



**ANNUAL MAINTENANCE CONTRACT OF NON-IT EQUIPMENT**  
**REQUEST FOR PROPOSAL (RFP)**

(27 May 2022)  
RFP: ReBIT/CPO/2022-23/092/007

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**Reserve Bank Information Technology Pvt. Ltd.**  
**502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706**

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This RFP is neither an offer from ReBIT nor does it constitute any binding obligation or commitment on ReBIT. This RFP is only a document that invites interested parties to, on a non-exclusive basis, express an interest with no obligation, commitment or liability of any manner devolving on ReBIT, either on account of the issue of this RFP to the interested parties, or upon receipt of any response from the interested parties thereto, or any meetings or presentations made.

No reimbursement of cost of any type will be paid to persons or entities expressing interest. All expenses incurred by the interested parties as a result of responding to, or further to this RFP, are to their own account and ReBIT will not be liable in this respect whatsoever. No reimbursement of cost of any type will be paid to persons or entities proposing a solution.

Please note that any part or the whole of information, directly or indirectly learnt, for any other purpose, other than for conducting work under the ambit of the RFP issued by ReBIT is not authorized.

### Schedule of Events

The following is an indicative timeframe for the overall process. ReBIT reserves right to vary from this timeframe at its absolute and sole discretion and without providing any notice/termination or reasons thereof. Changes to the timeframe will be communicated.

RFP inviting authority	Reserve Bank Information Technology Pvt. Ltd. (ReBIT)
RFP BID reference number	RFP: ReBIT/CPO/2022-23/092/007
RFP requirement	Annual Maintenance Contract of Non-IT Equipment
Method of selection	Selection will be based on L1 Basis
Availability of RFP documents	27-May-2022 RFP document will be available on ReBIT's website (URL: <a href="https://rebit.org.in/procurement">https://rebit.org.in/procurement</a> ) and CPP e-procurement portal (URL: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ) Bidder shall refer <b>Annexure - O</b> : Instructions to Bidder for Online Bid Submission
Last date and time for submission of pre-bid queries	01-June-2022 upto 16:00 Hrs Queries should be submitted in the format prescribed in <b>Annexure - E</b> of this RFP and sent to <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a>
Pre-bid meeting	03-June-2022 at 12:00 Hrs Through Video conferencing. The video conferencing link will be shared with those bidders who are interested to participate in the meeting. The bidders who are interested to participate in the pre-bid meeting are requested to send an e-mail request for the same with their details at <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> along with their queries, if any, as per the last date and time specified above for submission of the pre-bid queries.
Date of communication of responses to pre-bid queries and corrigendum, if any	07-June-2022 through ReBIT's website (URL: <a href="https://rebit.org.in/procurement">https://rebit.org.in/procurement</a> ) and CPP e-procurement portal (URL: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
Last date and time for bid submission (on or before)	16-June-2022 up to 12:00 Hrs <b>through CPP e-procurement Portal</b> (URL: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
Technical Bid opening	17-June-2022 at 12:00 Hrs <b>in CPP e-procurement Portal</b> : ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> )
Price Bid opening	To be informed later to the eligible bidders qualifying Technical Evaluation.
Proposal validity	Proposals must remain valid up to 180 (One hundred and eighty) days from the last date of submission.
Name and address for communication	Procurement Manager, Reserve Bank Information Technology Private Limited, 502, Building No 1, Mindspace Juinagar, Nerul, Navi Mumbai - 400706 Email: <a href="mailto:procurement@rebit.org.in">procurement@rebit.org.in</a> Phone No. 022 50233100 / 50233139

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## 1. About ReBIT

Reserve Bank Information Technology Private Limited (ReBIT) has been set up by the Reserve Bank of India (RBI), to take care of the IT requirements, including the cyber security needs of the Reserve Bank and its regulated entities. ReBIT advises, implements and monitors internal or system-wide IT projects (both existing & new) of the Reserve Bank of India and manages its critical IT systems as wholly owned subsidiary of Reserve Bank.

## 2. Invitation of Bids

Reserve Bank Information Technology Pvt. Ltd. hereinafter also referred to as 'ReBIT', issues this Request for Proposal, hereinafter called 'RFP'. ReBIT proposes to appoint AMC Service Provider for Non-IT Equipment at its Office Premises at Unit # 502, 5<sup>th</sup> Floor & Unit # 1001, 10<sup>th</sup> Floor, Building No. 1, MindSpace, Junagar and issues this Request for Proposal (RFP) for selection of a vendor for providing Annual Maintenance Contract Services for Electrical Works, UPS, HVAC Works, PAC Works, Fire and Safety Works, Audio Visual Works, Access Control System & Building Management System.

This RFP is an invitation for responses from eligible bidders. No contractual obligation on behalf of ReBIT whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized official of ReBIT and the successful Bidder. However, until a formal contract is executed, this RFP together with ReBIT's written acceptance & notification of award shall constitute a binding contract with the successful Bidder.

Bidder(s) are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

All offers of the Bidders shall be unconditional and once accepted (with or without modifications) by ReBIT shall be binding between ReBIT and such Bidder. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.

## 3. Definition of terms

Throughout this RFP, the following terms shall be interpreted as indicated below unless inconsistent with the subject matter or context:

- i. **Bidder / Service Provider / Contractor** – An eligible entity/firm submitting a Proposal/Bid in response to this RFP. The legal entity who signs and submits the bid and the Earnest Money Deposit.
- ii. **ReBIT / Purchaser / Client** - Reference to "ReBIT", "the ReBIT" and "Purchaser" shall be determined in context of this RFP.
- iii. **Proposal / Bid** – the Bidder's written reply or submission in response to this RFP.
- iv. **RFP / Tender** – The Request For Proposal (this document) in its entirety, inclusive of any addenda/corrigendum that may be issued by ReBIT.
- v. **Solution/ Services/ Work/ System** – "Solution" or "Services" or "Work" or "System" or "IT System" means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP and include services ancillary to the development of the solution, such as installation, commissioning, provision of technical assistance, training, and other obligations of the Supplier covered under the RFP.
- vi. **Project / Works Cost** – Project / Works cost would be all initial cost incurred to deliver the services as per scope defined in RFP document including all permissions and statutory approvals etc. as requested in Price Bid.
- vii. **Change Management** – Any request by ReBIT that results in changes in the approved services, operation, maintenance, manpower deployment and documentation. Any minor changes would not be considered as change management.

## 4. Minimum Eligibility Criteria

Only those Bidders who fulfil the eligible criteria mentioned at **Annexure – G** are eligible to respond to this RFP. Document(s) in support of eligibility criteria are required to be submitted along with the Technical Bid. Bids received from the Bidders who do not fulfil any of the eligibility criteria Mentioned are liable to be rejected.

## 5. Scope of Work and Project Milestone

### 5.1 General terms of the scope of work

Based on the contents of the RFP, ReBIT intends to appoint a Service Provider for Annual Maintenance Contract of Non-IT (Facility) Equipment at its Office Premises at Unit # 502, 5th Floor & Unit # 1001, 10th Floor, Building No. 1, MindSpace, Juinagar. The AMC Services will be Comprehensive and exhaustive and will cover all Electrical Works, UPS, HVAC Works, PAC Works, Fire and Safety Works, Audio Visual Works, Access Control System & Building Management System. These Office Premises (5<sup>th</sup> & 10<sup>th</sup> Floor) (hereinafter referred to as "Premises") accommodates about 450-500 employees in a floor area admeasuring a carpet area of Approx. 52,880 Square Feet (Sq.Ft).

ReBIT expressly stipulates that Bidder's selection under this RFP is on the express understanding that this RFP contains only the broad provisions for the entire assignment and that the deliverables and the services in connection therewith are only a part of the assignment. The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment at no additional cost to the ReBIT notwithstanding what is stated here and what is not stated.

The Bidder has to envisage all necessary services to be provided and ensure the same is delivered to ReBIT. ReBIT will not accept any plea of the Bidder at a later date for omission of critical services on the pretext that the same was not explicitly mentioned in the RFP.

### 5.2 Scope of Work

The Bidder agrees to use its best efforts to assess, understand and provide the Comprehensive Annual Maintenance services as per ReBIT's requirement. The scope of work is broadly subdivided under following asset / works which includes exhaustive services / requirements prescribed further in subsequent sections (but is not limited to same) :

- a. Electrical Equipment / Works
- b. HVAC Works
- c. PAC Works
- d. UPS
- e. Kitchen Equipment
- f. Fire and Safety Works
- g. Audio Visual Works
- h. Access Control System & Building Management System
- i. Gym & Gaming Equipment

\*Detailed list of above mentioned Assets / Equipment to be covered under AMC will be provided to the interested prospective bidders. Interested Bidders are required to send an email request with signed and stamped **Annexure M** for Asset details to [procurement@rebit.org.in](mailto:procurement@rebit.org.in)

#### 5.2.1 Electrical Equipment / Works

##### 5.2.1.1 Electrical Systems

- Manage Compliance related to electrical system / PWD and handle visits of PWD inspectors if any. All the govt. fees will be borne by ReBIT.
- Liaison with MSEDCL for sanction load modifications if any, govt. fees will be borne by ReBIT

##### 5.2.1.2 LT Panel

- a. Checking of Door Operating Mechanism & Interlocking of all MCCB's.
- b. Verification of Mechanical/Electrical Interlocking.
- c. Verification of functioning of ventilator Fans and Filters.
- d. General Cleaning of Dust, spider Web, Foreign Particles of the various parts of panel.
- e. Cleaning of panel with Vacuum Cleaner.

- f. Verification of Tightening of Bolts at Bus Bars, Joints and Support.
- g. Monitoring of Temperature of Joints of Bus Bar of PANELS.
- h. Half yearly Thermography Audit, finding of hot spot and correction of same. Initial report of Thermography audit along with final audit of all hot spot to be submitted
- i. Cleaning of panel components with CRC-20 once in year.
- j. Need to provide support on any electrical lease and licensing work/ Coordination with government Authority.
- k. Calibration of all energy meter and provide its report once in year
- l. Need to Submit Power quality analysis report once in year
- m. Provide support in upgradation of existing system
- n. Measuring the insulation resistance between incoming & outgoing terminals of each phase. Phase to phase and Phase to neutral
- o. RCA report need to be submit whenever required.
- p. Need to maintain Critical spare part on site.
- q. Provide all System health check-up report.
- r. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- s. AMC of Panel which includes tightening of Nut Bolt & checking of Wiring.
- t. Servicing and testing of ACB/MCCB done as per schedule.
- u. Function testing of relays. metering and safeties (overloading, tripping etc.) if applicable
- v. Health check and overheating & charging current of capacitors if applicable
- w. ACB or any relay/MCCB if burnt complete assembly required to be changed in Panel
- x. All Spares parts/components & consumables
- y. Need to provide onsite training to all facility employee on quarterly basis..

#### **5.2.1.3 Power Distribution Panel & All Electrical DB (LDB.RPDB, UPSDB & EMDB)**

- a. General Cleaning of Dust, spider Web, Foreign Particles of the various parts of panel.
- b. Cleaning of panel with Vacuum Cleaner
- c. Verification of Tightening of Bolts at Bus Bars, Joints and Support.
- d. Cleaning of panel components with CRC-20 once in year.
- e. Calibration of all energy meter and provide its report once in year.
- f. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- g. Electrical connection tightness / checking of vibrations.
- h. Check & ensure for tightness, cables till breaker end, on either side
- i. Visual Inspection to check any deformation.
- j. Check all power parameters like Input. Output
- k. Tightness of all connection, if shut down possible.
- l. Functional Checking of unit
- m. Checking of internal parts like display unit, indicators, lamps, switches, fuses, MCB, RCCB, ELCB, MCB, meters, CTs, transformers, front panel LED / LCD parameter display
- n. Check for any abnormal humming sound from Transformer
- o. Finally ensure cleanliness inside unit.
- p. Ensure satisfactory functioning of system.
- q. Fault finding & attending break down maintenance.
- r. Supply of all 'Genuine / Original from OEM' Spares Parts / Components & Consumables
- s. Need to provide onsite training to all facility employee.

#### **5.2.1.4 Earth Pit**

- a. Annual services and checking of earth resistance value/repair, replacements of all spares & labors.
- b. Tightening of Connections at earth pit level & checking of wiring and submit the report.
- c. Report shall capture all data/value/check points pertains to PPM.
- d. Carry out earth pit testing and submit reports.

#### **5.2.1.5 APFC (Automatic Power Factor Control) Panel**

- a. Checking of Door Operating Mechanism & Interlocking of all MCCB's
- b. Verification of Mechanical/Electrical Interlocking
- c. Verification of functioning of ventilator Fans and Filters



- d. General Cleaning of Dust, spider Web, Foreign Particles of the various parts of panel.
- e. Cleaning of panel with Vacuum Cleaner
- f. Verification of Tightening of Bolts at Bus Bars, Joints and Support.
- g. Monitoring of Temperature of Joints of Bus Bar of PANELS
- h. Half yearly Thermography Audit, finding of hot spot and correction of same. Initial report of Thermography audit along with final audit of all hot spot to be submitted
- i. Cleaning of panel components with CRC-20 once in year.
- j. Need to provide support on any electrical lease and licensing work/ Coordination with government Authority.
- k. Calibration of all energy meter and provide its report once in year
- l. Need to Submit Power quality analysis report once in year
- m. Provide support in upgradation of existing system
- n. Measuring the insulation resistance between incoming & outgoing terminals of each phase. Phase to phase and Phase to neutral
- o. RCA report need to be submitted whenever required.
- p. Need to maintain Critical spare part on site.
- q. Provide all System health check-up report.
- r. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- s. AMC of Panel which includes tightening of Nut Bolt & checking of Wiring. Servicing and testing of ACB/MCCB done as per schedule.
- t. Function testing of relays. metering and safeties (overloading, tripping etc.) if applicable.
- u. Health check and overheating & charging current of capacitors if applicable
- v. MCCB or any relay if burnt complete assembly required to be changed in Panel.
- w. All Spares parts/components & consumables

## 5.2.2 HVAC Works

### 5.2.2.1 HVAC System

- a. Maintain ambient temperature in office premise ranging from 21<sup>o</sup>c to 25<sup>o</sup> C.

### 5.2.2.2 Ductable AC

- a. Quarterly PM of AC Units as per OEM/Best Practices recommendations and submit the report.
- b. Check the function of compressor including Insulation/continuity/resistance/current
- c. Checks and repair/replace if found faulty or if variation observed or weak or abnormal.
- d. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- e. Checking & Cleaning of condenser coil fins with jet water in every service
- f. Check the function of control cards, digital display, and remote and rectify if required.
- g. Check the function of expansion valves, relay, contactor, thermostat, capacitors, driers, safety switches, relief & solenoid valves and rectification/replace if required
- h. Check motor winding, meggering value, replacement of bearing and rewinding if required
- i. Inspection of starter panel and repair if required and replacement of control fuses, capacitors.
- j. Check the Insulation and proper fixing of refrigerant pipe lines and do minor rectifications.
- k. Check for all defective, corroded parts/foundation supports and recommend to replace / rectify
- l. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases, brazing work.
- m. Attend breakdown/Repairs of the components of the AC Units
- n. Cleaning of filters as and when required
- o. Annual health checkup and efficiency test of AC Units and recommend to improve the efficiency.
- p. Annually inspect and replacement of all switches, thermostats and pressure control if found faulty or if variation observed or weak or abnormal.
- q. Replacement damaged ODU fan blade.
- r. Calibration of all equipment's whenever required.
- s. Day to day routine maintenance and operation of the units.
- t. Coating of tubes need to be done once in year.

- u. Repair & Replacement of Microprocessor/PCB/Handset/Display and compressor.
- v. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- w. Check & inspect the back pressure and head pressure.
- x. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- y. Indoor unit body condition.
- z. Check & inspected the working of stabilizer & check the level of insulating oil & maintain it.
- aa. Carried out yearly Air balancing activity at whenever required & provide its report.
- bb. Check & Inspected the VAV operation & Its Maintenance, replace the spare if required.
- cc. System upgradation support whenever required.
- dd. Need to provide onsite training to all facility employee.

