



Central Bank of India
Department of Information Technology,
1st Floor, Plot no-26, Sector-11
CBD Belapur, Navi Mumbai-400614

Request for Proposal (Bid) Document

For

Renewal of Annual Maintenance Contract for Hardware & Peripherals
from 12th April 2026 to 31st October 2028

Tender No. GEM/2026/B/7224493

11th February 2026

 संघट्टल बैंक ऑफ इंडिया Central Bank of India संघट्टल बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Disclaimer

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

This RFP is neither an agreement nor an offer and is only an invitation by Bank to the interested parties for submission of unconditional bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. Bank may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.

 संघीय बैंक ऑफ इंडिया Central Bank of India संघीय बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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List of Abbreviations

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

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1. Invitation for tender offers

Central Bank of India, The Bank, a body corporate constituted under the Banking Companies (Requisition and Transfer of Undertaking) Act 1970 having its Central Office at Chandermukhi, Nariman Point, Mumbai-400021 hereinafter called "Bank", intends, Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals of RTGS, NEFT & CCIL Servers from 12th April 2026 to 31st October 2028.

Bank invites tender offers through Government e- Marketplace (GeM) for Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals of RTGS, NEFT & CCIL Servers (CISCO UCS servers and associated hardware) from 12th April 2026 to 31st October 2028 as per the specifications mentioned in Annexure-1A.

Important details related to Tender Process are given below:

Tender Particulars	Important Details
Tender Reference Number	Tender No. GEM/2026/B/7224493
Date of Issue of RFP	11/02/2026
Earnest Money Deposit (EMD) / Bid Security	₹ 80,000/- (Rupees Eighty Thousand Only) in the form of Bank Guarantee issued by a Scheduled Bank other than Central Bank of India for the entire period of Bid validity (120 days) plus 3 months or by means of Banker's Cheque / Account Payee Demand Draft /RTGS/NEFT in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no GEM/2026/B/7224493 in favour of "Central Bank Of India" and payable at Mumbai/Navi Mumbai.
E-mail IDs for sending written queries and Last Date for submission of queries before Pre-bid Meeting	rtgscpp@centralbank.bank.in, smrtgsdit@centralbank.bank.in, cmitps@centralbank.bank.in, agmdit@centralbank.bank.in Latest by – 17/02/2026 up to 17:00 hrs.
Date and Time for Offline Pre-Bid Meeting.	18/02/2026,15:00 hrs. at Central Bank of India, CBD Belapur.
Last Date and Time for submission of RFP responses.	05/03/2026 up to 15:00 hrs.
Mode of bid submission	Government e Marketplace (GeM)
Date & Time of Opening of Technical Bids.	05/03/2026 up to 15:30 hrs.
Response Types	1. Technical Bid + Bid Security, 2. Commercial Bid

2. Eligibility Criteria

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

Sr.	Eligibility of the bidder	Documents to be submitted
1.	Bidder should be CISCO Authorized Channel Partners to participate in this tender.	Manufacturer's Authorization Form (MAF) to be submitted from CISCO.
2.	If the bidder is from a country which shares a land border with India, the bidder should be registered with the Competent Authority.	Certified copy of the Registration Certificate.
3.	Bidder should be a Registered company under Indian Companies Act.1956/2013 and should have been in existence for a minimum period of 5 years in India, as on date.	Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office of the bidder.
4.	The Bidder should be a reputed IT company having existence in India for at least 5 years as on 31/03/2025.	Copy of the Certificate of Incorporation issued by Registrar of Companies.
5.	Bidder should be registered under G.S.T and/or tax registration in state where bidder has a registered office.	Proof of registration with GSTIN.
6.	The bidder must have average turnover of minimum ₹10 Crores in IT business in the last three financial years (i.e. 2022-23, 2023-24 and 2024-25) as per the audited balance sheet of these three years at the time of submission of tender, of individual company and not as group of companies.	Copy of audited Balance Sheet and Certificate of the Chartered Accountant for preceding three FY.
7.	The bidder should have made Operating profits in at least two financial years out of last three financial years (i.e. 2022-23, 2023-24 and 2024-25)	Copy of audited balance sheet and Certificate of the Chartered Accountant for preceding three FY.
8.	The bidder should have a positive net worth in two out of last three financial (i.e. 2022-23, 2023-24 and 2024-25) years.	Certificate of the Chartered Accountant for three preceding FY

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9.	Bidder should neither have filed for insolvency/liquidation in any country including India nor any such proceeding should be pending against the Bidder.	Self-declaration on Company's letter by the Authorized Signatory in original
10.	At the time of bidding, the Bidder should not have been blacklisted/debarred/ by any Govt. / IBA/RBI/PSU/PSE/ or Banks, Financial institutes for any reason or non-implementation/ delivery of the order. Self-declaration to that effect should be submitted along with the Eligibility Criteria/technical bid.	Submit the self-declaration on Company's letter head.
11.	At the time of bidding, there should not have been any pending litigation or any legal dispute in the last five years, before any court of law between the Bidder and the Bank regarding supply of goods/services.	Submit the self-declaration on Company's letter head.
12.	Bidder should not have • NPA with any Bank in India/financial institutions. • Any case pending or otherwise, with any organization across the globe which affects the credibility of the Bidder in the opinion of Central Bank of India to service the needs of the Bank	Submit the self-declaration on company's letter head.
13.	Vendor must have their Registered office or their Branch in the locations of Mumbai or Navi Mumbai and Hyderabad.	Submit self-declaration on Company's letter head.

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

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

NOTE:

- Only CISCO Authorized Channel Partners are eligible to participate in this tender.
- In case any purchase order has been issued to the bidder by our Bank in respect of any other project/product and the same has not been delivered/executed even after the stipulated period and if the delay is not accepted & approved by the Bank, the bid of the respective bidder is liable for rejection.
- Bidder should submit detailed response along with documentary proof for all the above eligibility criteria. The eligibility will be evaluated based on the bid and the

supporting documents submitted. Bids which are not meeting the above eligibility criteria will be rejected.

- d) Evaluation of Technical bids will be done by Bank's Evaluation Committee and the decision of the committee will be final.
- e) Bidders to submit relevant documentary evidence for all parameters mentioned herein.
- f) Providing any wrong information by the bidder will result in disqualification of the bidder. The Bank may cross check above parameters by any means / during site visit.
- g) All Annexures must be on the letter head of the Bidder, except those which are to be provided by OEM/CA/third party.
- h) All third-party documents must be signed by their authorized signatory and his/her designation, Official E-mail ID and Mobile no. should also be evident.
- i) Bidder is also required to substantiate whether the person signing the document from his Company and from OEM Company is authorized to do so on behalf of his/OEM's company respectively. Inability of the bidder to prove the genuineness/authenticity of document from his Company and from OEM Company, may make the bid liable for rejection.
- j) The participating bidders are required to submit unambiguous documentary evidence, in support of their meeting the above eligibility criteria. The bidder must comply with all above mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.

Bank reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the Bank in this regard shall be final, conclusive and binding upon the bidder. The Bank may accept or reject an offer without assigning any reason whatsoever.

