from the authorized representative of the other party or pursuant to subsequent agreement. Between the Parties hereto.

The receiving party shall not commercially use or disclose for commercial purpose any confidential information or any materials derived there from, to any other person or entity other than persons in the direct employment of the Receiving Party who have a need to access to and knowledge of the confidential information solely for the purpose authorized above. The Receiving Party may disclose confidential information to consultants only if the consultant has executed non-disclosure agreement with the Receiving Party that contains terms and conditions that are no less restrictive than these and such consultant should also be liable to the original disclosing party for any unauthorized use or disclosure. The Receiving party shall take appropriate measures by instruction and written agreement prior to disclosure to such employees to assure against unauthorized use or disclosure. The Receiving Party agrees to notify the Disclosing Party immediately if it learns of any use or disclosure of the Disclosing party's confidential information in violation of the terms of this Agreement.

Neither party shall make news release, public announcements, give interviews, issue or publish advertisements or Agreement, the contents/provisions thereof, other information relating to this agreement, the purpose, the Confidential information or other matter of this agreement, without the prior written approval of the other party.

3.Exemptions

The obligations imposed upon either party herein shall not apply to information, technical data or know how whether or not designated as confidential, that:

Is already known to the Receiving party at the time of the disclosure without an obligation of confidentiality

Is or becomes publicly known through no unauthorized act of the Receiving party

Is rightfully received from a third party without restriction and without breach of this agreement

Is independently developed by the Receiving party without use of the other party's confidential information and is so documented

Is disclosed without similar restrictions to a third party by the Party owning the confidential information

Is approved for release by written authorization of the disclosing party; or

Is required to be disclosed pursuant to any applicable laws or regulations or any order of a court or a governmental body; provided, however that the Receiving party shall first have given notice to the Disclosing Party and made a reasonable effort to obtain a protective



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order requiring that the confidential information and / or documents so disclosed used only for the purposes for which the order was issued.

4. Term

This agreement shall be effective from the date of the execution of this agreement and shall continue till expiration or termination of this agreement due to cessation of the business relationship between the parties. Upon expiration or termination as contemplated herein the Receiving party shall immediately cease any or all disclosures or uses of confidential information and at the request of the disclosing party, the receiving party shall promptly return or destroy all written, graphic or other tangible forms of the confidential information and all copies, abstracts, extracts, samples, note or modules thereof.

Notwithstanding the above, the obligations of the receiving party respecting disclosure and confidentiality shall continue to be binding and applicable without limit until such information enters the public domain.

5. Title and Proprietary rights

Notwithstanding the disclosure of any confidential information by the disclosing party to the receiving party, the disclosing party shall retain title and all intellectual property and proprietary rights in the confidential information. No license under any trademark, patent or copyright or application for same which are or thereafter may be obtained by such party is either granted or implied by the conveying of confidential information.

6 .Return of confidential information

Upon written demand of the disclosing party, the receiving party shall (I) cease using the confidential information (ii) return the confidential information and all copies, abstracts, extracts, samples, note or modules thereof to the disclosing party within seven (7) days after receipt of notice and (iii) upon request of the disclosing party, certify in writing that the receiving party has complied with the obligations set forth in this paragraph.

7. Remedies

The receiving party acknowledges that if the receiving party fails to comply with any of its obligations hereunder, the disclosing party may suffer immediate, irreparable harm for which monetary damages may not be adequate. The receiving party agrees that, in addition to all other remedies provided at law or in equity, the disclosing party shall be entitled to injunctive relief hereunder.

8. Entire agreement

This agreement constitutes the entire agreement between the parties relating to the matter discussed herein and supersedes any and all prior oral discussion and/or written correspondence or agreements between the parties. This agreement may be amended or



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modified only with the mutual written consent of the parties. Neither this agreement nor any rights, benefits and obligations granted hereunder shall be assignable or otherwise transferable.

9. Severability

If any provision herein becomes invalid, illegal or unenforceable under any law, the validity, legality and enforceability of the remaining provisions and this agreement shall not be affected or impaired.

10. Dispute resolution mechanism

In the event of any controversy or dispute regarding the interpretation of any part of this agreement or any matter connected with, arising out of, or incidental to the arrangement incorporated in this agreement, the matter shall be referred to arbitration and the award passed in such arbitration shall be binding on the parties. The arbitral proceeding shall be governed by the provisions of Arbitration and Reconciliation Act 1996 and the place of arbitration shall be Chennai.