### 5.2.2.3 Cassette AC

- a. Quarterly PM of AC Units as per OEM/Best Practices recommendations and submit the report.
- b. Check the function of compressor including Insulation/continuity/resistance/current checks and repair/replace if found faulty
- c. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- d. Checking & cleaning of evaporators coils external and internal.
- e. Check the function of control cards, digital display, and remote and rectify if required.
- f. Check the function of expansion valves, relay, contactor, thermostat, capacitors, driers, safety switches, relief & solenoid valves and rectification/replace if required
- g. Check the Insulation and proper fixing of refrigerant pipe lines and do minor rectifications.
- h. Check for all defective, corroded parts/foundation supports and recommend to replace/rectify
- i. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases, brazing work.
- j. Attend breakdown/Repairs of the components of the AC Units including drain pump
- k. Cleaning of filters as and when required
- l. Annual health checkup and efficiency test of AC Units and recommend to improve the efficiency.
- m. Annually inspect and replacement of all switches, thermostats if found faulty
- n. Calibration of all equipment's whenever required.
- o. Day to day routine maintenance and operation of the units.
- p. Check & inspect insulation of suction & discharge line.
- q. Repair & Replacement of Microprocessor/PCB/Handset/Display and compressor.
- r. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- s. Carry out yearly Air balancing activity at premises & provide its report.
- t. System upgradation support when required.
- u. Need to provide onsite training to all facility employee.

### 5.2.2.4 VRF Units

- a. Quarterly Preventive Maintenance as per OEM/Best Practices recommendations and submit the report.
- b. Check the function of compressor including Insulation/continuity/resistance/current checks if found faulty and repair/replace if found faulty
- c. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- d. Checking & Cleaning of condenser coil fins with jet water in every service
- e. Check the function of control cards, relays, digital display, contactor, remote, thermostat and rectify/replace if required.
- f. Check the function of expansion valves, driers, safety switches, relief & solenoid valves and rectification/replace if required
- g. Check motor winding, mongering value, replacement of bearing and rewinding if required
- h. Inspection of starter panel and repair if required and replacement of control fuses, capacitors.
- i. Check the Insulation and proper fixing of refrigerant pipe lines and do minor rectifications.

- j. Check for all defective, corroded parts/foundation supports and recommend to replace/rectify
- k. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases, brazing work.
- l. Checking of drive belt & replace if necessary. Lubrication of bearings if necessary Checking up of operation of Unit, Controller & condenser. · Combing of fins of condenser & Evaporator coil if necessary
- m. Repair\replacement of Expansion valve
- n. Attend breakdown/Repairs of the components of the AC Units - PCB and all electrical\electronic components, compressor , filter drier, Humidifier, Blower
- o. Brazing of Pipes & insulation as required.
- p. Charging \ Top up of refrigerant, (In case of any leak or any other activity carried out)
- q. Chemical coil cleaning once a year.
- r. Cleaning of filters as and when required ,
- s. Rewinding of condenser motors
- t. Annual health checkup and efficiency test of AC Units and recommend to improve the efficiency.
- u. Annually inspect and replacement of all switches, thermostats and pressure control if found faulty or if variation observed or weak or abnormal.
- v. Repairs / replacements of Water piping & accessories, Ducting, Dampers, Duct lining, grilles, False ceiling.
- w. Calibration of all equipment whenever required.
- x. Replacement of Motor/Pump.
- y. Coating of tubes need to be done once in year.
- z. Check & inspect the back pressure and head pressure.
- aa. Check & inspected the gas pressure of VRF if found maintain proper pressure by gas charging.
- bb. Check & inspected the connectivity of HVAC System with BMS System & provide spare parts is required.
- cc. Indoor unit body condition.
- dd. Check & inspected the working of stabilizer & check the level of insulating oil & maintain it.
- ee. Carried out yearly Air balancing activity at premises & provide its report.
- ff. System upgradation support whenever required.
- gg. Need to provide onsite training to all facility employee

### 5.2.3 Precision Air Conditioning

- a. Quarterly Dry Service with blower & yearly 2 Wet Service with jet pump need to be carried out.
- b. Check & inspect the pressure of refrigerant & if found less than normal, carryout leak test & fulfil the refrigerant after rectification of the system.
- c. Checking the suction and discharge pressure of the unit.
- d. Cleaning of blower and condenser fan.
- e. Checking ground connections.
- f. Checking and tightening of nuts & bolts.
- g. Replacement of panels, Motors, Compressor Oil, N2, O2.
- h. Check Indoor unit body condition.
- i. Checking of the backup electrical power outlet/ MCB.
- j. Provide support in system upgradation
- k. Bi monthly PM as per OEM/Best Practices recommendations and submit the report. Report shall capture all data/value/check points pertains to PPM
- l. Checking of drive belt & replace if necessary.
- m. Greasing/Lubrication of bearings.
- n. Checking up of operation of Unit, Compressor Controller & condenser, Combing of fins of condenser & Evaporator coil if necessary.
- o. Leak testing and rectifying leaks in the Refrigeration system include replenishment of appropriate gases.
- p. Cleaning up of Unit, Air Filter, cooling coil & condenser coil with water
- q. Cleaning of humidifier bottle, electrodes, water supply strainer and drain inside the machine.
- r. Measurement of current of each individual equipment.
- s. Checking of all electrical components for loose connections and tightening if necessary.

- t. Checking of all the overload relay settings and repair/replace if found faulty
- u. Checking the components for normal running conditions such as vibration, Noise etc. and rectify if required.
- v. Checking of refrigeration piping for any gas leakages & gas charging as required. Checking of refrigeration system and pressure readings
- w. Checking of pulleys, alignment, motor mounts, condenser fan mounts etc. and repair/replace if found faulty
- x. Checking of panel insulation, temperature readings, Microprocessor controllers for operation and repair/replace if found faulty
- y. Repair/Replace all internal parts in PAC like compressor & its parts, motors and its parts, bearing/pulley/base/fan blades, control cards, digital display unit, PCB, indicators, lamps, switches, fuses, compressor, expansion valves, fan/blower motor rewinding, V belts, bearing, relays, thermostat, humidifier bottle, dehumidifier, capacitors. Filter drier, start & run contactors, re crimping lugs. Sheet Metal Panels found against Manufacturing Defect or due to lack of workmanship, shall try & repair the defective item / equipment.
- z. Chemical coil cleaning once a year
  - aa. Brazing of pipes & required insulation work during any repairing work
  - bb. Annual health checkup of compressor oil and efficiency test of AC Units and recommend to improve the efficiency.
  - cc. Inspect all switches, thermostats and pressure control and repair/replace if found faulty.
  - dd. Insulation/continuity/resistance/current checks to be conducted for all motors and compressors if any abnormality in found during operation. Replacement of humidifier to include in AMC.
  - ee. Replacement of any parts including Compressor, Condenser, Evaporator, Cooling/Heating Coils-due to Operational Error, Voltage Fluctuation (Spikes & Harmonics, Phase Failure & Phase Unbalancing),
  - ff. Calibration of any measuring part.
  - gg. Any repairing related to water supply and drain line connections.
  - hh. Repair & Replacement of imported controls, pressure switches, gauges, modulating valves, modulating motors, microprocessors & BMS

## 5.2.4 UPS

### 5.2.4.1 UPS Unit

- i. 24/7 - 365 days Support availability as and when required.
- ii. 2 hrs Response, Resolution 4 Hrs until unless any major dependency.
- iii. Cleaning the UPS System's with vacuum cleaner / blower & keep the system with dust free.
- iv. Visual Inspection to check any deformation.
- v. Checking and Adjustment (If needed) of Power parameters like input/output, DC voltage & Current
- vi. Checking and Adjustment (If needed) of Control parameters on PCB's, Input, Output Transformers
- vii. Checking Tightness of all connection. (Shutdown Maintenance).
- viii. Functional Checking up of Inverter, Rectifier & Static section with approval, Performance operational test of the UPS system including unit transfer & Re transfer (Redundant System)
- ix. Install or perform Engineering Field Change Notices (FCN) as necessary.
- x. All UPS spares.
- xi. Quarterly PM including annual Shutdown PM activity as per OEM/Best Practices recommendations
- xii. Harmonic testing analysis and measurements once in year.
- xiii. Six monthly Battery impedance testing.
- xiv. Quarterly Battery discharge test with permission with connected load.
- xv. Provide detailed report along with History and report shall capture all data/value/check points pertaining to PPM.
- xvi. Replacement of defective capacitors, if purchased from OEM only and installation will be in OEM Scope
- xvii. Six monthly basic capacitor health checkup.
- xviii. Detailed checkup during annual shut down
- xix. Check and repairing of Annunciation Panel which includes checking of wiring & Display if applicable.

- xx. Need to provide onsite training to all facility employee.

#### 5.2.4.2 Battery Monitoring System

- a. Quarterly Checking of Battery Cell voltages & physical condition,
- b. Internal connections,
- c. Cabinet earthing, temperature, float voltage
- d. Battery Impedance test needs to be carry out on each quarter
- e. Report submission without delay.
- f. All Spares parts/components & Consumables including replacement of batteries..
- g. Check & Inspect the connectivity of Battery monitoring system with BMS system
- h. Need to provide onsite training to all facility employee.

#### 5.2.4.3 Inverters /Emergency Lighting UPS

- a. 24/7 - 365 days Support availability as and when required.
- b. 2Hrs Response, Resolution 4 Hrs. until unless any major dependency.
- c. Cleaning the UPS System's with vacuum cleaner / blower & keep the system with dust free.
- d. Visual Inspection to check any deformation.
- e. Checking and Adjustment (If needed) of Power parameters like input. Output, DC voltage & Current.
- f. Checking and Adjustment (If needed) of Control parameters on PCB's.
- g. Checking Tightness of all connection. (Shutdown Maintenance).
- h. Functional Checking up of Inverter, Rectifier & Static section approval, Performance operational test of the UPS system including unit transfer & Re transfer (Redundant System) and battery discharge test.
- i. All UPS spares except mentioned in Exclusion.
- j. Four Quarterly PM including annual Shutdown PM Activity and submit the report. Report shall capture all data/value/check points pertains to PPM.
- k. Quarterly Battery impedance testing
- l. Quarterly Battery discharge test with battery backup time checking.
- m. Provide Detailed report along with History
- n. Replacement of defective capacitor if under warranty.
- o. De & Re commissioning and shifting activity.
- p. Check Individual Battery Voltage & Battery Health check-up on Quarterly basis,
- q. Check Alarm & Warning status of inverter on Quarterly basis.
- r. Provide System upgradation.
- s. Need to provide onsite training to all facility employee.

### 5.2.5 Kitchen Equipment

#### 5.2.5.1 Kitchen Exhaust Blower

- a. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- b. Lubrication of all bearings wherever found necessary and replace the defective bearings
- c. Check for all defective, corroded parts/foundation supports and recommend to replace/rectify.
- d. Check for proper air flow and rectify the obstacles
- e. Check and replace defective V-belts & check proper function & rectification if required
- f. Checking the components for normal running conditions such as vibration, Noise etc.
- g. Check motor winding and meggering value and rewinding if required. lubrication and replacement of bearing, adjust of pulley, shafts and alignment
- h. Inspection of the safety and operating controls for proper operation. Inspection of electrical starters, replacement of start & run contactors, capacitors & re crimp lugs as required.
- i. Inspect and adjust all safety control, required.
- j. Attend breakdown/Repairs of the components of kitchen exhaust blower
- k. Chemical cleaning of kitchen exhaust hood annually.
- l. Rectification of any obstruction inside kitchen exhaust duct.
- m. Replacement of kitchen exhaust Motor within 24 hrs if burnt.

- n. Repairs / replacement of electrical main incoming switch (Switch fuse unit), Main incoming cable, fuses, control transformers & indicating lamps

#### 5.2.5.2 Other Kitchen Equipment

- a. Any number of breakdown calls, four numbers of routine inspections & preventive maintenance to keep the machine/s operating & functioning well.
- b. Best & quick service to the Customer & keep machine/s in operating condition & provide all the possible support needed for the operation of the machine/s within 24 hours of receiving of complaint.
- c. All spares required for the repairs of the machine/s will be supplied by vendor.
- d. Client will be granting permission to carry the faulty parts of the machine/s to the service center for repairs if on-site repairs are not possible. In most cases Vendor will provide the replacement of that part to keep machine/s functioning regularly. In this case the period needed for repairing will be informed to the customer in writing in advance.
- e. If any faulty spare taking out for repairing & need to keep provision of alternate spare at site
- f. The replacement of faulty / breakdown spares i.e. Compressors, Cabling, Welding, Rubber Gaskets, and Electrical & Mechanical Parts PCB, SS Body Parts, Glass, Blades, Pump Motor are to be covered under AMC.
- g. Need to provide onsite training to all facility employee.

#### 5.2.6 Fire & Safety Works

##### 5.2.6.1 Inspection, Training & Mockdrill

- a. Submission of Fire Form B twice in a year.
- b. Need to provide onsite training to all facility employee.
- c. Coordinate with govt. bodies for getting Fire NOC; govt. fees will be borne by ReBIT.
- d. Upgradation software /licenses as per system requirement.
- e. Carry out Fire evacuation mock drill after every 6 months for all employees.

##### 5.2.6.2 Fire Alarm System

- a. Quarterly Preventive Maintenance and submit the report.
- b. Replacement of defective accessories i.e. all types of detectors, PCB/Control cards, loop card, MCP, modules and graphics software, power supply unit and papers.
- c. Software-Reloading of Software (provided the software CD, Program Backup & Dongle is made available at site to vendor) in case of a System Crash.
- d. Cleaning of all detectors should happen within a quarter as per IS standard and also to address by cleaning 50% and above (High Traffic zones) dust level detectors under monthly PPM. 100% of the installed detectors must be checked on its functionality, address etc. in every quarter..
- e. Vendor to use Aerosol spray to test the function of smoke detectors and Hair dryer (or) shielded lamp to test the function of heat detectors.
- f. Ensure each smoke detector is within its sensitivity range by using test methods recommended in IS standard and share the results with recommendation.
- g. Provide the count and location details in the monthly MIS report for the smoke detector (AFC and BFC) cleaned during the PPM activity to track if all the detectors are getting cleaned on quarterly basis.
- h. Vendor to provide the count and location details in the monthly MIS report for the smoke detector (AFC and BFC) checked for its functionality, address to track if 25% of the detectors are getting tested on annual basis.
- i. Generate MIS report on monthly basis by categorizing the events like dust alarm, real alarm, maintenance, drill, MCP pull etc. with detectors numbers and provide recommendation to minimize the incidents & publish the dash board by 5th of every month, for the previous month.

- j. Smoke detector dust percentage status - Prior and post cleaning to be recorded and mentioned on service reports with recommendation (if any) wherever feasible.
- k. Required checks to be carried out for FAS batteries on monthly basis and to be captured on service report.
- l. Replacement of battery. Vendor must recommend for replacement as and when needed.
- m. For every corrective maintenance, service report must be provided.
- n. RCA to be shared along with permanent corrective action plan for all repeated events & troubles
- o. Audibility of all hooters should be checked across the floors, and in case of any low or no sound then recommendation for repair or replacement of defective hooter or installation of new hooters to be given. Decibel levels checks on quarterly basis should be 75dB or 80dB max as per allowable range for human ear,
- p. Adequate spares should be kept in stock for immediate replacement (list must be shared with client).
- q. During the monthly PPM functionality and integration with FAS Panel testing for all the AHU Fire Damper to be done, recommendation for repair / replacement of defective actuator, controller to be given.
- r. Checking and repairing of GSM alert message module system & parameters.
- s. Checking of exit light with battery backup & replacement if any abnormal.
- t. Checking and repairing of fire exit door/panic bar piezo buzzer, hooters.
- u. Performance check of the hooters shall be done along with the performance check of MCP.
- v. Check all access door shall release when fire alarm activated. Check Operational readiness of system during mains failure.
- w. Check & inspect the operation of Response indicators, if required repair & replace the same.
- x. Checking/Serviceing of major equipment's such as pressure gauge, panels including contactor, valves, main alarm panel, auxiliary panels etc.
- y. Check & Inspect the connectivity of Fire system with BMS system.
- z. Carry out fine-tuning to optimize the control parameters, software programming and interface signals to optimize the performance of the designated system with regards to comfort, safety and security.
- aa. Need to take backup of system as on when required.
- bb. All system health checkup & testing reports with SOP.
- cc. Need to provide Fire Safety training to all employee.