3. Earnest Money Deposit (EMD) / Bid Security

Prospective bidders are required to submit the Demand Draft drawn in favor of "Central Bank of India" payable at Mumbai, towards EMD/bid security of INR, ₹ 80,000/- (Rupees Eighty Thousand Only). The Bank may accept bank guarantee in lieu of Bid Security for an equivalent amount valid for Bid validity period (120 days) plus 3 months from the last date of bid submission and issued by any scheduled commercial bank in India, other than Central Bank of India. The Bank will not pay any interest on the Bid security. Alternatively, bidders can pay the Bid Security amount through NEFT/RTGS in the account no.- 3287810289 of Central Bank of India (IFSC Code – CBIN0283154) with narration Tender ref no. GEM/2026/B/7224493.

The Bid Security shall be liable to be forfeited:

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

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

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The Bid Security will be refunded to the Successful Bidder, only after providing PBG, SLA & NDA for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028. The EMD / Bid Security will be refunded to The Successful Bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee (PBG) as security deposit for 5% of the total project cost valid for 33 months, within 21 working days from the date of acceptance of purchase order, validity starting from its date of issuance.

4. Performance Bank Guarantee

- a) As mentioned above, the Successful Bidder will furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) from scheduled commercial Bank, other than Central Bank of India, in the format given by the Bank in Annexure-12. The bidder must submit Bank Guarantee for 5% of TCO amount valid for 31 months and 60 days claim period i.e. PBG will be for 33 months. The PBG shall be submitted within 21 days of the PO acceptance by the Bidder.
- b) The PBG so applicable must be duly accompanied by a forwarding letter issued by the issuing bank on the letterhead of the issuing bank. Such forwarding letter shall state that the PBG has been signed by the lawfully constituted authority legally competent to sign and execute such legal instruments. The executor (BG issuing Bank Authorities) is required to mention the Power of Attorney number and date of execution in his / her favour with authorization to sign the documents.
- c) Each page of the PBG must bear the signature and seal of the BG issuing Bank and the PBG number.
- d) In the event of the Successful Bidder being unable to service the contract for whatever reason, Bank may provide a cure period of 30 days and thereafter invoke the PBG, if the bidder is unable to service the contract for whatever reason.
- e) In the event of delays by the Successful Bidder in AMC support, service beyond the schedules given in the RFP, the Bank may provide a cure period of 30 days and thereafter invoke the PBG, if required.
- f) Notwithstanding and without prejudice to any rights whatsoever of the Bank under the contract in the matter, the proceeds of the PBG shall be payable to the Bank as compensation by the Successful Bidder for its failure to complete its obligations under the contract.
- g) The Bank shall also be entitled to make recoveries from the Successful Bidder's bills or any other amount due to him, the equivalent value of any payment made to him by the Bank due to inadvertence, error, collusion, misconstruction, or misstatement.

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

5. Cost of Bidding

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

6. Manufacturer's Authorization form

Manufacturers' Authorization Form to be submitted from M/s CISCO.

7. Scope of Work

The objective of this RFP is for Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals (CISCO UCS servers and associated hardware) from 12th April 2026 to 31st October 2028.

The scope of work will broadly cover the following. The Vendor shall provide the maintenance of Hardware & it's Peripheral from 12th April 2026 to 31st October 2028 as per the details given in Limited Tender.

1. Payment will be made on quarterly basis on completion of quarter, i.e. the AMC charges will be paid after completion of each quarter.
2. The bidder must ensure back-to-back AMC support from OEM for the entire contract period i.e. up to 31st October 2028 and bidder must submit evidence for the same.
3. In addition to point no. 2, the server details to be registered in the CISCO portal for the entire contract period. CISCO UCS server SKU is 'SIG 24x7x4'.
4. The Vendor will accomplish preventive and breakdown maintenance activities to ensure that all hardware will function without any defect or interruption for at least 99.95% uptime worked on a quarterly basis for 24 hours a day, 7 days a week of operation of the machine. Uptime is calculated as: $[(\text{Sum of total hours during the month} - \text{sum of downtime hours during the month}) / \text{Sum of total hours during the month}] \times 100$.
5. AMC shall consist of preventive maintenance of all hardware at least once in a quarter and corrective maintenance of Servers and other hardware as and when required and will include supply and replacement of unserviceable parts, at vendor's own cost.

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6. If any critical component or entire configuration is out of service for more than a day, the bidder shall either repair or replace the defective unit within 24 hours at its own cost.
7. The bidder will respond to a site visit within 2 hours and repair or replace faulty device/part within 24 hours.
8. During contract period, the Supplier will, in addition to attending the service calls as provided above, perform Preventive Maintenance once a quarter on a mutually convenient day.
9. If Bank requires to upgrade Hardware of Servers during AMC period, Vendor must provide same as per requirements of Bank and compatibility of Servers.
10. At present, Central Bank of India is using this hardware at CBD Belapur, Hyderabad and Nariman Point. During the contract period, if Banks seeks movement of Hardware from one place to another, Vendor must provide support for shifting of Hardware (Servers and associated hardware).
11. AMC will be executed for 31 Months initially with an option to renew for another 1 year subject to satisfactory services during these 31 months period.
12. As per Bank's security policy, any Hard disk/SSD to be taken out from Bank's premises (i.e. DC/DRC/etc.) must be degaussed/Data wiped out fully. The commercials for degaussing/data removal will be borne by the vendor.

8. BOM (Bill of Material)

AMC of following hardware and peripherals is required.

Sln o.	Model no.	Machine Serial Number	Core	Memory (GB)	Storage (GB)	Location
1	CSO-UCSC-C240-M5SX	WMP2431005X	16 (8 per processor)	384	2231	CBD BELAPUR
2	CSO-UCSC-C240-M5SX	WMP2431006E	16 (8 per processor)	256	2231	CBD BELAPUR
3	CSO-UCSC-C240-M5SX	WMP2431006M	16 (8 per processor)	192	2231	CBD BELAPUR
4	CSO-UCSC-C240-M5SX	WMP24350068	16 (8 per processor)	384	2231	HYDERABAD
5	CSO-UCSC-C240-M5SX	WMP2435007K	16 (8 per processor)	128	2231	CBD BELAPUR
6	CSO-UCSC-C240-M5SX	WMP2435007M	16 (8 per processor)	128	2231	CBD BELAPUR
7	CSO-UCSC-C240-M5SX	WMP2435009B	16 (8 per processor)	64	2231	CBD BELAPUR
8	CSO-UCSC-C240-M5SX	WMP24350095	16 (8 per processor)	128	2231	HYDERABAD

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9	CSO-UCSC-C240-M5SX	WZP242900011	4	64	667	NARIMAN POINT MUMBAI
10	CSO-UCSC-C240-M5SX	WZP2429002A	4	64	667	CBD BELAPUR
11	CSO-UCSC-C240-M5SX	WZP2429002F	4	64	667	CBD BELAPUR
12	CSO-UCSC-C240-M5SX	WZP2429002R	4	64	667	CBD BELAPUR
13	CSO-UCSC-C240-M5SX	WZP2429000W	4	64	667	HYDERABAD
14	KVM Switch & Monitor	AAKA-A12-0001	--	--	--	CBD Belapur
15	KVM Switch & Monitor	AAK7-983-0003	--	--	--	Nariman Point
16	KVM Switch & Monitor	AAK7-983-0004	--	--	--	Hyderabad

9. Regulatory Compliance Requirement

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

10. Bid Submission

Bidders satisfying the eligibility conditions (mentioned in point number 2. Eligibility Criteria) and General terms and conditions specified in this document and ready to provide Annual Maintenance Contract (AMC) of Hardware and peripherals of RTGS, NEFT & CCIL Servers from 12th April 2026 to 31st October 2028, may submit their bid through Government e -Marketplace (GeM) on or before the timeline stipulated in RFP.