Submitting to arbitration may be considered as an additional remedy and it does not preclude the parties to seek redressal/other legal recourse.

11. Jurisdiction

Any dispute arising out of this order will be under the jurisdiction of Courts of Law in Chennai.

12. Governing laws

The provisions of this agreement shall be governed by the laws of India.

In witness whereof, the parties hereto have set their hands through their authorised signatories

BANK

.....

M/s



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ANNEXURE - X

(To be submitted on the letter head of the bidder)

TO,
Assistant General Manager
Information Technology Department
Indian Bank, Corporate Office
254-260 Avvai Shanmugam Salai
Royapettah, Chennai- 600 014, India.

Sub: Request for Proposal for Supply, Installation and Maintenance of Necessary Hardware, Software & Support Services for Implementing Digital Signage Solution.

Ref: Your RFP No. RFP No. CO/ITD/1206/R1/2020-21 dated 28.10.2020.

Dear Sir,

This has reference to our bid submitted in response to your Request for Proposal (RFP) Ref. No. CO/ITD/1206/R1/2020-21 dated 28.10.2020 floated for SUPPLY, INSTALLATION AND MAINTENANCE OF NECESSARY HARDWARE, SOFTWARE & SUPPORT SERVICES FOR IMPLEMENTING DIGITAL SIGNAGE SOLUTION. We have carefully gone through the contents of the above referred RFP and hereby undertake and confirm that, as per the Govt. Of India guidelines, we are eligible to avail the following MSME benefits in response to your RFP floated, as referred above.

- a) Issue of Tender Documents to MSEs free of Cost
- b) Exception to MSEs from payment of EMD/Bid Security

In case, at any later stage, it is found or established that, the above undertaking is not true then Bank may take any suitable actions against us viz. Legal action, Cancellation of Notification of Award/contract (if issued any), Blacklisting & debarment from future tender/s etc.

Yours Sincerely

For M/s _____

Signature

Name:

Designation: Director/Company Secretary

Place:

Date:

Seal & Stamp



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CHECKLIST

S.No.	Criteria	Documents to be submitted as proof
1	The Bidder should be a Public/Private Limited company and should be in existence in India for the last 3 years as on 31.03.2020.	Copy of Certificate of Incorporation
2	The Bidder should be a highest level partner of the OEM for supply and support of the equipment in India	Documentary proof has to be submitted.
3	The Bidder should have earned Net Profit during last three financial years of the bidder. i.e. 2017-18, 2018-19 and 2019-20.	Copy of Audited Balance Sheet.
4	The yearly turnover of the bidder should be more than Rs. 45.00 crores during each of last three financial years. (2017-18, 2018-19, 2019-20)	Copy of Audited Balance Sheet.
5	Bidder should have experience of minimum 3 years in providing the similar kind of digital signage solution and services. Bidder should have experience in handling, installations, maintenance and services support of Digital Signage Solution using their own content management software with any Government, private or public organizations in India during last 3 years (31.03.2020).	Copy of Purchase orders issued by Banks / Financial Institutions /PSUs & Government Organizations/Private Limited Companies.
6	Bidder/OEM must have a minimum installation of 4000 digital signage (with media players) in a single order with multiple locations in India with respect to the Same OEM (all hardware and software) in any one of the last 3 years (31.03.2020).	Documentary proof has to be submitted.
7	The Bidder should not have been blacklisted by any Government Dept/PSU/Banks currently.	Self Declaration as per the format given in Annexure-II should be attached.
8	The bidder should be an Authorized reseller of the equipment being quoted in the bid.	MAF to be submitted as per Annexure-VI
9	The OEM should have support center in India.	The Postal Address of the support centers along with proof of address should be provided with the bid.
10	Technical Compliance	Compliance to be given as per Part – I
11	Bid Security Form (Bank Guarantee Only)	Bid Security of Rs.30,00,000/- as per Annexure-V.
12	Bid Form	As per Annexure-I
13	OEM must have Online portal and email facilities for lodging & tracking of complaints	Details to be provided on OEM's letter head
14	OEM must have ISO Certifications in India	ISO Certificates to be submitted.
15	Copy of RFP & Clarifications and amendments issued by the Bank	To be sealed and signed by the Authorised Official of the Bidder