#### 5.2.6.3 Sprinkler System

- a. Quarterly preventive maintenance as per OEM Best practice and FM Global guidelines and submit the report. Report shall capture all data/value/check points pertains to PPM.
- b. Checking of the functionality of all Parts related to Sprinkler Systems.
- c. Cleaning & servicing the branch pipe, nozzles etc.
- d. Sprinkler Bulb-Serviceing and replacement in case of a malfunction.
- e. Control valves, various components / consumable of Sprinkler systems.
- f. Checking ensure pipes to be free from leakage.
- g. Checking of sprinklers & pipelines for leakage's if any.
- h. Check the function of pressure gauges, flow switches valves, relays and timers and report for repair/replace if any.
- i. Repair & Replacement the branch pipe, nozzles, sprinkler, flow switch, pressure gauge, valve etc.
- j. Submission of Fire Form B twice in a year.
- k. Rectification of sprinkler lines as and when needed.

#### 5.2.6.4 High Sensitivity Smoke Detectors (HSSD)

- a. Check & Inspect the connectivity of Fire system with BMS system.
- b. Provide support in upgradation of existing system
- c. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- d. Graphics Software-Reloading of Software (provided the software CD, Program Back & Dongle is made available at site to vendor) in case of a System Crash.
- e. HSSD Panel-Card / Board failure during operation, Aspiration Tube.
- f. Clean HSSD Filter & Replace if required.

- g. Includes all accessories HSSD including power supply units, Rigid pvc tubing along with flexible probes for sampling along with supports, aspiration tubes, capillary tubes & termination nozzles.
- h. Functionality testing of all the HSSD system.
- i. Need to provide onsite training to all facility employees.

#### 5.2.6.5 Water Leak Detection system (WLD)

- a. Check fault circuit of each WLD zone by actually disconnecting wire by removing a detector
- b. Check & Inspect the connectivity of Fire system with BMS system.
- c. Provide support in upgradation of existing system
- d. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- e. Report shall capture all data/value/check points pertains to PPM.
- f. Checking Water leak detection panel-Card / Board failure during operation,
- g. Detection Module-Device Failure to communicate consistently, Sensor-Device Failure to communicate consistently
- h. Functionality testing of the system.
- i. Need to provide onsite training to all facility employees.

#### 5.2.6.6 Fire Extinguisher

- a. Provide support in upgradation of existing system (or as per recommendations).
- b. Fire extinguisher operation & working training.
- c. High pressure test whenever required.
- d. Fire extinguisher refilling whenever required.
- e. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- f. Service report to be submitted with Type Fire Extinguishers Weight, Regulator.
- g. Checking of Valve Hose & Horn, Trolley Wheels oiling and repair/replacement.
- h. Repair and replace of Gas Cartridge Powder checking Water Level, Mechanical Foam, Pressure Gauge, Other Accessories if required
- i. Repair & Replacement Pneumatic Heat Detector Tube, Hose, Horn & wheel.

#### 5.2.6.7 NOVEC 1230 (GSS)

- a. Check operation of NOVAC 1230 System Abort Switch, Release switch & response indicators.
- b. Check the operation of NOVEC 1230 System in Auto & Manual mode.
- c. All system health checkup & testing reports with SOP.
- d. Provide support in upgradation of existing system.
- e. Operation & working training of NOVEC 1230.
- f. Check & Inspect the connectivity of NOVAC system with BMS system.
- g. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- h. Service report for the same needs to be submitted.
- i. Check the nozzle / cleaning of the nozzles ,
- j. Check the GSS panel and the alarms, check the pressure gauge and other accessories.
- k. Check the condition of detectors, panel indication lamps, remote switches, relays, solenoid coils.
- l. Periodic inspections should be carried out for the NOVEC gaseous suppression system.

#### 5.2.6.8 Fire Curtain

- a. Quarterly Preventive Maintenance and submit the report.
- b. Check the operation & status of fire curtain during fire alarm activate.
- c. Check & inspect the connectivity of fire curtain with BMS / FFS system.
- d. Verify that the fire curtain is alignment is proper & is not damaged.
- e. Check the curtains if damages and repair immediately.
- f. Remove any obstructions that prevent the curtain from closing fully.
- g. Repair or replacement of curtain motor if required.

#### 5.2.6.9 Fire Damper



- a. Quarterly Preventive Maintenance and submit the report.
- b. Check the operation & status of fire damper during fire alarm activate.
- c. Check & Inspect the connectivity of damper with BMS system.
- d. Actuate and cycle dampers as a part of the smoke detector testing (per NFPA-72).
- e. Remove fusible links for testing and reinstall afterward. If replacing the fusible link, be sure to use a link of the same size, temperature and load rating.
- f. Verify that the damper frame and blades are not damaged or rusted.
- g. Check the damper frame for damage and remove or repair immediately.
- h. Remove any obstructions that prevent the damper from closing fully.
- i. Document inspections and testing. Include the location, date, inspector and description of deficiencies and repairs
- j. Repair of controller.

#### **5.2.6.10 Rodent Repellent System**

- a. Check all RRP Band status & change the Band on quarterly basis.
- b. Check & Inspect the connectivity of Rodent system with BMS system.
- c. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- d. Checking Rodent system panel-Card / Board failure during operation,
- e. Detection Module-Device Failure to communicate consistently, Satellite-Device Failure to communicate consistently
- f. Functionality testing of the system.

### **5.2.7 Audio Visual Works**

#### **5.2.7.1 Public Address System**

(This includes amplifiers, Zone Console unit, Speakers and Goose Neck Mike and power supply accessories)

- a. Quarterly PM as per OEM/Best Practices recommendations and submit the report.
- b. Report shall capture all data/value/check points pertains to PPM.
- c. During the monthly PPM functionality and testing of all the field equipment, Control Console-Equipment, amplifiers, Zone Console unit, Speakers and Goose Neck Mike, power supply accessories and all other accessories associated with the PA system installed to be checked for proper operation, any defect in the device to be immediately reported to SO / Site FM team with proper recommendations to resolve the same.
- d. Audibility of all speakers should be checked across the floors, and in case of any low or no sound then recommendation for repair or replacement of defective speaker or installation of new speaker to be given.
- e. Decibel levels checks on quarterly basis should be 75dB or 80dB max as per allowable range for human ear.
- f. Need to provide onsite training to all facility employee.

#### **5.2.7.2 CCTV System**

- a. Quarterly Preventive Maintenance and submit the report.
- b. Check CCTV ON Line status.
- c. Check CCTV recording Status.
- d. Check for the view of recording in Live and Playback mode.
- e. Check for Power Supply, focusing angle of Cameras.
- f. Check whether back up is maintained of recordings for specific period.
- g. Checking the positioning and functioning of cameras and storage system.
- h. Signal strength and video clarity of each camera to the NVR, monitors.
- i. Rotational speed and clearance of PTZ cameras.
- j. CCTV cameras cleaning.
- k. Check cable connectors, termination on quarterly basis.
- l. Take system backup.
- m. Check all the functionalities of software.

- n. System Health checks.
- o. Repair and replace camera if found faulty.
- p. Provide support in upgradation of existing system.
- q. A quarterly maintenance Chart need to maintain.
- r. Remove dust and dirt from the camera enclosures (Inside & outside) exterior using a soft brush or a lint A solvent which is harmless to the finishes of metal and plastic may be applied to more stubborn stains.
- s. Examine the exterior of the enclosure for any signs of damage or loose cable glands and rectify any faults found.
- t. Examine the printed circuit boards for signs of overheating, dry joints and/or damaged tracks
- u. The software/license/Up gradation etc. Of Surveillance System shall be carried out from time to time.
- v. All Spares parts/components & Consumables.

#### 5.2.7.3 EPABX / PASSIVE / Active Networking

- a. Quarterly Preventive Maintenance and submit the report.
- b. Assist in operational issues of EPABX system and passive networking.
- c. Maintenance & troubleshooting of EPABX and passive network equipment's – cabling, rack cabinets, patch cables, etc. Configuration of EPABX as and when required.
- d. Breakdown maintenance call has to be attended on the days of its reporting.
- e. The EPABX system maintenance should be efficient and reliable.
- f. Check, Service, Repair the telephones attached with EPABX system.
- g. Attending to service calls for trouble shooting and maintenance by Engineer/Technician to inspect performance of the exchange/ extension etc. and to take action accordingly.
- h. Require support for telephone extension naming/ renaming whenever required.
- i. All Spares parts/components & Consumables.
- j. Standby system needs to be arranged at the time of breakdown by service provider.
- k. Provide support in upgradation of existing system.

#### 5.2.7.4 Audio Visual & Video Conferencing

- a. Quarterly Preventive Maintenance and submit the report.
- b. Checking and adjustment of controls/ LEDs/LCD.
- c. Check& Inspect the AV, TV & VC system Projector.
- d. Cleaning and servicing of projector, Lens cleaning, replacement if projector lamp after exceeding lamp hour.
- e. Check, Inspect, Repair AV, TV & VC system Interactive white board.
- f. Check, Inspect, Repair AV, TV & VC system Audio amplifier, Speakers, camera, mic, receiver.
- g. Check, Inspect, Repair AV, TV & VC system LCD/LED flat panel.
- h. Check, Inspect, Repair AV, TV & VC system Digital Signage player, controller, transmitter, encoder& decoder, touch panel etc.
- i. Ensure proper functionality of Video Conferencing equipment's and provide end to end support for VC connectivity whenever required.
- j. Hot spare replacements will be utilized while equipment is out for repair. As part of services, the Vendor will warehouse hot spares and repaired equipment until needed.
- k. The vendor will provide a quarterly report of all trouble-tickets reported with the resolution details with completion time included.
- l. Support for any new AV makes and models that DCPS may standardize in the future.
- m. Provide System Health check report.
- n. Troubleshooting of wireless communication.
- o. All Spares Parts / Components & Consumables

### 5.2.8 Access Control System & Building Management System

#### 5.2.8.1 Access Control System & Visitor Management System

- a. Quarterly Preventive Maintenance and submit the report.
- b. Assist in case of any operational issues / breakdown issue of access control system.

- c. Maintenance of Access control system & VMS Server.
- d. Attending points raised after Vulnerability Assessment and Penetration testing (VAPT) test by ReBIT team and ensure system is working normal condition.
- e. Check ACS operations Visual Inspection of DAC/Readers/Switches for defects, corrosion, and dirt.
- f. Check Voltage, check feruling, Reader/Door name sticker, Cable terminations, check door alignment, check magnetic lock, Reader, Armature plate, LED indication.
- g. Check AC wiring segregated from, other electrical cable.
- h. Check ACS Server.
- i. Check ACS controller layout on control panel.
- j. Check door lock time and respond time.
- k. Check Battery Backup time of ACS.
- l. Check integration of ACS with FAS.
- m. Check manual operations with Break glass unit/Emergency release switch.
- n. Check door release with software.
- o. Check the report required report generation.
- p. Check the status of access door while force opening.
- q. Check all doors are auto release in case of fire alarm activated.
- r. Check the operation of access card printer & provide its cartridge.
- s. Check the operation of Panic bar.
- t. Check the operation of Piezo buzzer.
- u. Check the door operation if door kept open for long time.
- v. Check the status of HID access card readers.
- w. Troubleshooting for access card printing issue & Access card existing software.
- x. Upgradation of system by latest software/antivirus/license etc.
- y. Software backup.
- z. Health check report.
- aa. Quarterly Preventive Maintenance and submit the report.
- bb. Check for Physical condition, all connections and controls. Adjust if required.
- cc. Check power supply/control cables termination of Visitor management module with camera & badge printer (Paper), import tool (import cardholder & credential data).
- dd. Check for field terminations for corresponding software.
- ee. Troubleshooting, Fault finding including cabling & rectification in the system
- ff. Repair & maintenance of System and Operating Software.
- gg. Visual checking of VMS graphical presentation.
- hh. Checking of history chart of pop up messages and analysis their reason.
- ii. Need to take VMS Back up once in a quarter.
- jj. Upgradation of system by latest software/antivirus/license etc.
- kk. Check Multifunction Energy Meter (Modbus) communication with BMS.
- ll. Maintain the data sheet of the equipment of VMS.
- mm. Maintain System Report generation.
- nn. Need to provide onsite training to all facility employee.
- oo. Provide support in integration & maintenance of Visitor management system.
- pp. Check and resolve operational issues of Access card printer/Visitor card printer etc.

#### 5.2.8.2 Building Management System

- a. Quarterly Preventive Maintenance and submit the report.
- b. Manage and maintain IBMS server.
- c. Support ReBIT team for Vulnerability Assessment & Penetration Testing (VAPT) and attend all point reported by ReBIT team
- d. Upgradation of software / license with latest software as and when released.
- e. Maintain field controllers, supervisory controller, temperature sensors, humidity sensors, pressure sensors, BMS & application software. 4-times visits at interval of 3-months and submit the report
- f. Check for Physical condition, all connections and controls. Adjust if required.
- g. Check power supply/control cables termination, system controllers, devices like valves, sensors, switches etc.
- h. Check for field terminations for corresponding software controllers.
- i. Check for DDC control chambers.
- j. Check for command status, temperature sensor & parameters.
- k. Ensure all Indications & alarm system operation
- l. Troubleshooting, Fault finding including cabling & rectification in the system

- m. Repair & maintenance of System and Operating Software.
- n. Visual checking of BMS graphics of all integrated equipment and their command to equipment.
- o. Checking of all AI, DO, DI and AO command of equipment.
- p. Checking of history chart of pop up messages and analysis their reason.
- q. Need to take BMS Back up once in a quarter.
- r. Upgradation of system by latest software/antivirus/license etc.
- s. Check Multifunction Energy Meter (Modbus) communication with BMS.
- t. Maintain the data sheet of the equipment of IBMS.
- u. Need to provide onsite training to all facility employee.

### 5.2.8.3 Auto Swing Door Mechanism

- a. Quarterly Preventive Maintenance and submit the report.
- b. Checking & repairing of power connection of all doors, if any
- c. Checking door Hinges & frame alignment.
- d. Checking activation of sensor.
- e. Checking of sensor safety mechanism
- f. Repair / replaced any spare whenever require
- g. Checking for smooth door operation.
- h. Check & repairing /replacing of motor if found faulty.

### 5.2.9 Gym & Gaming Equipment

- i. Quarterly Preventive Maintenance and submit the report.
- ii. Any number of breakdown calls, four numbers of routine inspections & preventive maintenance to keep the machines/Equipment's operating & functioning well.
- iii. Best & quick service to the Customer & keep machine/s in operating condition & provide all the possible help needed for the operation of the machine/s within 24 hours of receiving of complaint.
- iv. Calibration of gaming / gym equipment's as required.
- v. All spares of gaming equipment's required for the repairs of the machine/s will be supplied by vendor.
- vi. Cleaning, checking and servicing of gaming equipment's.
- vii. If any faulty spare taking out for repairing & need to keep provision of alternate spare at site.
- viii. Need to provide onsite training to all facility employee.

## 5.3 Personnel

- 1. All personnel deployed for doing maintenance activity should have adequate experience in similar equipment maintenance.
- 2. Must be fully trained in the proper use of the required equipment, tools and tackles to perform all maintenance tasks.
- 3. Must perform duties in a professional and courteous manner.