- All responses received after the due date/time be considered late and would be liable to be rejected. Government e Marketplace (GeM) portal will not allow lodgement of RFP response after the deadline. It should be clearly noted that the Bank has no obligation to accept or act on any reason for a late submitted response to RFP. The Bank has no liability to any Bidder who lodges a late RFP response for any reason whatsoever.
- Bank will not accept the bid through any other mode except GeM.
- The details of the transaction viz. scanned copy of the receipt of making transaction are required to be uploaded on GeM portal at the time of “final online bid submission The RFP response without proof of amount paid towards Bid Security are liable to be rejected.

- **Bid Security / Earnest Money Deposit:** “**Earnest Money Deposit**” shall be paid through RTGS (Real Time Gross Settlement) / NEFT (National Electronic Fund Transfer) favouring CENTRAL BANK OF INDIA, BANK ACCOUNT NO.- 3287810289, IFSC CODE - CBIN0283154 or by way of Bankers Cheque/Demand Draft/Pay Order favouring Central Bank of India, payable at Mumbai, or a Bank. The Demand Draft should be of a Commercial Bank only (other than Central Bank of India) and will be accepted subject to the discretion of the Bank.
- Bank Guarantee of an equal amount issued by a scheduled commercial Bank (other than Central Bank of India) located in India, valid in the form provided in the RFP (Annexure - 13 Bid Security Form).
- Integrity Pact duly signed by the Authorised Signatory, must be submitted along with the technical and commercial bids. Otherwise, the offer will be summarily rejected.

Opening of the Financial Bids

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

Tender Schedule (Key Dates)

The Bidders are strictly advised to follow the Dates and Times as indicated in the Time Schedule in the detailed tender Notice for the Tender. Ensure that no activity or transaction can take place outside the Start and End Dates and time of the stage as defined in the Tender Schedule.

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

11. Integrity Pact

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

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

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

Commercial Bid of only those vendors will be opened who have qualified on Eligibility Criteria. These qualified Bidders will participate in Reverse Auction process to be conducted by GeM / Bank. GeM / Bank will notify the date and time for participating in the online reverse auction process to the technically qualified Bidders. Contract will be awarded to L1 bidder identified in reverse auction process conducted through GeM.

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

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

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If L-1 is non-MSE and H-1 is eligible MSE, and H-1 price is coming within price band of 15% of Non-MSE L-1

- iii. If L-1 is non-MII and H-1 is eligible MII, and H-1 price is coming within price band of 20% of Non-MII L-1

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

14. Evaluation and acceptance

1. Technical offers will be evaluated because of compliance with eligibility criteria, technical specification, other terms & conditions stipulated in the RFP. Only those bidders who qualify in the technical evaluation would be considered for evaluating the commercial bid. Bank may, at its sole discretion, waive any non-conformity or deviations.
2. Bank will award the contract to the successful Bidder whose bid has been determined as the **Lowest Commercial bid (L1) through the Reverse Auction process conducted in GeM.**
3. In case, any of the successful bidder is unable to honor in full or part of the contract awarded, Bank shall, at its sole discretion, distribute this shortfall to the other successful bidder(s) equally or in any ratio decided by the Bank.
4. Bank reserves the right to reject a bid offer under any of the following circumstances:
 - a) If the bid offer is incomplete and / or not accompanied by all stipulated documents.
 - b) If the bid offer is not in conformity with the terms and conditions stipulated in the RFP.
 - c) If there is a deviation in respect to the technical specifications of hardware items.
5. The Bank shall be under no obligation to mandatorily accept the lowest or any other offer received and shall be entitled to reject any or all offers without assigning reasons whatsoever.
6. **Price Negotiation:** Bank reserves the right to undertake price negotiation with L1 Bidder / OEM even after getting the L1 price through Reverse Auction if desires so, to get further competitive price.

15. General Terms

15.1 Payment Terms

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

- a. Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports.
- b. The successful bidder will have to submit following documents for initial release of payment.
 - i) PBG (Performance Bank Guarantee),

- ii) Submission of SLA and
 - iii) Execution of NDA with Bank.
 - iv) Evidence for details of registration of servers on CISCO portal for entire AMC period i.e. from 12/04/2026 to 31/10/2028.
- c. The payments will be released through NEFT / RTGS after deducting the applicable LD/Penalty, TDS if any. The Successful Bidders must provide necessary Bank Details like Account No., Bank's Name with Branch, IFSC Code, GSTIN, State Code, State Name, HSN Code etc.

15.2 Fixed Price and Taxes

- (A) The commercial offer shall be on a fixed price basis, exclusive of all taxes and levies. No price variation relating to increases in applicable taxes customs duty, excise tax, dollar price variation etc. will be permitted. The bidder shall pay any other Tax being applicable after placement of order, during currency of the project only.

(B) Taxes:

1. The consolidated fees and charges required to be paid by the Bank against each of the specified components under this RFP shall be all-inclusive amount with currently (prevailing) applicable taxes. The bidder shall provide the details of the taxes applicable in the invoices raised on the Bank. Accordingly, the Bank shall deduct at source, all applicable taxes including TDS from the payments due/ payments to bidder. The applicable tax shall be paid by the bidder to the concerned authorities.

2. In case of any variation (upward or downward) in Government levies / taxes / etc. up-to the date of providing services, the benefit or burden of the same shall be passed on or adjusted to the Bank. The applicable taxes will be paid as per actual in prevailing time. If the Bidder makes any conditional or vague offers, without conforming to these guidelines, the Bank will treat the prices quoted as in conformity with these guidelines and proceed accordingly.

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

- i. Goods and Services Tax Law in India is a Comprehensive, multi-stage, destination-based tax that will be levied on every value addition. Bidder shall have to follow GST Law as per time being enforced along with certain mandatory feature mentioned hereunder-
- ii. TDS (Tax Deducted on Source) is required to deduct as per applicable under GST Law on the payment made or credited to the supplier of taxable goods and services. It would enhance the tax base and would be compliance and self-maintaining tax law based on processes.
- iii. The statutory compliances contained in the statutes include obtaining registration under the GST law by the existing assesses as well as new assesses, periodic payments of taxes and furnishing various statement return by all the registered taxable person.
- iv. It is mandatory to pass on the benefit due to reduction in rate of tax or from

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input tax credit (ITR) to the Bank by way of commensurate reduction in the prices under the GST Law.

- v. If bidder, is backlisted in the GST (Goods and Services Tax) portal or rating of a supplier falls below a mandatory level, as decided time to time may be relevant ground of cancellation of Contract.

4. Bank shall deduct tax at source, if any, as per the applicable law of the land time being enforced. The Bidder shall pay any other taxes separately or along with GST if any attributed by the Government Authorities including Municipal and Local bodies or any other authority authorized in this regard.

15.3 Penalty Clause

The vendor shall be liable to pay a penalty at the rate of 0.5% of the PO for each day of delay subject to maximum 10% of the cost of PO if the vendor fails to repair or replace faulty part/s within 24 hours.

16. Service Level Agreement (SLA)

Format of SLA is to be submitted by Bank within 30 days from date of acceptance of PO for Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028 and Bidder must execute SLA with Bank within 21 days after receipt of the SLA format.

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

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

17. Order Cancellation

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

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

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18. Indemnity

1. The Bidder shall indemnify the Bank, and shall always keep indemnified and hold the Bank, its employees, personnel, officers, directors, harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorney's fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the Bank as a result of:

- i. Bank's authorized / Bonafide use of the Deliverables and/or the Services provided by Bidder under this RFP or any or all terms and conditions stipulated in PO and/or
- ii. An act or omission of the Bidder, employees, agents, sub-contractors in the performance of the obligations of the Bidder under this RFP or, any or all terms and conditions stipulated in Purchase Order (PO) and/or
- iii. Claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Bidder, against the Bank and/or
- iv. Breach of any of the term of this RFP or breach of any representation or false representation or inaccurate statement or assurance or covenant or warranty of the Bidder under this RFP or any or all terms and conditions stipulated in PO and/or
- v. Any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights and/or
- vi. Breach of confidentiality obligations of the Bidder contained in this RFP or any or all terms and conditions stipulated in PO and/or
- vii. Negligence or gross misconduct attributable to the Bidder or its employees, agent or sub-contractors.

2. The Bidder will have to, at its own cost and expenses, defend or settle any claim against the Bank that the Deliverables and Services delivered or provided under this RFP infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in the country where the Deliverables and Services are used, sold or received, provided the Bank:

- i. Notifies the Bidder in writing; and
- ii. Cooperates with the Bidder in the defense and settlement of the claims.

3. The Bidder shall compensate the Bank for direct financial loss suffered by the Bank, if the Bidder fails to fix bugs, provide the Modifications / Enhancements / Customization as required by the Bank as per the terms and conditions of this RFP and to meet the Service Levels as per satisfaction of the Bank.

4. Additionally, the Bidder shall indemnify, protect and save the Bank against all claims, losses, costs, damages, expenses, action, suits and other proceedings, suffered by bank due to the following reasons:

- i. that the Deliverables and Services delivered or provided under this Agreement infringe a patent, utility model, industrial design, copyright, trade secret, mask work or trademark in any country where the Deliverables and Services are used, sold or received; and/or The Bidder shall indemnify the Bank in case of any mismatch of ITC (Input Tax Credit) in the GSTR 2A, where the Bank does not opt for retention of GST component on supplies.
- ii. all claims, losses, costs, damages, expenses, action, suits and other proceedings resulting from infringement of any patent, trademarks, copyrights etc. or

- iii. such other statutory infringements under any laws including the Copyright Act, 1957 or Information Technology Act, 2000 or any Law, rules, regulation, bylaws, notification time being enforced in respect of all the Hardware, Software and network equipment or other systems supplied by them to the Bank from whatsoever source, provided the Bank notifies the Bidder in writing as soon as practicable when the Bank becomes aware of the claim however:
- The Bidder has sole control of the defense and all related settlement negotiations.
 - The Bank provides the Bidder with the assistance, information and authority reasonably necessary to perform the above and bidder is aware of the rights to make any statements or comments or representations about the claim by Bank or any regulatory authority. Indemnity would be limited to court or arbitration awarded damages and shall exclude indirect and incidental damages and compensations.

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

19. Liquidated Damages

- If the successful Bidder/Vendor fails to perform the Services within the period(s) specified in the Contract, the Bank shall, without prejudice to its other remedies under the Contract, deduct penalty from the Contract Price, as Liquidated Damages (LD), for every such default in service.
- The Liquidated Damages (LD) shall be 0.5 % of contract amount for each week or part thereof for delay until actual delivery or performance. However, the total amount of Liquidated Damages deducted will be pegged at 10% of the contract amount. Once the liquidated damages reach 10% of the contract amount, the bank may consider termination of the contract or invocation of Bank guarantee. In this context Bank may exercise both the rights simultaneously or severally. In case the Bank exercises its right to invoke the Bank guarantee and not to terminate the contract, the Bank may instruct to concerned bidder to submit fresh Bank guarantee for the same amount in this regard.

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

20. Confidentiality & Non - Disclosure

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

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

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

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

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

The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the participant. NDA is a part of bid documents (Annexure 11). Payment will be released to the successful bidder only after execution of NDA with Bank.

21. Force Majeure

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

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately but not later than within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months due to force majeure situation, the parties shall hold consultations with each other in an endeavor to find a solution to the problem. However, financial constraints by way of increased cost to perform the obligations shall not be treated as a force majeure situation if the obligations can otherwise be performed. Further, mere existence of the force majeure situation, for example a pandemic situation by itself is not sufficient to excuse the performance unless such situation makes it practically impossible to perform the obligations or the performance is not possible due to operation of law/rules or orders of any competent authority.

Notwithstanding above, the decision of the Bank regarding whether an event claimed by the bidder is an event of force majeure shall be final and binding on the Bidder.

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22. Resolution of Disputes

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

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

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

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

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

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

23. Format of the Letter of undertaking of Authenticity to be submitted by the Bidder

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

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

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

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

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

24. Independent Contractor

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

25. Assignment

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

provided by Bidder and shall include appropriate wordings to this effect in the agreement entered by Bidder with such sub-contractors. The assignment envisaged in this scenario is only in certain extreme events such as refusal or inability of Bidder to perform or termination/expiry of the contract/project.

26. Execution of Contract, SLA and NDA

The bidder and Bank should execute

- i. Contract, which would include all the services and terms and conditions of the services to be extended as detailed herein and as may be prescribed by the Bank and
- ii. Non-disclosure Agreement.
- iii. The Non-Disclosure Agreement (NDA) should be entered in to between the Bank and the bidder. NDA is a part of bid documents (Annexure 11). Payment will be released to the successful bidder only after execution of NDA with Bank.
- iv. SLA with Bank should be executed within 21 days from the date of receipt of the SLA format from Bank. The format of SLA with Bank should be submitted to successful bidder within 30 days from the date of acceptance of the Purchase Order.

27. Successful Bidder's liability

The Bidders aggregate liability in connection with obligations undertaken as a part of the project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actuals and limited to the value of contract. The Bidder's liability in case of claims against the Bank resulting from wilful misconduct or gross negligence of the Bidder, its employees, or subcontractors, or from infringement of patents, trademarks, copyrights (if any), or breach of confidentiality obligations shall be unlimited. In no event shall Bank be liable for any indirect, incidental, or consequential damages or liability under, in connection with, or arising out of this tender and subsequent agreement or services provided. The bidder should ensure that the due diligence and verification of antecedents of employees/ personnel deployed by him for execution of this contract are completed and is available for scrutiny by the Bank.