## 5.4 Account Management

### 5.4.1 Team Structure & Escalation Process

There should be Single Point of Contact / Account Manager to contact for any immediate issue / breakdown / maintenance schedule.. Any issues / breakdown that will impact business continuity and cause a significant disruption of service will be escalated to the vendor's senior management team. As a part of the RFP response successful bidder is required to submit Escalation Matrix to ReBIT.

### 5.4.2 Meeting Cadence

1. Maintenance Operations team to attend the monthly meeting to discuss all sites related issues and updated MOM to be shared accordingly.
2. Maintenance Operations team to attend month end SLA meeting with the respective site SPOC's for the SLA scoring and minutes of meeting (MOM) to be reviewed and discussed.

#### **5.4.3 Manpower and Staffing**

1. Service Provider will ensure that they deploy trained, experienced and technically competent employees to carry out the maintenance services. The Provider shall also ensure that their employees employed at the ReBIT premises are authorized and physically fit to carry on the work under this agreement and are not suffering from any chronic or contagious disease. However, this does not prevent ReBIT to get the Provider's employees medically examined, if required, by the Medical officer of ReBIT choice at Provider's expense and the Provider shall be bound to remove such of their employees who is declared unfit by ReBIT, based on the medical report.
2. Service Provider shall, in addition to complying with the Agreement, comply in all respects and at all times with the provisions of statutes, rules and regulations applicable to them and/or to their employees, including but not limited to the Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, Employees State Insurance Act, Employees Provident Fund and Miscellaneous Provisions Act and in particular the Provider shall, if required, obtain the requisite license under the Contract Labour (Regulation and Abolition) Act 1970 and the rules made there under. Provider shall maintain necessary documentary evidence of their compliance with applicable laws, rules, regulations, notifications, etc. and shall, upon ReBIT's request, produce forthwith to ReBIT for inspection, verification, etc.
3. Service Provider shall ensure that the Provider's employees while on the premises of ReBIT or while carrying out their obligations, maintain cleanliness & decorum, abide by safety guidelines and adhere to general discipline laid down by ReBIT or its authorized agents as per the scope of work mentioned below and ReBIT shall be the sole judge as to whether or not the Provider and/or their employees have observed the same. In case of any differences of Opinion, the same shall be mutually resolved and any non-compliance shall be strictly acted upon.
4. Service Provider shall personally and exclusively supervise or employ sufficient supervisory personnel exclusively to supervise the work of their employees so as to ensure that the service rendered under this agreement is carried out in conformity with this SOW and to the full satisfaction of ReBIT.
5. Service Provider shall ensure that no employees of the Provider remains on ReBIT premises after completion of working hours prescribed by ReBIT, without the prior written permission of ReBIT.
6. The Provider shall always employ an experienced staff at ReBIT Premises as per maintenance schedule.
7. Any indecent behaviour / suspicious activities of the staff shall be viewed seriously and a suitable penalty shall be levied on the Service Provider. The Service Provider is also required to submit the list of workers with photo ID for gate pass entry in the premises.
8. Service Provider to specify whether all the employees of Provider are on the payroll of Provider or sub contracted.
9. Service Provider shall be solely responsible for the credentials/ act of his staff / workers.
10. Service Provider shall ensure all vendors use necessary Personal Protection Equipment while performing the job requirements.

#### **5.4.4 EHS - Environment Health & Safety**

1. Participate in Emergency Evacuation procedures including crisis management and business continuity.
2. Service Provider should adhere to all EHS procedures.
3. Service Provider to ensure all vendor use necessary Personal Protective Equipment's (PPE) and should ensure Lockout Tag out Control (LOTO) is installed in all critical location policy.

#### **5.4.5 Others**

1. Liaise with all AMC Suppliers and ensure that AMC calendars are followed strictly and preventive maintenance schedules are followed.
2. Train all Supervisor/In charges and team members in the building on BCMP and EHS requirements.
3. Ensure all personnel of Supplier will wear adequate Personal Protection Equipment's (PPE)
4. Maintain system wise documents/files for preventive maintenance/breakdown.

#### **5.4.6 General Scope & Conditions**

1. Within the premises of ReBIT, the Service Provider will not do anything whatsoever which in the opinion of ReBIT may be or becomes nuisance, annoyance or danger which may adversely affect property, or reputation of ReBIT.
2. The Service Provider will not use the name of ReBIT in any manner either for credit arrangements or otherwise and it is agreed that ReBIT shall not in any way be responsible for the debts, liabilities or obligations of the Provider and/or their employees.
3. Service Provider shall commence performing any service as agreed to be provided under this SOW only after the necessary work permit is obtained.
4. The Service Provider will ensure that the existing operations are not affected during the transition.

#### **5.4.7 Compliance**

1. Provider shall, comply in all respects and all times with the provisions of all rules and regulations applicable to them and/or to their employees, whether listed in this contract or not, including but not limited to the Payment of Wages Act, Minimum Wages Act, Workmen's Compensation Act, Employees State Insurance Act, Payment of Bonus Act, Payment of Gratuity Act, Employees Provident Fund, Maternity Benefit Act, State Specific Shops & Commercial Establishments Act, State specific Labour Welfare Fund Act and State specific Industrial Establishments (National and Festival Holidays) Act and Miscellaneous Provisions Act, etc. Provider shall, if required, obtain the requisite license under the Contract Labour (Regulation and Abolition) Act 1970 and the rules made there under and abide by the applicable regulatory requirements. In addition, Provider shall abide by the applicable Employee Health and Safety Guidelines and Lockout Tag out Guidelines as per the industry standards and applicable legislations.

#### **5.4.8 Service Level**

The detailed requirements by ReBIT and the Service level indicators as to each category of services are provided in Section 15. Service Provider shall comply with Service Level while providing maintenance services. The Service Level Schedule, appended herewith is tentative and can be changed based on the requirements of a location as required by the Facility Manager.

#### **5.4.9 Warning Signage**

All regulatory warning signage should be labelled on equipment etc. Caution signage should be displayed as required like hot surface, hot water source, do not use wet hands etc. (For more details refer Safety Signage Standard).

#### **5.4.10 Insurance**

The Service Provider must maintain the insurance set out below from the Date of Commencement and until the end of the Term in a form appropriate to the Contractor's activities and on terms and with a reputable insurer acceptable to the Principal.

1. Public Liability Insurance or the local equivalent if different (naming the Principal as an additional insured) in respect of accidents or incidents arising out of or in the course of or caused by the performance of the Services; and
2. Workers Compensation Insurance as required by law; and
3. Professional Indemnity Insurance for not less than the amount set out in respect of legal liability arising from a breach of professional duty whether owed in contract or otherwise (if applicable); and

## 5.4.10 ReBIT Business Continuity Plan Requirement

### SERVICE PROVIDER'S BUSINESS CONTINUITY PLAN

#### 1. CONTENT OF THE SERVICE PROVIDER'S BUSINESS CONTINUITY PLAN

- 1.1 The Service Provider will ensure that the Service Provider's Business Continuity Plan will include
  - 1.1.1 Details of how the Service Provider and the Service Provider Affiliates will implement the Service Provider's Business Continuity Plan;
  - 1.1.2 Details of how the Service Provider's Business Continuity Plan inter-operates with any other business continuity plan or disaster recovery plan of ReBIT.
  - 1.1.3 Details as to how the invocation of any element of the Service Provider's Business Continuity Plan may impact on the operation of the Services and a full analysis of the risks to the operation of the Services;
  - 1.1.4 Identification of all reasonably possible failures of or disruptions to the Services;
  - 1.1.5 Business Continuity Strategy (which includes Client Priority tasks/services);
  - 1.1.6 Communication plan(s);
  - 1.1.7
  - 1.1.8 Details of how the Service Provider and Service Provider Affiliates deal with loss of people due to industrial action, transport disruption etc.;
  - 1.1.9 Details of how the Service Provider and Service Provider Affiliates deal with loss of Service Provider's System.
  - 1.1.10 Details of how the Service Provider and Service Provider Affiliates deal with loss of external dependencies (which could include additional third party suppliers);
  - 1.1.11 The processes, activities, responsibilities and service levels of the Service Provider and service Provider Affiliates that will need to be complied with in business-critical emergency situations;
  - 1.1.12 Procedures for reverting to normal service.
- 1.2 the Service Provider's Business Continuity Plan will also include
  - 1.2.1 Minimum contingency resources (staff, IT, telephones, etc.);
  - 1.2.2 Emergency -maintenance/recovery team;
  - 1.2.5 Loss of people due to infectious disease (eg Pandemic).

## 5.5 Executive Summary and Corporate Profile

Bidder to include Executive Summary along with Corporate profile, proposed account management and Support details, Escalation Matrix, response and resolution Turnaround time matrix, MIS and Reports mechanism, Bidder's own Quality Plan, SWOT of the organization in terms of Maintenance Services. Projects completed / ongoing of similar size and nature, Value Adds/ Differentiators if any etc. with RFP response.

## 6. Locations to be covered

The maintenance services are required for equipment at ReBIT's office in Navi Mumbai. However, if equipment covered are shifted to any new premises, maintenance service shall continue at the new locations as per ReBIT's requirement within India. Cost for travel of Bidder's personnel travel from other locations in India and hotel/incidental expenses are to be borne by Bidder.

## 7. Bidding Process:

### 7.1 Language of Bid

The language of the bid response, supporting documents and any communication with ReBIT must be in written English only.

## 7.2 Cost of Bidding

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

## 7.3 Authorization to Bid

The proposal / bid being submitted would be binding on the Bidder. As such, it is necessary that authorized signatory of the firm or organization sign the bid documents. The signatory should be either CEO or authorised by the CEO or the Board of the organization. The Bidder shall provide proof of signature identification for the above purposes as required by ReBIT

- i. All pages of the bid shall be initialled by the person or persons signing the bid.
- ii. Bid form shall be signed in full & official seal affixed.
- iii. Any inter-lineation, erasure or overwriting shall be valid only if they are initialled by the person or persons signing the Bid.
- iv. All such initials shall be supported by a rubber stamp impression / digital signature of the Bidder's firm.

**A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorized to sign the Bid document.**

## 7.4 Bid Security/ EMD

The Bidder should deposit bid security of **₹1,00,000/- (Rupees One Lakh Only)** in the form of a demand draft in favour of Chief Executive Officer, Reserve Bank Information Technology Pvt. Ltd., payable at Mumbai or a Bank Guarantee issued from Scheduled Commercial Bank. Bank Guarantee should be valid for minimum 6 months from the date of issuance of RFP with claim period of one month.

The scanned copy of DD/ BG should be submitted along with technical bid and the original DD/BG shall be couriered to the below address so as to reach us on or before the date of opening of technical bid:

To,  
The CEO,  
Reserve Bank Information Technology Pvt. Ltd.  
502, Building No 1, Mindspace Juinagar, Nerul,  
Navi Mumbai – 400706

The failure or omission to deposit or keep deposited the Earnest Money shall disqualify the Bidder. No interest shall be payable by ReBIT in respect of the EMD amount.

The EMD is refundable after signing of the contract and furnishing Performance Bank Guarantee (PBG) for successful bidders.

The EMD of an unsuccessful Bidder shall be refunded within 30 days after the final decision on the Bids or on expiry of the bid validity period whichever is earlier.

The unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning the bid security amount.

Micro & Small Enterprises (MSE) units are exempted from payment of EMD and tender fee provided the products and/or services they are offering, are manufactured and/or services rendered by them. Exemption as stated above is not applicable for selling products and/or services, manufactured/ rendered by other companies. Bidder should submit supporting documents issued by competent Govt. bodies to become eligible for the above exemption.

MSEs and Start-ups are required to submit a "**Bid Security Declaration**" where the bidder must accept that if the bid is withdrawn or modified during the period of validity etc., then the bidder will be suspended for a period as decided by ReBIT.

The Earnest Money Deposit (EMD) may be forfeited:



- If the successful bidder withdraws/revokes offer or modifies/changes the same.
- If the successful bidder fails to submit the Performance Bank Guarantee within the stipulated period. Additionally, ReBIT at its discretion may also cancel the contract awarded to the selected Bidder without giving any notice.
- If the successful bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP / Contract finalization of successful bidder / signing of the contract.
- Where the Bidder, withdraws after opening of Part I / Technical Bid at any time before finalization of successful bidder without any satisfactory / valid reasons. If any technically qualified bidder fails to login into the Reverse Auction portal, where applicable, then the same will be treated as withdrawal of the Bid.
- If the bidder makes any statement or encloses any form/document which turns out to be false/incorrect/mis-representation at any time during the RFP process.

## 7.5 Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the submission date of bid and reverse auction completion. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by ReBIT in case of need. Any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.

Finalized prices shall remain valid for contract period from the last date of submission of commercial bid and reverse auction completion, where applicable. The commercial offer shall be on a fixed price basis, no upward revision in the price would be considered. ReBIT reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary

## 7.6 Pre-Bid Meeting

For the purpose of clarifications of doubts of the Bidders on issues related to the RFP, ReBIT intends to hold a pre-bid meeting on the date & time as indicated in the RFP. Only authorized representative of Bidder(s) (maximum two) will be allowed to attend the Pre-bid meeting.

Any modification of the RFP, which may become necessary as a result of the Pre- bid meeting will be made available by ReBIT exclusively through the issue of a Corrigendum which will be published on ReBIT's website [www.rebit.org.in/procurement](http://www.rebit.org.in/procurement) and CPP Portal.

One or more pre-bid conferences may be held for clarifying issues/clearing doubts (if any), about the specifications and other allied technical/commercial details of the equipment, product and services projected in the tender document and for ensuring that the technical requirements provide a level playing field. The date, time and place of the pre-bid conference will be as indicated in the RFP document.

ReBIT shall not be obligated to respond to any or all of the queries.

## 7.7 Clarifications and Amendment in RFP Documents

Queries / clarifications will not be entertained over the phone. Bidders requiring any clarification of the RFP may notify ReBIT in writing strictly as per the format given in **Annexure-E** at the address/by e-mail given in this document within the date/time mentioned in the schedule of events.

It may be noted that no query of any Bidder shall be entertained / received after the mentioned date. Queries raised by the prospective Bidder(s) and ReBIT's response will be available at ReBIT website.

The Bidder is requested to collate and submit queries together to seek clarifications / responses from ReBIT. The Bidder should ensure that all the queries and clarifications are communicated in email on or before the date given in the schedule of events of this RFP document. Bidders are requested to visit ReBIT's website or check mails for clarifications and other communications.

Any modification of the RFP, which may become necessary as a result of the queries, shall be made available by ReBIT exclusively through the issue of an Addendum/Corrigendum, will be published on ReBIT's website <https://rebit.org.in/procurement> and on the CPP Portal.

Prior to the last date for bid-submission, ReBIT may, for any reason, whether at its own initiative or in response to clarification(s) sought from the prospective Bidders, modify the RFP contents/covenants by amendment. Clarification /amendment, if any, will be notified on ReBIT's website. No individual communication would be made in this respect. In order to provide Bidders reasonable time to take the amendment into account for preparing their bid, the ReBIT may, at its discretion, extend the last date of submission of bids.

## 7.8 Two-Part Bid

The Bid shall be submitted in two parts:

Part I : Technical Bid. No price information should be provided in Part-1.

Part II : Price Bid

### 7.8.1 Part I: Technical Bid

- i. The Technical Bid submitted should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- ii. The following original documents are required to be submitted along with the technical bid:
  - a. Scanned copy of the bid security in the form of a demand draft or equivalent Bank Guarantee from commercial Bank along with the Technical Bid to be submitted online and the original copy of EMD DD/BG shall be couriered to ReBIT Office as per the instructions provided in the RFP.
  - b. The documents as requested in **Annexure – A** are to be submitted.
  - c. All the Annexures should be submitted on letter head of Bidder's company and duly signed with seal of the company. Self attested photocopies of relevant documents / certificates are to be submitted as proof in support of various information submitted in aforesaid annexure and other claims made by the Bidder.
  - d. The Bidder should ensure that all the annexures are submitted as prescribed by the ReBIT. In case it is not in the prescribed format, it is liable to be rejected.