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

28. Information Ownership

All information transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information unless and until written approval sought in this regard. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately, which is proved to have caused due to reasons solely attributable to bidder. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final if any unauthorized disclosure have encountered. Types of sensitive information that

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will be found on Bank system's which the Bidder plans to support or have access to include, but are not limited to: Information subject to special statutory protection, legal actions, disciplinary actions, complaints, IT security, pending cases, civil and criminal investigations, etc. The successful Bidder shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any of the Bank location. The Bidder will have to also ensure that all sub-contractors who are involved in providing such security safeguards or part of it shall not publish or disclose in any manner, without the Bank's prior written consent, the details of any security safeguards designed, developed, or implemented by the Bidder or existing at any Bank location.

29. Inspection, Audit, Review, Monitoring & Visitations

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

- a) Ensure that the Bank can access all books, records and information relevant to the outsourced activity available with the BIDDER. For technology outsourcing, requisite audit trails and logs for administrative activities should be retained and accessible to the Bank based on approved request.
- b) Provide the Bank with right to conduct audits on the BIDDER whether by its internal or external auditors, or by external specialist appointed to act on its behalf and to obtain copies of any audit or review reports and finding made on the Bidder in conjunction with the services performed for the bank.
- c) Include clause to allow the reserve bank of India or persons authorized by it to access the bank's documents: records of transactions, and other necessary information given to bidder, stored or processed by the BIDDER within a reasonable time. This includes information maintained in paper and electronic formats.
- d) Recognized the right of the Reserve Bank of India to cause an inspection to be made of a Bidder of the bank and its books and account by one or more of its officers or employees or other persons.

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

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Monitoring

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

Visitations

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

30. Intellectual Property Rights

The Bidder claims and represents that it has obtained appropriate rights to provide the Deliverables upon the terms and conditions contained in this RFP. The Bank agrees and acknowledges that as expressly provided in this RFP, all Intellectual Property Rights in relation to the Software and Documentation and any adaptations, translations and derivative works thereof whether protectable as a copyright, trade mark, patent, trade secret design or otherwise, provided by the Bidder during, in connection with or in relation to fulfilling its obligations under this RFP belong to and shall remain a property of the Bidder or its licensor. During the Term of this Project and, if applicable, during the Reverse Transition Period, Bank grants Bidder a right to use at no cost or charge the Software licensed to the Bank, solely for the purpose of providing the Services. The Bidder shall be responsible for obtaining all necessary authorizations and consents from third party licensors of Software used by Bidder in performing its obligations under this Project. If a third party's claim endangers or disrupts the Bank's use of the Software, the Bidder shall at no further expense, charge, fees or costs to the Bank, (i) obtain a license so that the Bank may continue use of the Software in accordance with the terms of this tender and subsequent Agreement and the license agreement; or (ii) modify the Software without affecting the functionality of the Software in any manner so as to avoid the infringement; or (iii) replace the Software with a compatible, functionally equivalent and non-infringing product. All third-party software / service/s provided by the bidder in the scope of the RFP will be the responsibility of the bidder if any discrepancy or infringement is encountered.

The Bank shall not be held liable for and is absolved of any responsibility or claim/Litigation or penal liability arising out of the use of any third-party software or modules supplied by the Bidder as part of this Project.

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31. Termination

1. Termination for Default: The Bank, without prejudice to any other remedy for breach of contract, by written notice of 90 days indicating the default sent to the Successful Bidder, may terminate this Contract in whole or in part:

- (a) If the Successful Bidder fails to deliver any or all the deliverables / milestones within the period(s) specified in the Contract, or within any extension thereof granted by the Bank; or.
- (b) If the Successful Bidder fails to perform any other obligation(s) under the contract.
- (c) If the Successful Bidder, in the judgment of the Bank has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. Corrupt practice means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the procurement process or in contract execution; and “fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Bank, and includes collusive practice among Bidders (prior or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Bank of the benefits of free and open competition.

2. In the event, the Bank terminates the Contract in whole or in part, the Bank may procure, upon such terms and in such manner as it deems appropriate, Goods or Services like those undelivered, and the Successful Bidder shall be liable to the Bank for any excess costs for such similar Goods or Services. However, the Successful Bidder shall continue performance of the Contract to the extent not terminated when the value of the liquidated damages exceeds 10% of the contract value.

3. In case the contract is terminated then all undisputed payment will be given to bidder, but disputed payment shall be adjusted by way of penalty from invoices or PBG.

Termination for Insolvency: If the Bidder becomes bankrupt or insolvent or liquidated, has a receiving order issued against it, compounds with its creditors, or, if the Bidder is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Bidder takes or suffers any other analogous action in consequence of debt, or if the bidder Passes a resolution for its voluntary winding up or dissolution or if it is dissolved; the Bank will have the right , at any time, to terminate the contract by giving written notice to the Bidder. If the contract is terminated by the Bank in terms of this Clause, termination will be without compensation to the Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank. In case, the termination occurs before implementation in all the locations in terms of this clause, the Bank is entitled to make its claim to the extent of the amount already paid by the Bank to the Bidder.

4.Termination for convenience: The Bank reserves the right to terminate the agreement with the Bidder / bidder at any time by giving ninety (90) days prior written notice to the Bidder.

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5. Termination – Key Terms & Conditions:

The Bank and the successful bidder (vendor) shall be entitled to terminate the agreement at any time by giving notice if the other party:

- (d) has a winding up order made against it; or
- (e) has a receiver appointed over all or substantial assets; or
- (f) is or becomes unable to pay its debts as they become due; or
- (g) enters any arrangement or composition with or for the benefit of its creditors; or
- (h) Passes a resolution for its voluntary winding up or dissolution or if it is dissolved.

6. Exit Option and Contract Re-Negotiation:

- (a) The Bank reserves the right to cancel the contract in the event of happening one or more of the following Conditions:
 - i. Failure of the successful bidder to accept the contract and furnish the Performance Guarantee within 10 days of receipt of purchase contract.
 - ii. Delay in delivery, performance or implementation of the solution beyond the specified period.
 - iii. Serious discrepancy in functionality to be provided or the performance levels agreed upon, which have an impact on the functioning of The Bank. Inability of the Bidder to remedy the situation within 60 days from the date of pointing out the defects by the Bank. (60 days will be construed as the notice period)
- (b) In addition to the cancellation of purchase contract, Bank reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.
- (c) Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder will be expected to continue the facilities management services, and the Bank will continue to pay for all products and services that are accepted by it provided that all products and services as serving satisfactory, as per satisfaction of the Bank. The Bank shall have the sole and absolute discretion to decide whether proper reverse transition mechanism over a period of 6 to 12 months, has been complied with. In the event of the conflict not being resolved, the conflict will be resolved through Arbitration. The Bank and the Bidder shall together prepare the Reverse Transition Plan. However, The Bank shall have the sole decision to ascertain whether such Plan has been complied with. Reverse Transition mechanism would typically include service and tasks that are required to be performed / rendered by the Bidder to The Bank or its designee to ensure smooth handover and transitioning of Bank's deliverables, maintenance and facility management.
- (d) In the event of termination, the Bank shall have the right to transition of the IT outsourcing arrangement to another sub-vendor, either in whole or in part, at its discretion. The Vendor agrees to fully cooperate with the Bank to ensure an orderly and seamless transfer of services, including the transfer of data, systems, and knowledge, and to provide necessary support to the new Service Provider. The Vendor shall also assist in mitigating any risks associated with the transition and shall ensure that all customer data and confidential information is securely handled during the transition process.