### 7.8.2 Part II: Price Bid

The Price Bid must not contradict the Technical Bid in any way and should include the cost of all the items offered. The suggested directive for Commercial offer is as follows:

- i. The Price Bid should be submitted as per **Annexure-I** by way of entering the values in the format (not in hand written). This must contain all price information, prices should be exclusive of GST (for all products, services, implementation, certificates etc.). However, all the Tax details to arrive the final payable to vendor should be mentioned in Price Bid.
- ii. The Bidders should not offer any options or any conditional offers to the ReBIT while giving the price information. The offer should strictly be in conformity with the items as specified by ReBIT. No additions or deletions to the **Annexure I** is allowed. Any deviations may lead to disqualification of the bid.
- iii. All the prices quoted shall be in Indian Rupees (₹). The quote shall not be subject to any price escalation subsequently. Rate should be quoted against each item separately. Only fixed price commercial bids indicating total price for all the deliverables and services specified in this RFP will be considered.
- iv. The prices mentioned in **Annexure I** should be CIF ReBIT office, Navi Mumbai.
- v. ReBIT will not pay any Labour charges for transportation, Road Permit, installation of hardware, items separately. All such costs, if any, should be absorbed in the TCO.
- vi. All out of pocket expenses, travelling, boarding and lodging expenses for the entire project period and subsequent agreement is included in the prices and the Bidder shall not be entitled to charge any additional costs on account of any items or services or by way of any out of pocket expenses, including travel, boarding and lodging etc

## 7.9 Submission of bids

- i. The Bidders must submit bid, all documents as per requirement of RFP in the CPP portal.

- ii. Original DD/BG for EMD must be submitted physically in sealed cover at the following address on or before scheduled date and time.

To,  
The CEO, Reserve Bank Information Technology Pvt. Ltd.  
502, Building No 1, Mindspace Juinagar, Nerul,  
Navi Mumbai - 400706

ReBIT may, at its discretion, extend the deadline for submission of bids by releasing corrigendum to this tender document.

All submissions will become the property of ReBIT. Recipients shall be deemed to license and grant all rights to ReBIT to reproduce the whole or any portion of their submission for the purpose of evaluation, to disclose the contents of the submission to other Recipients who have registered a submission and to disclose and/or use the contents of the submission as the basis for any resulting RFP process, notwithstanding any copyright or other intellectual property right that may subsist in the submission.

### 7.10 Modification and Withdrawals of Bid

No modification in the Bid shall be allowed, after the deadline for submission of Bids. No Bid shall be withdrawn in the interval between the deadline for submission of Bid and the expiration of the period of Bid validity specified by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder.

### 7.11 Bid opening and Evaluation Process

- i. ReBIT will follow a two-step evaluation and selection process.
- ii. Bids of only those bidders who meet the minimum eligibility criteria will be considered for price bid evaluation.
- iii. The price bids of only eligible qualified Bidders will be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- iv. During the period of evaluation, Bidders may be asked to provide more details and explanations about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/e-mail seeking explanation, if the Bidder does not comply or respond by the date, their bid will be liable to be rejected.
- v. ReBIT may, at its discretion, waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation and financial impact, provided such waiver does not prejudice or affect the relative ranking of any Bidder. Wherever necessary, observations on such minor issues (as mentioned above) ReBIT may conveyed to the Bidder, asking them to respond by a specified date also mentioning therein that, if the Bidder does not respond by the specified date, their bid will be liable to be rejected.
- vi. The Bidder at no point of time can excuse themselves from any claims by ReBIT whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation, etc. as mentioned in this RFP.
- vii. The selection of successful Bidder will be based on **Lowest Cost** offered by eligible MEC qualified bidder..

The selection process consists of the following two considerations:

1. **Minimum Eligibility Criteria** (Evaluation of supporting documents)
  - The supporting documents for Minimum Eligibility Criteria should have all relevant documents supporting every criteria. There should not be any commercial inputs in this envelop. Any commercial aspect if found, the bid will be disqualified and bidder will not proceed further.
  - Initial proposal scrutiny will be held and proposals will be treated as non-responsive and rejected, if proposals are:
    - Not submitted in the format specified in this RFP
    - Received without letter of authorisation
    - Non-compliant with any of the clauses specified in this RFP
    - Have lesser than prescribed validity period
    - Submitted with incomplete information, subjective, conditional offers and partial offers
    - Submitted without the documents required under this RFP including EMD.

## 2. Commercial Bid Evaluation

- The bidders qualifying in MEC evaluation will proceed towards the commercial bid opening.
- The Price bids of only qualified eligible bidders will be opened on the notified date and time and reviewed to determine whether the price bids are substantially responsive.
- The price bid of the all bidder will be analysed for any discrepancy (calculation or spec deviation). The commercial bid if found correct in all sense then only the bidder will be awarded the job.
- If a Bidder quotes NIL price / consideration, the bid shall be treated as unresponsive and will not be considered.
- Price bid evaluation shall be considered as below in case of any kind of discrepancy:
  - a. If there is a discrepancy between words and figures, the amount in words shall prevail
  - b. Where there is a discrepancy between the item-wise quoted amounts and the total quoted amount, the item-wise rate will govern.
  - c. If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail
  - d. If there is discrepancy between unit price and total price, the unit price shall prevail
  - e. Where there is a discrepancy between the phase-wise quoted amounts and the total quoted amount, the phase-wise rate will govern unless, in the opinion of ReBIT, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
  - f. If there is a discrepancy in the total, the correct total shall be arrived at by ReBIT.
- The amount stated in the **Commercial Bid Format**, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall bid price to rise, in which case ReBIT will be free to accept the Total Bid amount as mentioned in the field "Total Cost of Ownership (TCO)" in Annexure-I.
- If the Bidder does not accept the arithmetical corrections made by ReBIT, its proposal will be rejected.
- Items described in technical proposal but not priced in price bid shall be assumed to be included in the prices of other activities or items.
- The Bidder with the Lowest Commercial Bid will be selected as successful bidder.

ReBIT does not represent that these are the sole criteria and reserves the right to adjust selection criteria at any time until final Vendor selections are made.

ReBIT reserves the right to re-negotiate any term or various package's price, if required, with the successful Bidder.

## 8. Award of Contract

On completion of evaluation of bids, ReBIT will determine the successful incumbent Bidder and contract will be awarded accordingly.

Successful bidder shall deploy the team at Site atleast a week in advance to learn the process and procedures and ensure smooth transition from existing service provider at bidder's own cost.

Contract Tenure for this engagement will be of 2 Years 9 Months, however, Purchase Order shall be released on annual basis subject to yearly performance review of the service provider and basis same, renewal will be done for subsequent years. Contract tenure may be extended for a period of 1 year as per the discretion of ReBIT negotiating the terms and conditions of the extended duration.

However, ReBIT will be under no obligation to accept the most responsive offer or any other offer received in response to this RFP notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. ReBIT reserves the right to make any changes in the terms and conditions of purchase. ReBIT will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

ReBIT will award the Contract, subject to approval from the approval authority to the Bidder whose bid has been determined to be substantially responsive and has been determined to be the

shortlisted Bidder. Provided further that the Bidder is determined to be qualified to perform the contract satisfactorily and their credentials have been verified.

Prior to the expiration of the period of bid validity, the successful Bidder shall be notified in writing by letter or by email. Within 15 days of receipt of the notification of award, the successful Bidder shall execute a contract with ReBIT in accordance with the terms and conditions of this RFP.

For execution of contract agreement promptly after the successful Bidder is notified, the Bidder will be sent the contract incorporating all agreements between the parties. The supplier should acknowledge and unconditionally accept, sign, mention the date and return the contract within 5 days from the date of issue of contract.

The selected Bidder at his own expense will register the contract agreement by paying the appropriate amount of stamp duty. The first page of the contract agreement shall be on a stamp paper of appropriate value. The stamp paper and franking needs to be done in Mumbai only.

Within 15 days of receipt of the notification of award, the successful Bidder shall at his/her own expense submit to ReBIT unconditional, irrevocable and continuing Performance Bank Guarantee from a scheduled bank, in the format prescribed in this RFP, payable on demand, for the due performance and fulfilment of the contract by the Bidder. Notwithstanding and without prejudice to any rights whatsoever of ReBIT under the contract in the matter, the proceeds of the Performance Bank Guarantee shall be payable to ReBIT as compensation for any loss (including loss of opportunity, time, or cost, etc.) resulting from the Bidder's failure to comply with its obligations under the contract.

## 9. Performance Bank Guarantee

The successful Bidder shall provide a Performance Bank Guarantee for **3% of the Annual Contract Value** as arrived at **Annexure I** valid for a period of 2 Year 9 Months within 15 days from the date of notification of award in the format as provided in **Annexure L** with a claim period of 3 months and such other extended period as ReBIT may decide based on performance of the Bidder and project obligations. The PBG should be provided from any scheduled Commercial Bank only.

If the Performance bank guarantee is not submitted within the stipulated time, ReBIT reserves the right to cancel the order / contract and the earnest money deposit shall be forfeited from the successful Bidder.

ReBIT reserves the right to cancel the order and/or initiate the process for invocation of Performance Bank Guarantee (PBG) in the event of one or more of the following circumstances:

- Breach by the tenderers of any of the terms and conditions of the tender;
- If the Vendor goes into liquidation voluntarily or otherwise;
- Exceptionally long, delay in supply / execution of the project, without any satisfactory reason.
- Failure of the successful Bidder to agree with the terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award, in which event, ReBIT reserves the right to invoke the Performance Bank Guarantee.

For reasons as specified above, ReBIT shall be entitled to invoke the performance guarantee without notice or right of demur to the successful Bidder.

In case of any Contract violations penalties have to deducted from the invoices payments. Otherwise the penalty amount will be adjusted from PBGs.

ReBIT reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Performance Guarantee, if any. Any amount pending for payment due to non-achieving of milestone/s set under the agreement or any other reason solely attributable to the successful Bidder should be included in the pending bills / remaining amount of the contract value.

All incidental charges whatsoever such as premium, commission, etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.

The Performance Bank Guarantee may be discharged / returned by ReBIT upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. No interest shall be payable on the Performance Bank Guarantee.

## 10. Rejection of Bid

ReBIT reserves the right to accept or reject any Bid in part or in full or to cancel the RFP process and reject all Bids at any time prior to contract award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the ReBIT's action

ReBIT reserves the right to disqualify the Bidder/(s), if Bidder/(s) have not completed any project successfully in ReBIT in stipulated time i.e. Supply, Installation, Setup, Implementation, Operation, Maintenance etc in the past or having poor performance record.

## 11. Payment Terms

- No advance amount will be paid to service provider.
- Vendor shall raise invoice ("Invoice") for the maintenance Services for each quarter after completion of quarterly service tasks. Subject to invoice in order, ReBIT will pay the due amount of the Invoice within 45 days of receipt of each Invoice.

## 12. Taxes and Duties

The Bidder shall solely be responsible for all payments (including any statutory payments) to its employees and shall ensure that at no time shall its employees, personnel or agents hold themselves out as employees or agents of ReBIT, nor seek to be treated as employees of ReBIT for any purpose, including claims of entitlement to fringe benefits provided by ReBIT, or for any kind of income or benefits. The Bidder alone shall file all applicable tax returns for all its personnel assigned hereunder in a manner consistent with its status as an independent contractor of services and the Bidder will make all required payments and deposits of taxes in a timely manner.

The amount payable by ReBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), transportation, installation, that may be levied, imposed, charged or incurred and REBIT shall pay the due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS") and GST-TDS\* as applicable.

\*As per GST Notification No.33/2017 read with Notification No. 50/2018, ReBIT being a 100% subsidiary of Reserve Bank of India would be required to deduct TDS under the GST regime. Therefore, ReBIT would be required to deduct additional TDS as under:

Nature of Supply	Name of GST	Rate of GST - TDS
Location of service provider and place of supply is in Maharashtra	CGST	1%
	SGST	1%
Location of the service provider and place of supply are outside Maharashtra	IGST	2%

ReBIT agrees to file GST TDS returns for the amount deducted as TDS under GST laws. The Bidder will need to provide the details for the GST deposited with the authorities for the GST component to be paid off by ReBIT.

The Bidder will need to provide the details for the tax rates as considered in the pricing. This will be used for subsequent tax changes. REBIT shall pay each undisputed invoice raised in accordance with this RFP and subsequent agreement, after its receipt unless otherwise mutually agreed in writing, provided that such invoice is dated after such amounts have become due and payable under this RFP and subsequent agreement provided that such invoice is dated after such fees have become due and payable under this RFP and subsequent agreement.

Any variation (upward) in Government levies/ GST (as per the rates applicable) which has been included as part of the price will be borne by ReBIT. Any variation (downward) in Government levies/

GST (as per the rates applicable) which has been included as part of the price, the benefit will be passed to the ReBIT and adjusted in the payment milestones. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, ReBIT will treat the prices quoted as not in conformity with these guidelines and proceed accordingly.

If ReBIT has to pay taxes for any of the items or supplies made in terms hereof by the Bidder, for any reason including the delay or failure or inability of the Bidder to make payment for the same, ReBIT has to be reimbursed such amounts paid, on being intimated to the Bidder along with the documentary evidence. If the Bidder fails to reimburse the amount within a fortnight, ReBIT shall adjust the amount out of the payments due to the Bidder from ReBIT along with the interest calculated as per the rate prevailing at the time of actual payment

The Bidder shall be liable to pay all applicable corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India.

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

### 13. Termination

- i. ReBIT reserves its right to terminate / cancel the Purchase Order / Contract at any time by assigning appropriate reasons and recover expenditure incurred by ReBIT in addition to recovery of liquidated damages in terms of the contract, in the event of any of the following conditions (but not limited to):
  - Delay in initiation of maintenance services after the assignment order or beyond the date given by ReBIT in the contract / purchase order.
  - Delay in completion of Contracted Services.
  - Serious discrepancies noted in the inspection.
  - Breaches in the terms and conditions of the Contract / Order.
  - Non submission of acceptance of order within 7 days of order / notification of award.
  - Failure of the successful Bidder to accept the contract and furnish the Performance Bank Guarantee within 15 days from notification of award.
  - Breach of terms & conditions in NDA
  - Non-adhering to regulatory compliance.
  - Leakage of any confidential information.
  - In case of the bidder going insolvent voluntarily or otherwise, getting blacklisted, involvement in fraud, etc.
  - The progress made by the selected Bidder is found to be unsatisfactory. Non-satisfactory performance of the selected Bidder during implementation and operation. ReBIT reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which ReBIT may have to incur in executing the balance contract. This clause is applicable, if for any reason, the contract is cancelled.
  - An act of omission by the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by this contract.
  - ReBIT suffers a reputation loss on account of any activity of successful Bidder and penalty is levied by regulatory authority.
  - In the event of sub contract or assignment contrary to the terms of agreement.
- ii. ReBIT will serve the notice of termination to the Bidder at least 30 days prior, of its intention to terminate services.
- iii. ReBIT reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and security deposit, if any, under this contract.
- iv. In addition to the cancellation of purchase order / Contract, ReBIT reserves its right to invoke the Performance Bank Guarantee or foreclose the Security Deposit given by the Bidder towards non-performance/non-compliance of the terms and conditions of the contract, to appropriate towards damages.

- v. Additionally, the selected bidder will also refund payment received on account of ReBIT project without any time delay.