32.Privacy and security safeguards

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

33.Governing Law and Jurisdiction

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

Statutory and Regulatory Requirements

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

34.Compliance with Laws

1. Compliance with all applicable laws: Successful bidder shall undertake to observe, adhere to, abide by, comply with the Bank about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this scope of work and shall indemnify, keep indemnified, hold harmless, defend and protect the Bank and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

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2. Compliance in obtaining approvals/permissions/licenses: Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate the Bank and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and the Bank will give notice of any such claim or demand of liability within reasonable time to Company.
3. The Vendor shall ensure compliance with the provisions of the Information Technology Act, 2000, Digital Personal Data Protection Act, 2023 and all other applicable legal, regulatory, and industry requirements, including but not limited to data protection laws and privacy requirements, to protect the confidentiality, integrity, and security of customer data handled or processed under this Agreement. The Vendor shall be fully responsible for any non-adherence from applicable laws or regulations and shall indemnify and hold the Bank harmless from any claims, losses, damages, or penalties arising out of such non-compliance.
4. This indemnification is only a remedy for the Bank. Bidder is not absolved from its responsibility of complying with the statutory obligations as specified above.

35. Violation of terms

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

36. Corrupt and Fraudulent Practices

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

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

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

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

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

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

37.Publicity

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

38.Entire Agreement; Amendments

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

39.Survival and Severability

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

40. Bidding Document

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

41. Amendments to Bidding Documents

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

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

42. Period of Validity

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

43. Last Date and Time for Submission of Bids

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

44. Late Bids

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

45. Modifications and/or Withdrawal of Bids

- a) Bids once submitted will be treated as final and no further correspondence will be entertained on this.
- b) No bid will be modified after the deadline for submission of bids.
- c) No bidder shall be allowed to withdraw the bid, if the bidder happens to be a successful bidder. If such bidder withdraws the bid, the Bank reserves its right to blacklist such Bidder from participating in future bid processes in addition to forfeiture of bid security amount deposited, if any.

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46. Clarifications of Bids

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

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

The bank reserves the right to accept or reject any bid and annul the bidding process and reject all bids, without assigning any reason, at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for the bank's action.

48. Sustainable Sourcing Clause

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

(a) Types of data/information that the service provider (vendor) is permitted to share with Bank's customer and/or any other party: The Vendor shall define and ensure the types of data/information that is shared with the Bank's customers and/or any other parties:

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

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

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

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- b. Procedures for data backup, storage, and retrieval.
- c. Clear steps to restore services to full functionality, including resource allocation and escalation procedures.

(c) Right to seek information from the service provider about the third parties (in the supply chain) engaged by the former: The Bank reserves the right to seek information from the Vendor about its third parties or sub-contractors engaged in the supply chain or any sub-contracted work.

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

(e) Need of prior approval/consent of the Bank for use of sub-contractors by the service provider for all or part of an outsourced activity: The Vendor shall obtain the Bank's prior written consent before sub-contracting or outsourcing all or part of activities covered under this agreement.

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

(g) Suitable back-to-back arrangements between service providers and the OEMs: The Vendor shall ensure that suitable back-to-back arrangements are in place with Original Equipment Manufacturers (OEMs) to guarantee the provision of required products, services, and support. These arrangements must align with the terms and service levels defined in this agreement, ensuring that the Vendor can meet its obligations to the Bank and address any issues related to the OEM products or services in a timely and efficient manner. The Vendor is responsible for ensuring

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that the OEM's support and performance meet the agreed-upon standards, and for providing any necessary escalations or resolutions in the event of failure by the OEM to meet such standards.

(h) Non-disclosure agreement with respect to information retained by the service provider: The Vendor shall keep all confidential information of the Bank secure and will not disclose or use it for any purpose other than fulfilling this agreement, both during and after the term, as outlined in the Non-Disclosure Agreement.

49. Signing Of Contract

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

50. Land Border Sharing Clause

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

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

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

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venture falls under any of the above.

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

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

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

51. Digital Personal Data Protection Compliance

The Bidder/Vendor shall, always, comply with the provisions of the Digital Personal Data Protection Act, 2023 (“DPDP Act”) and the Digital Personal Data Protection Rules, 2025 / Notifications / Guidelines and further rules made thereunder.

The Bidder/Vendor shall implement appropriate technical and organizational measures to ensure lawful processing, secure handling, confidentiality, integrity, availability, and protection of personal data obtained, accessed, shared, or processed in connection with this RFP and the resultant contract.

Further, the Bidder/Vendor shall take due care while collecting and dealing with sensitive personal data or information of Bank and its customer. Any processing of Personal Data by the Service Providers in the performance of the Agreement under this RFP shall follow the above Act/Rules. The Service Provider shall also ensure that any sub-contractor (if allowed) engaged by it shall act in compliance with the above Act, to the extent applicable.

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The Bidder/Vendor shall act only on documented instructions of the Bank and shall not process personal data for any purpose other than the performance of the obligations under this RFP.

Any data breach, unauthorised access, misuse, loss, or disclosure of personal data must be reported to the Authority/Bank in writing within [24 hours] of occurrence, along with an incident report and remedial action plan.

The Bidder/Vendor shall indemnify and hold harmless the Bank against any loss, liability, penalty, claim, cost, or damages arising out of non-compliance with the DPDP Act and Rules.”

52. Labour Law Adherence and Compliance with Court Directions

The Bidder/Vendor shall ensure full compliance with all applicable labour laws, employment laws, industrial relations regulations, social security legislation, and any orders/directions issued by competent Labour Courts/Industrial Tribunals/Authorities / RBI and any other Regulatory/ Statutory body in India.

The Bidder/Vendor shall be solely responsible for payment of salaries, wages, statutory contributions, benefits, and all dues to its employees, subcontractors, labour, and statutory personnel deployed for execution of work under this RFP.

No employer-employee relationship shall be deemed to exist between the Bank and the personnel engaged by the Bidder/Vendor.

In case of any claim, demand, dispute, or litigation arising due to non-compliance by the Bidder/Vendor, the same shall be solely borne and resolved by the Bidder/Vendor without any liability upon the Bank.

The Bidder/Vendor shall indemnify the Bank against any losses, costs, or legal liabilities on account of any violation or non-compliance of applicable laws including any liabilities, costs or expenses arising in connection with any proceedings in respect thereof.”