## 14. Service Level Agreement (SLA), Penalties & Liquidated Damages (LD)

### 14.1 Service Level Agreement (SLA)

ReBIT will validate the vendor's services on quarterly basis by:

1. Regular system inspection/check on the system operations; and
2. Reviewing the maintenance service log prepared by the Vendor; and
3. Compliance & Reporting Procedure & Penalties for Breach

S.No.	Items	Target	Deviation from Target	Penalties in case of breach in SLA
1	Submission of preventive/breakdown maintenance report to ReBIT.	Report for the maintenance to be submitted within weeks' time of work done	Delay beyond weeks' time	0.1% quarterly bill for every days delay on incremental basis.
2	Monthly / Quarterly scheduled maintenance & reporting measures timely maintenance of the equipment's installed at premises.	100% of schedules maintenance should be carried out as per maintenance plan submitted by service provider. Any scheduled maintenance needs to be planned and intimated to ReBIT at least 2 working days in advance.	Any deviation of the scheduled maintenance & reporting from the actual target schedule	1% of the quarterly bill for the every single instance of the non-compliance.
3	Fire & Suppression System	Refilling of fire suppression cylinders in case of discharge during any incident	Refilling within <= 10 days	No Penalty
			Refilling within >10 days <= 20 days	1% of the quarterly bill
			Refilling within >20 days <= 30 days	2% of the quarterly bill

The selected bidder shall be liable to a penalties in case of breach in SLA up to a maximum of 10% (ten percent) of the contract / bid value.

### 14.2 Liquidated Damages (LD)

The liquidated damages is an estimate of the loss or damage that ReBIT may have suffered due to delay in performance or non-performance of any or all the obligations (under the terms and conditions of the contract), of the solution by the Bidder and the Bidder shall be liable to pay ReBIT a fixed amount for each day of delay / nonperformance of the obligations by way of liquidated damages, details of which will be specified in the contract. Without any prejudice to ReBIT's other rights under the law, ReBIT shall recover the liquidated damages, if any, accruing to ReBIT,

as above, from any amount payable to the Bidder either as per the contract, executed between the parties or under any other agreement/ contract, ReBIT may have executed / shall be executing with the Bidder.

Liquidated Damages is not applicable for reasons attributable to ReBIT and Force Majeure. However, it is the responsibility/onus of the Bidder to prove that the delay is attributed to ReBIT and Force Majeure. The Bidder shall submit the proof authenticated by the Bidder and ReBIT's official that the delay is attributed to ReBIT and Force Majeure along with the bills requesting payment.



In the event of delay in stage wise execution of work, specified in this Contract / furnishing deliverables due to negligence or in-efficiency attributable to the selected bidder, the selected bidder shall be liable to a penalty up to a maximum of 10% (ten percent) of the contract value.

## 15. Regulatory Requirements

### 15.1 Workman's Compensation & Employer's Liability Insurance

- Insurance shall be effected for Service Provider as well Service Provider's Sub-contractors / their employees deployed at ReBIT Site and engaged in the performance of this contract. If any of the work is sublet, the Contractor shall require the sub-Contractor to provide Workman's Compensation and employer's responsibility insurance for the latter's employees if such employees are not covered under the Contractor's Insurance.
- The Contractor shall at his own cost and initiative take out and maintain at all times until the expiry / termination of the Contract, insurance policies in respect of workmen engaged by him for providing services under this Contract, in order to keep himself as well ReBIT fully indemnified from and against all claims whatsoever including but not limited to those arising out of the provisions contained in Workmen's Compensation Act, 1923. Should the Contractor fail to take insurance as provided for in the foregoing paragraph, ReBIT shall be entitled (but without any obligation to do so) to take such insurance at the cost and expense of the Contractor and without prejudice to any other rights or remedies of ReBIT in this behalf, to deduct the sum(s) incurred thereof from any amounts due to the Contractor.
- Contractor shall at his own expenses carry and maintain insurance with reputable insurance companies to the satisfaction of ReBIT.

### 15.2 Any other Insurance required under Law or Regulations or by ReBIT

Contractor shall carry and maintain any and all other insurance which he may be required under any law or regulations or required by ReBIT from time to time as per Compliance / Auditory requirements.

### 15.3 Labour Laws & Safety Regulations

- No staff below the age of 18 (eighteen) years shall be employed on the work.
- The Contractor shall not pay less than what is provided under law to labourers engaged by him or his sub-Contractors on this work, for work done other than on item rates basis.
- The Contractor shall at his expenses comply with all labour laws and keep the ReBIT indemnified in respect thereof.
- The Contractor shall exclusively be liable for non-compliance of the provision of any Acts, laws, rules and regulations having bearing over engagement of labour / workers(s), directly or indirectly for subject work under this Contract.
- The Contractor shall ensure following all Safety Regulations as applicable and best practices by deployed personnel to avoid any mishap at site.

## 16. Adherence of Cyber Security Policy

Bidders are liable for not meeting the security standards or desired security aspects of all the ICT resources as per ReBIT's IT/Information Security / Cyber Security Policy. The IT /Information Security/ Cyber Security Policy will be shared with successful Bidder. Bidder should ensure Data Security and protection of facilities/application managed by them.

The deputed persons should aware about ReBIT's IT/ IS/ Cyber security policy and must maintain the utmost secrecy & confidentiality of the ReBIT's data including process performed at ReBIT premises. At any time, if it comes to the notice of ReBIT that data has been compromised / disclosed/ misused/misappropriated due to any gap in compliance to the above-mentioned policies then ReBIT would take suitable action as deemed fit and selected vendor would fully be required to compensate ReBIT of loss incurred by ReBIT.

Bidder must agree and provide undertaking not to disclose any ReBIT information and will maintain confidentiality of ReBIT information as per policy of ReBIT and will sign “Non-Disclosure Agreement” document provided by ReBIT.

The legal and regulatory requirements, including data protection, intellectual property rights, copy right, all the relevant regulations for sub-contracting; including the controls that need to be implemented shall be included in the supplier agreement.

All information resources (online/in-person) of the vendors and its partners shall be made accessible to ReBIT as and when sought. Credentials of vendor/third party personnel accessing and managing the ReBIT’s critical assets shall be maintained and shall be accordance with ReBIT’s policy. ReBIT shall evaluate, assess, approve, review, control and monitor the risks and materiality of vendor/outsourcing activities and Bidder shall ensure to support baseline system security configuration standards. ReBIT shall also conduct effective due diligence, oversight and management of third-party vendor’s/service providers & partners.

Vendor criticality assessment shall be conducted for all partners & vendors. Appropriate management and assurance on security risks in outsources and partner arrangements shall be ensured.

## 17. Confidentiality

The Bidder must undertake that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. The Bidder has also to agree:

- i. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by ReBIT
- ii. To only make copies as specifically authorized by the prior written consent of ReBIT and with the same confidential or proprietary notices as may be printed or displayed on the original;
- iii. To restrict access and disclosure of Information to such of their employees, agents, strictly on a “need to know” basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause and
- iv. To treat all Information as Confidential Information.
- v. The Selected Bidder shall be required to sign a Non-Disclosure Agreement with ReBIT as per prescribed format provided in **Annexure M** within 15 days of issuing the purchase order/notification of award.

## 18. Limitation of liability

Neither party shall, in any event, regardless of the form of claim, be liable for any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to any loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability, of selected Bidder (vendor) and purchaser (ReBIT) shall be, regardless of the form of claim, restricted to the total of bill of material received by vendor from ReBIT for the event that gave rise to such liability, as of the date such liability arose, during contract period

## 19. Indemnification

- i. Bidder shall indemnify, protect and save ReBIT and hold ReBIT harmless from and against all claims, losses, costs, damages, expenses, action suits and other proceedings, (including reasonable attorney fees), relating to or resulting directly or indirectly from
  - a. an act or omission of the Bidder, its employees, its agents, or employees of the consortium in the performance of the services provided by the Bidder,
  - b. breach of any of the terms of this RFP or breach of any representation or warranty by the Bidder
  - c. Use of the deliverables and or services provided by the Bidder,
  - d. Infringement of any patent trademarks copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this project. Bidder shall further indemnify ReBIT against any loss or damage to ReBIT’s premises or property, ReBIT’s data, direct financial loss, loss of life, etc., due to the acts of the Bidder’s

employees or representatives. The Bidder shall further indemnify ReBIT against any loss or damage arising out of loss of data, claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on ReBIT for malfunctioning of the equipment or software or deliverables at all points of time, provided however,

- i. ReBIT notifies the Bidder in writing in a reasonable time frame on being aware of such claim,
  - ii. The Bidder has sole control of defence and all related settlement negotiations,
  - iii. ReBIT provides the Bidder with the assistance, information and authority as it deems fit to perform the above.
- ii. It is clarified that the Bidder shall in no event enter into a settlement, compromise or makes any statement (including failure to take appropriate steps) that may be detrimental to the ReBIT's (and/or its customers, users and service providers) rights, interest and reputation.
  - iii. Bidder shall be responsible for any loss of data, loss of life, etc., due to acts of Bidder's representatives, and not just arising out of gross negligence or misconduct, etc., as such liabilities pose significant risk.
  - iv. Bidder should take full responsibility for its and its employee's actions. Further, since the ReBIT's data could be integrated / used under Bidder provided software, the Bidder should be responsible for loss/compromise or damage to ReBIT's data and for causing reputation risk to ReBIT.
  - v. The Bidders should indemnify ReBIT (including its employees, directors or representatives) from and against claims, losses, liabilities, penalties, fines and suits arising from:
    - a. IP infringement under any laws including Copyrights Act 1957 & IT Act 2000 and such other statutory acts and amendments thereto.
    - b. Negligence and misconduct of the Bidder, its employees, and agents.
    - c. Breach of any terms of RFP, Representation or Warranty.
    - d. Act or omission in performance of service.
    - e. Loss of data due to any of the reasons mentioned above.
    - f. Non-compliance of the Bidder with Laws/Governmental /regulatory Requirements.
  - vi. In the event that ReBIT is called as a defendant for IPR infringement of patent, trademark or industrial design rights arising from use of any of the components of the supplied solution, the Bidder on its own expense will undertake to defend ReBIT.
  - vii. It will be the Bidder's responsibility to rapidly do away with third-party claims. The Bidder will also pay any compensation arising from the infringement claims and ReBIT will in no manner be responsible for such payments. In addition, the Bidder will bear all the related expenses and legal fees.
  - viii. On its part, ReBIT will immediately relay to the Bidder any such claims and offer assistance within reasonable limits to rid the claim.
  - ix. Once the components delivered at ReBIT premises, The Bidder must undertake to indemnify that all the components delivered are free of defects, are brand new and original. If at some stage it is discovered that the components do not meet these criteria, ReBIT has the right to cancel the order and the Bidder will have to refund the total amount received from ReBIT along with the interest and separate penalties. Similar conditions apply to software; as well the system software must be licensed and original.
  - x. The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables and Services upon the terms and conditions contained in this RFP.
    - a. The Bidder shall be responsible at its own cost for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project.
    - b. If a third party's claim endangers or disrupts ReBIT's use of the Deliverables, Bidder shall at no further expense, charge, fee or cost to ReBIT, obtain a license so that ReBIT may continue use of the Deliverables in accordance with the terms of this RFP.
    - c. Bidder shall indemnify and keep fully and effectively indemnified ReBIT from all legal actions, claims, or damages from third parties arising out of use of software, designs or processes used by Bidder or his subcontractors or in respect of any other services rendered under this RFP.

## 20. Responsibility for Completeness

Any supplies and services, which might not have been specifically mentioned in this tender but, are necessary for the installation, Configuration, testing, commissioning, performance or completeness of the order, shall be provided / made available as per the time schedule for smooth and efficient operation and maintenance of the system under Indian conditions.

The Bidder shall be responsible for any discrepancies, errors and omissions in the technical details submitted by him/them, irrespective of whether these have been approved, reviewed or otherwise, accepted by ReBIT or not. The Bidder shall take all corrective measures arising out of discrepancies, errors and omissions in drawing and other information as mentioned above within the time schedule and without extra cost to ReBIT.

## 21. Vendor Security Risk Assessment

### i. General Security Requirements

- Vendor / Bidder should have the security controls in place to protect sensitive and/or confidential information shared with the vendor.
- Ensure that any agent, including a vendor or subcontractor, to whom ReBIT provides access to information systems, agrees to implement reasonable and appropriate safeguards to ensure the confidentiality, integrity, and availability of the information systems.
- Vendors will not copy any ReBIT's data obtained while performing services under this RFP to any media, including hard drives, flash drives, or other electronic device, other than as expressly approved by ReBIT.
- All personnel who will be part of this engagement deployed at ReBIT's premises will need to adhere ReBIT's security policy.
- All personnel who will be part of this engagement will need to sign NDA with ReBIT.
- Vendor / Bidder should carry out Background checks which includes Address, Education, past employment and criminal checks for all personnel that will be deployed at ReBIT for the implementation.
- Vendor shall disclose the origin of all software components used in the product including any open source or 3rd party licensed components.

### ii. Security for Support & Maintenance

- Vendor should follow all the process defined by ReBIT like Incident, Change, Release and Patch Management.
- Configuration items such as computers and other devices, software contracts and licenses, third party tools and business services which are related to this project should be disclosed.
- All user and technical access will be granted as per the Role Matrix approved by ReBIT. All access will be reviewed as per defined frequency and during control points e.g. when a team-members leave team or organization.
- The security requirements for vendors mentioned in these sections will be evaluated during the Vendor Security Risk Assessment. This assessment will be conducted on periodic basis.

## 22. Force Majeure

The Bidder or REBIT shall not be responsible for delays or non-performance of any or all contractual obligations, caused by war, revolution, insurrection, civil commotion, riots, mobilizations, strikes, blockade, acts of God, plague or other epidemics, fire, flood, obstructions of navigation by ice of Port of dispatch, acts of government or public enemy or any other event beyond the control of either party, which directly, materially and adversely affect the performance of any or all such contractual obligations.

If a Force Majeure situation arises, the Bidder shall promptly notify REBIT in writing of such conditions and any change thereof. Unless otherwise directed by ReBIT in writing, the Bidder shall continue to perform his obligations under the contract as far as possible and shall seek all means for performance of all other obligations, not prevented by the Force Majeure event.

If the duration of delay due to force majeure continues beyond a period of three months, vendor and ReBIT shall hold discussion to find a solution. However, notwithstanding the above, the decision of ReBIT would be final and binding on the vendor.

## 23. Vicarious Liability

The Bidder shall be the principal employer of the employees engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract. No right of any employment shall accrue or

arise, by virtue of engagement of employees by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees of the Bidder shall be paid by the Bidder alone and the ReBIT shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees. The Bidder shall agree to hold the ReBIT, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature caused to the ReBIT through the action of Bidder's employees.

## 24. Non-Payment of items/activities fees

If any of the items/activities as mentioned in the Technical bid and as mentioned in Commercial Bid are not taken up by the ReBIT during the course of this assignment, the ReBIT will not pay the items/activities fees quoted by the Bidder in the Price Bid against such activity/item.

## 25. Assignment

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the Bidder, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the ReBIT.

## 26. Non-Solicitation

The Bidder, during the term of the contract and for a period of one year thereafter shall not without the express written consent of the ReBIT, directly or indirectly:

Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilize the services of any person who has been an employee or associate or engaged in any capacity, by the ReBIT in rendering services under the contract; or

Induce any person who is / have been an employee or associate of the ReBIT at any time to terminate his/ her relationship with the ReBIT.

## 27. No Employer-Employee Relationship

The Bidder or any of its holding / subsidiary / joint-venture / affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, / be deemed to have any employer-employee relationship with the ReBIT or any of its employees /officers / staff / representatives / personnel / agents.

A self-declaration is required from the Bidder as per **Annexure C** as part of the technical bid.

## 28. Ownership

The RFP and all supporting documentation are the sole property of ReBIT and should NOT be redistributed without written consent of ReBIT.

Violation of this would be breach of trust and may, inter-alia causes the Bidders to be irrevocably disqualified.

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

The bid proposal and all supporting documentation submitted by the Bidder shall become the property of ReBIT. Unless ReBIT agrees to the Bidder's specific requests, in writing, the proposal and documentation are not to be returned.

## 29. Tender/RFP Cancellation

ReBIT reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever.

## 30. Publicity

Any publicity by the Bidder in which the name of ReBIT is to be used, will be done only with the explicit written permission of ReBIT.

## 31. Dispute Resolution

In the event of any dispute, disagreement or differences between the parties relating to the "Contract or LOI (Letter of Invitation) whichever is issued later", ReBIT and the vendor shall make every effort to resolve amicably, by direct informal negotiation.

If after thirty days from the commencement of such informal negotiations, ReBIT and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration to be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Mumbai, India. In the event of failure to resolve the differences through arbitration, either of the parties shall be free to undertake necessary further legal course with the Courts of Law in Mumbai who shall have jurisdiction for preventive, interlocutory and other incidental relief applied for by any party under or in relation to Agreement.

## 32. Jurisdiction

Notwithstanding anything contained herein above, in case of any dispute, claim and legal action arising out of this RFP, the parties shall be subject to the jurisdiction of courts at Mumbai, Maharashtra State, India only.

## Annexure A: Submission Checklist for Technical Bid

The Bidder must ensure that the following have been submitted as a part of the Technical Bid submission process. Failure to provide any of the documents as detailed below could lead to the disqualification of the Bidder from the bid.

The following documents/items need to be submitted:

Items	Submitted (Bidder)	Verified (REBIT)
Index of all the documents, letters, signed RFP etc. submitted in response to this document along with page numbers.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure B: Proposal Submission Covering Letter	<input type="checkbox"/>	<input type="checkbox"/>
Annexure C: Self Declaration of Relatives in ReBIT	<input type="checkbox"/>	<input type="checkbox"/>
Annexure D: Self-Declaration to comply with Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	<input type="checkbox"/>	<input type="checkbox"/>
Annexure E: Bidder Query Format	<input type="checkbox"/>	<input type="checkbox"/>
A copy of board resolution along with a copy of power of attorney (POA wherever applicable) showing that the signatory has been duly authorised to sign the Bid document.	<input type="checkbox"/>	<input type="checkbox"/>
Demand Draft / Bank Guarantee towards the Earnest Money Deposit.	<input type="checkbox"/>	<input type="checkbox"/>
Annexure F: Bidder's and Subcontractor's details on Bidder's letter head	<input type="checkbox"/>	<input type="checkbox"/>
Annexure G: Specific response with supporting documents in respect of Minimum Eligibility Criteria	<input type="checkbox"/>	<input type="checkbox"/>
Annexure J: Specific response with supporting documents in respect of Bidder's Experience	<input type="checkbox"/>	<input type="checkbox"/>
Annexure K: Proposed Team Profile	<input type="checkbox"/>	<input type="checkbox"/>
Annexure M: Undertaking by Bidder for Confidentiality and Non-Disclosure Agreement	<input type="checkbox"/>	<input type="checkbox"/>
Copy of the Bid document along with all clarifications released by ReBIT duly stamped and signed on all the pages of the document for having noted the contents and testifying conformance to the terms and conditions set out therein. The proposal should be prepared in English in MS Word / PDF format.	<input type="checkbox"/>	<input type="checkbox"/>

### Submission Checklist for Commercial Bid

The following documents need to be provided by the Bidder for the Commercial

Commercial Bid Documents	Submitted (Bidder)	Verified (ReBIT)
<p>Annexure I: Commercial Bid (in excel and pdf format)</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. No portion of the commercial bid shall be mentioned/indicated in any form in the technical submission.</li> <li>2. Rate for every line item has to be filled. Bidder need to mention "Rate included" in line items wherever they feel so. The same will then be referred during the invoicing.</li> <li>3. No deviation from mentioned specification is allowed.</li> <li>4. No alteration in the mentioned specification is allowed.</li> </ol>	<input type="checkbox"/>	<input type="checkbox"/>



## Annexure B: Bid Submission Form

[Insert: Location, Date]

To,

The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai – 400706

Dear Sir / Madam,

We, the undersigned, hereby offer to provide professional services for **[Insert: Title of services]** in accordance with your Request for Proposal dated **[Insert: Date]** and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal

We hereby declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the stated Terms and Conditions.

We agree to abide by this Proposal for the validity as mentioned in the RFP and our Offer shall remain binding on us and may be accepted by ReBIT any time before expiry of the offer.

We undertake, if our Proposal is accepted, to start the services within the timelines as mentioned in the RFP from the Contract signature date.

We fully understand and recognize that ReBIT is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that ReBIT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

Having examined the Bid Documents including Annexes, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your ReBIT in conformity with the said Bid Documents in accordance with the schedule of Prices indicated in the Price Bid and made part of this Bid.

If our Bid is accepted, we undertake to comply with the delivery schedule as mentioned in the Bid Document.

We attach hereto the Bid Response as required by the Bid document, which constitutes my/our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan put forward in our Bid Response or such adjusted plan as may subsequently be mutually agreed between us and ReBIT or its appointed representatives.

If our Bid Response is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a scheduled commercial bank in India for a sum mentioned in the RFP for the due performance of the contract.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the goods /products specified in the Bid Response without assigning any reason whatsoever.

We hereby agree to comply with all the terms and conditions / stipulations as contained in the RFP and the related addendums, other documents and if required including the changes made to the original bid documents issued by ReBIT.

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

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We certify that we have provided all the information requested by ReBIT in the format requested for.

We also understand that ReBIT has the exclusive right to reject this offer in case ReBIT is of the opinion that the required information is not provided or is provided in a different format.

Yours sincerely,

Authorised Signature [In full and initials]:

Name and Title of Signatory:

Name of Company:

Contact Details:

[Please mark this letter with your company seal]

## Annexure C: Self Declaration Relatives in ReBIT

(On letterhead of the Bidder)

We certify that below mentioned are the complete details of relatives of our employees working at ReBIT

Sr. No.	Relationship with the employee (Mother/Father/Sister/Brother/Etc.)	Name of Relative	Designation	Department

## Annexure D : Self Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

(On letterhead of the Bidder)

**Strictly Private and Confidential**

To  
The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai – 400706

[Date]

Dear Sir / Madam,

**Sub: Request for Proposal for Annual Maintenance Contract for Non-IT Equipment with reference number RFP: ReBIT/CPO/2022-23/092/007 dated 27 May 2022.**

Further to our proposal, in response to the Request for **Annual Maintenance Contract for Non-IT Equipment** with reference number **RFP: ReBIT/CPO/2022-23/092/007 dated 27 May 2022** (hereinafter referred to as “RFP”) issued by Reserve Bank information technology Pvt Ltd (hereinafter referred to as “ReBIT”) we hereby covenant, warrant and confirm as follows:

1. Full compliance with the provisions of the “the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against any of our employee within the premises of the ReBIT, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.
2. Any complaint of sexual harassment from any aggrieved employee of the Bidder against employee of the ReBIT shall be taken cognizance of by the Regional Complaints Committee constituted by the ReBIT.
3. The Bidder shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the Bidder, for instance any monetary relief to ReBIT’s employee, if sexual violence by the employee of the Bidder is proved.
4. The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.
5. The Bidder shall provide a complete and updated list of its employees who are deployed within the ReBIT’s premises.

Yours faithfully,  
Authorised Signature [In full and initials]:  
Name and Title of Signatory:  
Name of Company:  
Contact Details:

[Please mark this letter with your company seal]

## Annexure E : Bidders Queries Format

Contact Details		
<b>Name of Organization submitting Request (Enter Full Legal Entity Name)</b>	:	
<b>Full Formal Address of the Organization</b>	:	
<b>Tel</b>	:	
<b>Fax</b>	:	
<b>Email</b>	:	
<b>Name &amp; Position of Person submitting Request</b>		
<b>Name</b>	:	
<b>Position</b>	:	

#	Clause no.	Page no.	Clause	Query	ReBIT Response

## Annexure F : Bidder's and Subcontractor's Details

The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: [insert date (as day, month and year) of Proposal Submission]

### 1. Bidder's Details

1. Bidder's Legal Name	
2. Bidder's Country of Registration:	
3. Bidder's Year of Registration:	
1. Bidder's Legal Address in Country of Registration:	
5. Bidder's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Attached are certified copies of original documents of firm/ company named in 1: o Document evidencing the person(s) duly authorised to commit the Bidder or a Power of Attorney	

### 2. Subcontractor's Details (Bidder to provide details of each Subcontractor in below format)

1. Subcontractor's Legal Name	
2. Subcontractor's Country of Registration:	
3. Bidder's Year of Registration:	
4. Subcontractor's Legal Address in Country of Registration:	
5. Subcontractor's Authorised Representative Information Name: Designation: Address: Telephone/Fax numbers: Email Address:	
6. Subcontractor's Business Domain / Appointed Services	
7. Years of Experience in respective Business Domain / Appointed Services	
8. Attached are certified copies of original documents of subcontractor's firm / company: o Certificate of Incorporation o Relevant License / Certification / Compliance document for providing services in respective business domain	
9. Whether Subcontractor have operations in Mumbai / Navi Mumbai / Pune	If Yes, please specify the location.

Name and Signature of Authorised Signatory and Seal of Company

## Annexure G : Minimum Eligibility Criteria (On Bidders Organisation's Letterhead)

The Bidder may note that the below criteria is of critical importance and non-adherence to any would lead to disqualification from further bidding process.

Sr. #	Criteria	Minimum Requirement	List of Documents to be Submitted	Compliance status (Yes/No)
1	Registration Certifications & License	<p>The Bidder must be an entity registered with the Registrar of Companies under Indian Company Act and must provide the following details:</p> <p>a.Details of Registration of the firm /organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc. - Name of Registering Authority, Date, and Registration number, etc.</p> <p>b.GST registration number</p>	<p>a.Copy of Certificate of Incorporation (firm / organization - whether Sole Proprietorship/ Partnership firm /Private Limited/ Limited or Co-operative Body etc.) has to be provided.</p> <p>b.Copy of GST Certificate</p>	
2	Turnover	<p>a. The bidder should have average annual turnover of INR 3 Crores from Facility Management Services in last three financial years (FY 2018-19, FY 2019-20 &amp; FY 2020-21).</p> <p>b. The bidder should have positive Networth and positive Profit After Tax (PAT) from Integrated Facility Management Services in each of the last three financial years (FY 2018-19, FY 2019-20 &amp; FY 2020-21).</p>	<p>a.Copy of Audited Balance Sheet including Profit &amp; Loss Statements of last three Financial Years (FY 2018-19, FY 2019-20 &amp; FY 2020-21) and Certificate from CA where Audited Balance Sheet is not available - specifying Annual Turnover for the above mentioned duration.</p> <p>b. Certificate from CA specifying Annual Turnover, Networth &amp; PAT for the above mentioned duration.</p>	
3	Work Experience	<p>a. The bidder should have a minimum working experience of at least 5 years in providing similar Maintenance Services for Non-IT Equipment for maintenance works prescribed in RFP scope.</p> <p>b. The bidder should have provided similar maintenance services (for equipment prescribed in RFP scope) to at least three IT / ITES Companies / Business Parks in last 3 financial year.</p> <p>Maintenance Services / Works prescribed under RFP Scope -</p> <ol style="list-style-type: none"> <li>Electrical Works</li> <li>UPS</li> <li>HVAC Works</li> <li>PAC Works</li> <li>Fire and Safety Works</li> <li>Audio Visual Works</li> <li>Access Control System &amp;</li> </ol>	<p>a. Copy of Purchase Order, Contract / Agreement / Invoices for providing Maintenance Services in last 5 years.</p> <p>b. Copy of Purchase Order, Contract / Agreement / Project Completion Certificate of such maintenance contracts completed in last 3 years.</p>	

		Building Management System	
4	Quality Certifications	The bidder should be having active / valid ISO 9000 Series or relevant Organisations' Quality Certifications.	Copy of such Certificate
5	Legal Liability	<p>a. The Bidder should not be currently blacklisted from any of the government, semi government institutions, public/ private companies etc. in India and abroad.</p> <p>b. The Bidder must warrant that there is no legal action been taken against them for any cause in any legal jurisdiction. If such an action exists and the Bidder considers that it does not affect its ability to deliver the requirements as per the Tender, it shall provide details of the action(s).</p>	<p>a. Self-attested declaration has to be submitted on bidder's letter head.</p> <p>b. Self-attested declaration has to be submitted on bidder's letter head.</p>
6	Compliances	<p>Bidder has to comply with following Compliances -</p> <ol style="list-style-type: none"> <li>1. Employee's State Insurance (ESI).</li> <li>2. Employee's Provident Fund (EPF).</li> <li>3. Payment of Wages Act, 1936</li> <li>4. Minimum Wages Act, 1948</li> <li>5. Payment of Bonus Act, 1965</li> <li>6. Contract Labour Registration Act (CLRA), 1970</li> </ol>	a. Bidder has to provide undertaking on their letterhead confirming complying the mentioned acts.
7	Customer Reference	Bidder has to submit the reference of Clients for their completed projects for reference check.	Mobile number and active organization email ids of at least 3 Client's person to be shared of last 3 completed similar commercial office projects in last 3 Years.

- All documentary evidence should be duly signed and stamped by the Bidder.

Note: The Bidder should submit relevant documentation supporting the above eligibility/ qualification criteria. In case of non-compliance with any of the eligibility criteria mentioned above, the bidder shall be liable to be disqualified without any notice and the bids of the bidder may not be processed further. Any additional / irrelevant document enclosed with the bid, may lead to disqualification.

Authorized Signature



## Annexure I : Commercial Bid Format

(On letterhead of the Bidder)

Bidder proposes to provide Integrated Facility Management Services as described in this document including overhead [office expenses] and profit as outlined in RFP documents for a fixed fee (excluding all statutory taxes) as mentioned in below table for prescribed scope of work in Section 5 of RFP document.