53. Check list for submission

Sr	Particulars	Bidders Remark Yes/No
1	CISCO Authorized Channel Partner certificate	
2	Certificate of incorporation/registration.	
3	Audited Balance sheets of last three years, 2022-23 and 2023-24 and 2024-25, For the latest year/period if audited balance sheet is not available, then provisional balance sheet can be submitted.	
4	CA certificate for three years average turnover for financial years, 2022-23 and 2023-24 and 2024-25	
5	CA certificate for net profit for last three financial years 2022-23 and 2023-24 and 2024-25	

6	CA certificate for net worth for last three financial years i.e, 2022-23 and 2023-24 and 2024-25	
7	Self-declaration by the Authorized Signatory for not have filed for bankruptcy in any country including India on company letter head	
8	Self-declaration on Company's letter head should not have been blacklisted/debarred	
9	Self-declaration on Company's letter head Bidder/OEM should not have any pending litigation or any dispute arises	
10	Self-declaration on Company's letter head about NPA , any case pending.	
11	Earnest Money Deposit (EMD) / Bid Security.	
12	Annexure - 1A Technical Specification of HARDWARE	
13	Annexure -1B Conformity Letter	
14	Annexure -1C Undertaking letter	
15	Annexure – 2A Masked Commercial Bid along with technical bid	
16	Annexure - 3 Reverse auction Process on company letter head	
17	Annexure - 4 Bidder's Information on company letter head	
18	Annexure - 5 Letter for Conformity of Product as per RFP	
19	Annexure - 6 Scope of Work for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31 st October 2028	
20	Annexure - 7 Undertaking of Authenticity for - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31 st October 2028	
21	Annexure - 8 Undertaking for acceptance of terms of RFP	
22	Annexure - 9 MAF on company letter head	
23	Annexure - 10 Integrity Pact	
24	Annexure - 11 Non-Disclosure Agreement	
25	Annexure - 12 Format for Performance Bank Guarantee	
26	Annexure - 13 Bid Security (Bank Guarantee Format)	
27	Annexure - 14 Guidelines on banning of business dealing	
28	Annexure - 15 Land Border Sharing Undertaking Letter	
29	Anexure-16 Commercial Bill of Material	

 संयुक्त बैंक ऑफ़ इंडिया Central Bank of India संयुक्त बैंक ऑफ़ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Annexure - 1A – Technical Specification of HARDWARE

(A) Details of existing Servers and Peripherals is as under:

Sr. No.	Details of Existing HW	Quantity
1	Servers	13
2	KVM switch with Monitor and Console (12 Port)	1
3	KVM switch with Monitor and Console (4 Port)	2

(B) Details of existing Servers and Peripherals is as under :

Sln o.	Model no.	Machine Serial Number	Core	Memory (GB)	Storage (GB)	Location
1	CSO-UCSC-C240-M5SX	WMP2431005X	16 (8 per processor)	384	2231	CBD BELAPUR
2	CSO-UCSC-C240-M5SX	WMP2431006E	16 (8 per processor)	256	2231	CBD BELAPUR
3	CSO-UCSC-C240-M5SX	WMP2431006M	16 (8 per processor)	192	2231	CBD BELAPUR
4	CSO-UCSC-C240-M5SX	WMP24350068	16 (8 per processor)	384	2231	HYDERABAD
5	CSO-UCSC-C240-M5SX	WMP2435007K	16 (8 per processor)	128	2231	CBD BELAPUR
6	CSO-UCSC-C240-M5SX	WMP2435007M	16 (8 per processor)	128	2231	CBD BELAPUR
7	CSO-UCSC-C240-M5SX	WMP2435009B	16 (8 per processor)	64	2231	CBD BELAPUR
8	CSO-UCSC-C240-M5SX	WMP24350095	16 (8 per processor)	128	2231	HYDERABAD
9	CSO-UCSC-C240-M5SX	WZP242900011	4	64	667	NARIMAN POINT MUMBAI
10	CSO-UCSC-C240-M5SX	WZP2429002A	4	64	667	CBD BELAPUR
11	CSO-UCSC-C240-M5SX	WZP2429002F	4	64	667	CBD BELAPUR
12	CSO-UCSC-C240-M5SX	WZP2429002R	4	64	667	CBD BELAPUR
13	CSO-UCSC-C240-M5SX	WZP2429000W	4	64	667	HYDERABAD
14	KVM Switch & Monitor	AAKA-A12-0001	--	--	--	CBD Belapur
15	KVM Switch & Monitor	AAK7-983-0003	--	--	--	Nariman Point
16	KVM Switch & Monitor	AAK7-983-0004	--	--	--	Hyderabad

 सेंट्रल बँक ऑफ इंडिया Central Bank of India	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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Annexure - 1B Conformity Letter

Proforma of letter to be given by all the vendors participating in the RFP of - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028 on their official letterhead

To

General Manager (IT),
Central Bank of India, DIT,
Sector 11, Plot No.26
CBD Belapur,
Navi Mumbai – 400614

Date:

Sir,

Sub: Tender No. GEM/2026/B/7224493 - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028.

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

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

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

Yours faithfully,

Authorized Signatory
Designation
Company name

 संघट्टल बैंक ऑफ इंडिया Central Bank of India	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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Annexure - 1C Undertaking letter

Proforma of letter to be given by all the vendors participating in the process of RFP of -
Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April
2026 to 31st October 2028 on their official letterhead

To

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

Date:

Sir,

Sub: Tender No. GEM/2026/B/7224493 - Renewal of Annual Maintenance
Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

We _____(bidder name), hereby undertake that-

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

Yours faithfully,

Authorized Signatory
Designation
Bidder corporate name

Renewal of Annual Maintenance Contract for Hardware & Peripherals

1. Period from 12th April 2026 to 11th April 2027 (AMC for First Year)
2. Period from 12th April 2027 to 11th April 2028 (AMC for Second Year)
3. Period from 12th April 2028 to 31st October 2028 (AMC for Remaining Period)

SR.NO.	ITEM	QTY	1ST YEAR AMC COST	2ND YEAR AMC COST	AMC FOR REMAINING PERIOD	TOTAL AMT	GST	TOTAL AMOUNT INCLUDING GST/TAX
			(A)	(B)	(C)	(D)	(E)	(F)
						(A+B+C)	GST ON COST MENTIONED IN (D)	(D+E)
1	CISCO-UCSC-C240-M5SX Server	13	XXX	XXX	XXX	XXX	XXX	XXXX
2	KVM Switch & Monitor	3	XXX	XXX	XXX	XXX	XXX	XXXX
TOTAL COST							XXX	XXXX

Note: Provide cost for all 13 Servers in respective Column A, B & C at SR. No. 1 and cost for all 3 KVM Switches & Monitors in respective Column A, B & C at SR. No. 2

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

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

 संघीय बैंक ऑफ इंडिया Central Bank of India सर्वोपरि सर्वोपरि सर्वोपरि	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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Annexure - 2B Commercial Bid

Renewal of Annual Maintenance Contract for Hardware & Peripherals

4. Period from 12th April 2026 to 11th April 2027 (AMC for First Year)
5. Period from 12th April 2027 to 11th April 2028 (AMC for Second Year)
6. Period from 12th April 2028 to 31st October 2028 (AMC for Remaining Period)

SR.NO.	ITEM	QTY	1ST YEAR AMC COST	2ND YEAR AMC COST	AMC FOR REMAINING PERIOD	TOTAL AMT	GST	TOTAL AMOUNT INCLUDING GST/TAX
			(A)	(B)	(C)	(D)	(E)	(F)
						(A+B+C)	GST ON COST MENTIONED IN (D)	(D+E)
1	CISCO-UCSC-C240-M5SX Server	13						
2	KVM Switch & Monitor	3						
TOTAL COST								

Note: Provide cost for all 13 Servers in respective Column A, B & C at SR. No. 1 and cost for all 3 KVM Switches & Monitors in respective Column A, B & C at SR. No. 2

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

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

 संघीय बैंक ऑफ इंडिया Central Bank of India संघीय बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Annexure - 3 Reverse Auction Process-Letter of Indemnity

LETTER OF INDEMNITY TO BE GIVEN IN THE COMPANY LETTER HEAD

Tender Ref: - GEM/2026/B/7224493

Date: -

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

Sir,

Reg: Reverse Auction Process.