**A. Total Cost of the Ownership (TCO) for Year 1 (from July 01, 2022 - June 30, 2023) should be calculated in below format.**

Sr #	System / Works	Total Cost / Annum excluding GST (INR)
<b>1</b>	<b>Electrical Equipment</b>	
1.1	LT Panel	
1.2	Power Distribution panel & All Electrical DB (LDB, RPDB, UPSDB & EMDB)	
1.3	Earth Pit	
1.4	APFC (Automatic Power Factor Control) Panel	
	<b>Total Cost of Maintenance for Electrical Equipment</b>	
<b>2</b>	<b>HVAC</b>	
2.1	Cassette AC	
2.2	Ductable AC	
2.3	VRF	
	<b>Total Cost of Maintenance for HVAC</b>	
<b>3</b>	<b>PAC</b>	
3.1	Precision Air Conditioning	
	<b>Total Cost of Maintenance for PAC</b>	
<b>4</b>	<b>UPS (From April'21 Onwards)</b>	
4.1	UPS Unit	
4.2	Battery Monitoring System	
4.3	Inverter / Emergency Lighting UPS	
	<b>Total Cost of Maintenance for UPS</b>	
<b>5</b>	<b>Kitchen Equipment</b>	
5.1	Kitchen Equipment	
5.2	Kitchen Exhaust Blower	
	<b>Total Cost of Maintenance for Kitchen</b>	
<b>6</b>	<b>Fire &amp; Safety Works</b>	
6.1	FAS (Fire Alarm System)	
6.2	Sprinkler System	
6.3	High Sensitivity Smoke Detectors	
6.4	Water Leak Detection System	
6.5	Fire Extinguisher	
6.6	NOVEC 1230 (GSS )	
6.7	Rodent Repellent System	
6.8	Fire Damper	
6.9	Fire Curtain	
	<b>Total Cost of Maintenance for Fire &amp; Safety Systems</b>	
<b>7</b>	<b>Audio Visual Works</b>	

7.1	PA System (This includes Amplifiers, Zone Console Unit, Speakers and Goose Neck Mike and Power Supply Accessories)	
7.2	CCTV System	
7.3	EPABX	
7.4	Audio Visual & Video Conferencing	
	<b>Total Cost of Maintenance for Audio Visual Works</b>	
<b>8</b>	<b>Access Control &amp; BMS</b>	
8.1	Access Control System & Visitor Management System	
8.2	Building Management System	
8.3	Auto Swing Door Mechanism	
	<b>Total Cost of Maintenance for Access Control &amp; BMS</b>	
<b>9</b>	<b>Gym &amp; Gaming Equipment</b>	
9.1	Gym & Gaming Equipment	
	<b>Total Cost of Maintenance for Gym &amp; Gaming Equipment</b>	
	<b>Total Cost for Year 1 for Maintenance Services (in INR excluding GST) (A)</b>	

**B. Total Cost of the Ownership (TCO) for Year 2 (from July 01, 2023 - June 30, 2024) should be calculated in below format.**

Sr #	System / Works	Total Cost / Annum excluding GST (INR)
<b>1</b>	<b>Electrical Equipment</b>	
1.1	LT Panel	
1.2	Power Distribution panel & All Electrical DB (LDB, RPDB, UPSDB & EMDB)	
1.3	Earth Pit	
1.4	APFC (Automatic Power Factor Control) Panel	
	<b>Total Cost of Maintenance for Electrical Equipment</b>	
<b>2</b>	<b>HVAC</b>	
2.1	Cassette AC	
2.2	Ductable AC	
2.3	VRF	
	<b>Total Cost of Maintenance for HVAC</b>	
<b>3</b>	<b>PAC</b>	
3.1	Precision Air Conditioning	
	<b>Total Cost of Maintenance for PAC</b>	
<b>4</b>	<b>UPS (From April'21 Onwards)</b>	
4.1	UPS Unit	
4.2	Battery Monitoring System	
4.3	Inverter / Emergency Lighting UPS	
	<b>Total Cost of Maintenance for UPS</b>	
<b>5</b>	<b>Kitchen Equipment</b>	
5.1	Kitchen Equipment	
5.2	Kitchen Exhaust Blower	
	<b>Total Cost of Maintenance for Kitchen</b>	
<b>6</b>	<b>Fire &amp; Safety Works</b>	
6.1	FAS (Fire Alarm System)	
6.2	Sprinkler System	

6.3	High Sensitivity Smoke Detectors	
6.4	Water Leak Detection System	
6.5	Fire Extinguisher	
6.6	NOVEC 1230 (GSS)	
6.7	Rodent Repellent System	
6.8	Fire Damper	
6.9	Fire Curtain	
	<b>Total Cost of Maintenance for Fire &amp; Safety Systems</b>	
<b>7</b>	<b>Audio Visual Works</b>	
7.1	PA System (This includes Amplifiers, Zone Console Unit, Speakers and Goose Neck Mike and Power Supply Accessories)	
7.2	CCTV System	
7.3	EPABX	
7.4	Audio Visual & Video Conferencing	
	<b>Total Cost of Maintenance for Audio Visual Works</b>	
<b>8</b>	<b>Access Control &amp; BMS</b>	
8.1	Access Control System & Visitor Management System	
8.2	Building Management System	
8.3	Auto Swing Door Mechanism	
	<b>Total Cost of Maintenance for Access Control &amp; BMS</b>	
<b>9</b>	<b>Gym &amp; Gaming Equipment</b>	
9.1	Gym & Gaming Equipment	
	<b>Total Cost of Maintenance for Gym &amp; Gaming Equipment</b>	
	<b>Total Cost for Year 2 for Maintenance Services (in INR excluding GST) (B)</b>	

**C. Total Cost of the Ownership (TCO) for Year 3 (9 Months - from July 01, 2024 - March 31, 2025) should be calculated in below format.**

Sr #	System / Works	Total Cost / Annum excluding GST (INR)
<b>1</b>	<b>Electrical Equipment</b>	
1.1	LT Panel	
1.2	Power Distribution panel & All Electrical DB (LDB, RPDB, UPSDB & EMDB)	
1.3	Earth Pit	
1.4	APFC (Automatic Power Factor Control) Panel	
	<b>Total Cost of Maintenance for Electrical Equipment</b>	
<b>2</b>	<b>HVAC</b>	
2.1	Cassette AC	
2.2	Ductable AC	
2.3	VRF	
	<b>Total Cost of Maintenance for HVAC</b>	
<b>3</b>	<b>PAC</b>	
3.1	Precision Air Conditioning	
	<b>Total Cost of Maintenance for PAC</b>	
<b>4</b>	<b>UPS (From April'21 Onwards)</b>	
4.1	UPS Unit	
4.2	Battery Monitoring System	
4.3	Inverter / Emergency Lighting UPS	

	<b>Total Cost of Maintenance for UPS</b>	
<b>5</b>	<b>Kitchen Equipment</b>	
5.1	Kitchen Equipment	
5.2	Kitchen Exhaust Blower	
	<b>Total Cost of Maintenance for Kitchen</b>	
<b>6</b>	<b>Fire &amp; Safety Works</b>	
6.1	FAS (Fire Alarm System)	
6.2	Sprinkler System	
6.3	High Sensitivity Smoke Detectors	
6.4	Water Leak Detection System	
6.5	Fire Extinguisher	
6.6	NOVEC 1230 (GSS )	
6.7	Rodent Repellent System	
6.8	Fire Damper	
6.9	Fire Curtain	
	<b>Total Cost of Maintenance for Fire &amp; Safety Systems</b>	
<b>7</b>	<b>Audio Visual Works</b>	
7.1	PA System (This includes Amplifiers, Zone Console Unit, Speakers and Goose Neck Mike and Power Supply Accessories)	
7.2	CCTV System	
7.3	EPABX	
7.4	Audio Visual & Video Conferencing	
	<b>Total Cost of Maintenance for Audio Visual Works</b>	
<b>8</b>	<b>Access Control &amp; BMS</b>	
8.1	Access Control System & Visitor Management System	
8.2	Building Management System	
8.3	Auto Swing Door Mechanism	
	<b>Total Cost of Maintenance for Access Control &amp; BMS</b>	
<b>9</b>	<b>Gym &amp; Gaming Equipment</b>	
9.1	Gym & Gaming Equipment	
	<b>Total Cost of Maintenance for Gym &amp; Gaming Equipment</b>	
	<b>Total Cost for Year 3 (9 months) for Maintenance Services (in INR excluding GST) (C)</b>	

Total Annual Cost of Maintenance for Year 1 excluding GST (in ₹)	Total Annual Cost of Maintenance for Year 2 excluding GST (in ₹)	Total Annual Cost of Maintenance for Year 3 (9 months) excluding GST (in ₹)	Total Annual Cost of Maintenance for 2 Year 9 months excluding GST (in ₹)	GST Rate %
A	B	C	D = A + B + C	

**Total Cost of Ownership in Figures & Words (including of Taxes)**

-----

**E. Cost for Ad Hoc / Optional Services:**

One time battery replacement of 5<sup>th</sup> floor UPS (30 KVA & 80 KVA): Battery specifications & qty. mentioned as under. Vendor has to quote for supply and installation of new batteries supply and buyback of existing batteries.

S.No.	Material Description	Required Qty.	Unit Rate (INR)	Total Amount (INR)
1	Supply & Installation of Amaron Quanta Make SMF Batteries 12V /42AH for 30 KVA UPS	34		
2	Supply & Installation of Amaron Quanta Make SMF Batteries 12V /100AH for 80 KVA UPS	40		
<b>Sub Total of Supply &amp; Installation of Batteries (INR)</b>				
3	Buy Back of SMF Batteries,12V /42AH	34		
4	Buy Back of SMF Batteries,12V /100AH	40		
<b>IGST 18%</b>				

- Ad Hoc / Optional Services will not be accounted in the TCO calculation, however, rates quoted shall be recorded and may be referred for future requirements as and when such Ad-hoc services would be required.
- The quarterly payment will be made after deducting the penalty, if any.
- The quoted prices shall be inclusive of all taxes/duties except service tax / GST (when applicable).
- The fees payable by REBIT to Bidder shall be inclusive of all costs such as insurance, taxes (GST, as per the rates applicable), custom duties, levies, cess, transportation, installation, (collectively referred to as "Taxes") that may be levied, imposed, charged or incurred and REBIT shall pay the fees due under this RFP and subsequent agreement after deducting any tax deductible at source ("TDS"), as applicable. Any variation in Government levies/ GST/ VAT/ cess/ excise/ custom duty etc. which has been included as part of the price will be borne by the Bidder.

Authorised Signature

## Annexure J : Bidder's Experience

(On letterhead of the Bidder)

S.No	Information Sought	Information
1	Client's name	
2	Assignment/Job name	
3	Name and Contact Details of the Client	
4	Scope of Supply/Services as a provided under the contract	
5	Current Status	
6	Duration of Assignment/Job (months )	
7	Approx. value of the contract (in Rupees)	
8	Approx Value of the assignment/job provided by your firm under the contract(In Rupees)	
9	Start date (month/year)	
10	Completion date (month/year)	
11	Copy of Purchase/ Work Order	
12	Any other Supporting Document	

Signature of Bidder

Date

Place

## Annexure L: Performance Bank Guarantee

### Strictly Private and Confidential

Chief Executive Officer,  
Reserve Bank Information Technology Pvt Ltd (ReBIT),  
502, Building No. 1 , Mindspace Juinagar, Nerul, Navi Mumbai - 400706

Dear Sir,

### **PERFORMANCE BANK GUARANTEE – Request for Proposal for Annual Maintenance Contract of Non-IT Equipment RFP: ReBIT/CPO/2022-23/092/007 dated 27 May 2022.**

#### WHEREAS

M/s. (name of Bidder), a company registered under the Companies Act, 1956, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into an Agreement dated ..... (Hereinafter, referred to as “the said Agreement”) with you (ReBIT) for Appointment of Design Consultant as detailed in the scope given in the RFP document, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement, our constituent is required to furnish a Bank Guarantee for an amount Rs..... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Agreement with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

1 In the event of our constituent committing any breach/default of the said Agreement, which breach/default has not been rectified within a period of thirty (30) days after receipt of written notice from you, we hereby agree to pay you forthwith on demand such sum/s not exceeding the sum of Rs..... (in words and figures) without any demur.

2 Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as afore-said and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

3 This Performance Bank Guarantee shall continue and hold good for thirty (30) days after the completion of the contract period i.e. (date), subject to the terms and conditions in the said Agreement.

4 We bind ourselves to pay the above said amount at any point of time commencing from the date of the said Agreement until thirty (30) days after the completion of the contract period for the Total Solution as per said Agreement.

5 We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honor the same without demur.

6 In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of suretyship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.

7 We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of expiry of this Performance Guarantee, irrespective of your entitlement to other claims, charges, rights and reliefs, as provided in the said Agreement.

8 Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.

9 If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (ReBIT).

10 This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you.

11 Notwithstanding anything contained hereinabove, our liability under this Performance Guarantee is restricted to Rs..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the afore-said date of expiry of this guarantee.

12 We hereby confirm that we have the power/s to issue this Guarantee in your favor under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient of authority by express delegation of power/s and has/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in his/their favor.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Agreement, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Notwithstanding anything contained herein:

- Our liability under this Performance Bank Guarantee shall not exceed Rs. ....(in words and figure);
- This Performance Bank Guarantee shall be valid only up to ..... (date, i.e., thirty (30) days after completion of the contract period) ; and
- We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before .... (date i.e. thirty (30) days after completion of the contract period).



- This Performance Bank Guarantee must be returned to the bank upon its expiry. If the Performance Bank Guarantee is not received by the bank within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

Dated ..... this ..... day ..... 2022.

Yours faithfully,

For and on behalf of the ..... Bank,

(Signature)

Designation

(Address of the Bank)

Note: This guarantee will attract stamp duty as a security bond under Article 54(b) of the Mumbai Stamp Act, 1958. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence in the matter.

## Annexure M : Confidentiality and Non-Disclosure Agreement Undertaking

**(Letterhead of the Bidder)**

**Strictly Private and Confidential**

The Chief Executive Officer  
Reserve Bank Information Technology Pvt Ltd. (ReBIT),  
502, Building No 1, MindSpace Juinagar,  
Nerul, Navi Mumbai – 400706

[Date]

Dear Sir / Madam,

### **Confidentiality Undertaking**

We acknowledge that during bidding for -----, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean any information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, or intellectual property nature or otherwise), whether oral or written, relating to REBIT and its business that is provided to us at any time before, during or after the implementation.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

1. We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this Agreement) to preserve such confidentiality.
2. We shall use the Confidential Information solely for the preparation of our response to the RFP and not for any other purpose.
3. We shall not disclose any Confidential Information to any other person other than as permitted by item 5 below.
4. We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].
5. This undertaking shall not prohibit disclosure of Confidential Information:
  - To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Appointment of Design Consultant, with your prior written consent;
  - To the extent that such disclosure is required by law, in which case we undertake to duly notify you;
  - To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply, in which case we undertake to duly notify you; and
6. Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:
  - For the purpose of a disclosure permitted by item 5 above, subject to your prior written consent; and
  - To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide subject to your prior written consent.
7. This undertaking shall not apply to Confidential Information that:

- Is in the public domain at the time it is acquired by us;
  - Enters the public domain subsequent to our acquisition, otherwise than as a result of unauthorised disclosure by us; and
  - Is independently developed by us.
8. We warrant that we are acting as principal in this matter and not as agent or broker for any person;

We have read this Agreement fully and confirm our agreement with its terms.

Yours sincerely

Signature and Stamp of Company

Authorised Signatory (same as signing the proposal)

Name:

Position:

Date:

## Annexure N : Bank Guarantee for EMD

To,

The CEO,  
Reserve Bank Information Technology Pvt. Ltd.  
502, Building No 1, Mindspace Juinagar, Nerul,  
Navi Mumbai – 400706

Dear Sir,

M/s \_\_\_\_\_ having their registered office at \_\_\_\_\_ (hereinafter called the “Bidder”) wish to respond to the **[Insert: Title of services]**, self and other associated Bidders and submit the proposal for the same as listed in the RFP document.

Whereas the “Bidder” has submitted the proposal in response to RFP, we, the \_\_\_\_\_ Bank having our head office \_\_\_\_\_ hereby irrevocably guarantee an amount of (Amount as per the RFP) (Rupees \_\_\_\_\_ in words Only) as bid security as required to be submitted by the “Bidder” as a condition for participation in the said process of RFP.

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

1. Withdraws its bid during bid validity period Refuses to honour commercial bid. ReBIT reserves the right to place order onto Bidder based on prices quoted by them.
2. Refuses to accept purchase order or having accepted the purchase order, fails to carry out his obligations mentioned therein.
3. Any other reason for EMD forfeiture mentioned in the RFP

We undertake to pay immediately on demand, to ReBIT, the said amount of \_\_\_\_\_ (Rupees \_\_\_\_\_ Only) without any reservation, protest, demur, or recourse. The said guarantee is liable to be invoked/ enforced on the happening of the contingencies as mentioned above and also in the RFP document and we shall pay the amount on any Demand made by ReBIT which shall be conclusive and binding on us irrespective of any dispute or difference raised by the Bidder.

Notwithstanding anything contained herein:

1. Our liability under this Bank guarantee shall not exceed \_\_\_\_\_ (Rupees \_\_\_\_\_ Only).
2. This Bank guarantee will be valid up to \_\_\_\_\_ (as per the RFP) ; and a claim period of one month thereafter and
3. We are liable to pay the guaranteed amount or any part thereof under this Bank guarantee only upon service of a written claim or demand by you on or before \_\_\_\_\_.

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

Signature .....

Name .....

(In Block letters)

Designation ..... (Staff Code No.) .....

Official address:

(Bank’s Common Seal)

Attorney as per power of Attorney No.

Date:

WITNESS:

1..... (Signature with Name, Designation & Address)

2..... (Signature with Name, Designation & Address)

## Annexure O : Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

### **SUBMISSION OF BIDS**

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS**

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.