We refer to our bid for your RFP No. GEM/2026/B/7224493 **dated** _____ for “Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028”. We, _____ (Company) hereby undertake to indemnify central Bank of India and agree to protect and hold The Bank harmless against all claims, losses, costs, damages, expenses, action suits and other proceedings resulting from infringement of any patent, trademark, copyrights etc.

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

In the event of any loss or damage on account of error in reconciliation, any reason whatsoever, Bidder shall be liable to The Bank for each such event and in respect of each occasion at which such event occurs. If The Bank is able to recover a part of or the entire amount of loss suffered by The Bank from its insurance claims and provided that the Bidder

 संघट्टल बैंक ऑफ इंडिया Central Bank of India संघट्टल बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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has reimbursed The Bank of the entire loss, the amount recovered by The Bank from the insurer shall be refunded to the Bidder.

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

Yours faithfully,

(Signature of the Bidder with Seal)

Full name and Designation of authorized signatory

Date:

Reverse Auction will be conducted through GeM portal.

 संघट्टल बैंक ऑफ इंडिया Central Bank of India संघट्टल बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Annexure - 4 Bidder's Information

Tender Ref:- GEM/2026/B/7224493

Date: -

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

Sir,

Reg: Bidder's Information.

Sr.	Particulars	Details
1.	Name of bidder	
2.	Constitution	
3.	Address	
4.	Authorized Person for bid	
5.	Contact Details	
6.	Years of Incorporation	
7.	Number of years of experience in IT industry.	
8.	Turnover (In Rs) 2022-23: 2023-24: 2024-25: (submit audited B/S for last 3 years) For the latest year/period if audited balance sheet is not available, then provisional balance sheet can be submitted.	
9.	Profit (In Rs) 2022-23: 2023-24: 2024-25: (submit audited P/L for last 3 years) For the latest year/period if audited balance sheet is not available, then provisional balance sheet can be submitted.	
10.	Whether OEM or authorized distributor	
11.	Number of service outlets across India	
12.	Good and Service Tax Number	
13.	Income Tax Number	

 संघट्टल बैंक ऑफ इंडिया Central Bank of India संघट्टल बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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14	Whether direct manufacturer or authorized dealers	
15	Name and Address of OEM	
16	Brief Description of after sales service facilities available with the bidder.	
17.	Whether all RFP terms & conditions complied with.	

Signature:

Name:-

Designation:-

Seal of company:

Date:

 संघीय बैंक ऑफ इंडिया Central Bank of India एन सी जे अग्रिम बैंक डिज़ाइन "CENTRAL" TO YOU SINCE 1947	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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Annexure - 5 Letter for Conformity of Product as per RFP

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

Date:

Sir,

Reg : Our bid for RFP for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028.

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

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

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

Compliance	Compliance (Yes / No)	Remarks / Deviations
Terms and Conditions		
Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31 st October 2028		
Scope of Work as Per Annexure - 6		

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

Dated at ____ / ____ day of ____ 2026

Date

Signature with seal
Name
Designation

 संघट्टल बैंक ऑफ़ इंडिया Central Bank of India संघट्टल बैंक ऑफ़ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Annexure - 6 Scope of Work for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

Sr	Broad Scope of Work	Compliance (Yes/No)
1	The Scope of the work is for - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31 st October 2028	

The objective of this RFP is for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028.

The scope of work will broadly cover the following.

- At present, Central Bank of India is using this hardware at CBD Belapur, Hyderabad and Nariman Point. If the said hardware and its peripherals are shifted completely or partially to any other locations on other platforms by bank during the AMC period, bidder must provide support.
- Back-to-Back CISCO support should be available for the above hardware and it's peripheral products by successful bidder.
- The bidder should extend necessary onsite support whenever required by Bank, keeping in view the urgency.
- Update/Subscription Services: The product update/subscription services should be provided to Bank with rights to CISCO product upgrades, maintenance releases and patches released during the AMC period.
- Product Support: Successful bidder must provide onsite Support services to Bank for hardware under AMC. Skilled staff of technical analysts for problem resolution, bug reporting and technical guidance on a 24 x 7 basis.
- Renewal of the AMC contract may be extended further after expiry as per bank's policy and confirmation of extended support from OEM for 2 (Two) years, as per mutually agreed terms between Bank and the successful bidder.

Date

Signature with seal

Name/Designation

 सेंट्रल बँक ऑफ इंडिया Central Bank of India	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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Annexure - 7 Undertaking of Authenticity for - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

Sub: RFP for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

Ref: Tender No. GEM/2026/B/7224493 - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

With reference to the - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028 quoted to your RFP GEM/2026/B/7224493

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

In case of default and we are unable to comply with the above at any time, we agree to return the money if any paid to us by you in this regard.

Date

Signature with seal

Name

Designation

 संघट्टल बैंक ऑफ इंडिया Central Bank of India	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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Annexure - 8 Undertaking for acceptance of terms of RFP

Sub : RFP for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

Ref : Tender No. GEM/2026/B/7224493 RFP for - Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

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

1. We confirm that in case of invocation of any Bank Guarantees submitted to the Bank, we will pay applicable GST on Bank Guarantee amount.
2. We are agreeable to the payment schedule as per "Payment Terms" of the RFP.
3. We here by confirm to undertake the ownership of the subject RFP.
4. We hereby undertake to provide AMC. The charges for the above have been factored in Bill of Material (BOM), otherwise the Bid is liable for rejection. We also confirm that we have not changed the format of BOM.

Date

Signature with seal

Name

Designation

 संघीय बैंक ऑफ इंडिया Central Bank of India संघीय बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Annexure - 9 Manufacturer Authorization Form

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

To
General Manager- IT
Central Bank of India
DIT, Plot no 26, Sector-11
CBD Belapur, Navi Mumbai 400 614

Subject :- Undertaking Letter.

Ref : Tender No. GEM/2026/B/7224493 RFP for - Renewal of Annual Maintenance
Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

Sir,
We (Name of the Manufacturer) who are established and reputable provider of subscription services for certain Renewal of Annual Maintenance Contract for Hardware & Peripherals with address..... , do hereby authorize M/swith address To submit Bid to Central bank of India in response to their Request for Proposal for the Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028

Item No.	AMC for Hardware & Peripherals from CISCO channel partner
1	Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31 st October 2028

Our full support is extended to M/S In respect of Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028. In case M/Sis not able to perform the obligations as per contract during the period of contract, being the Original Equipment Manufacturer, either we will provide the support services directly or through our other authorized service provider acceptable to Central Bank Of India, without any additional cost to the bank, provided valid agreements are put in place.

Thank you for your support and interest in Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028, should you have any queries, please contact us.

Yours Faithfully

Authorized Signatory
Name:
designation

 संघीय बैंक ऑफ इंडिया Central Bank of India संघीय बैंक ऑफ इंडिया	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12 th April 2026 to 31 st October 2028.
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Phone No. Fax E-mail

Annexure-10 Integrity Pact

Between

Central Bank of India hereinafter referred to as **“The Principal”**,

And

..... hereinafter referred to as **“The Bidder/ Contractor”**

Preamble

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

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

Section 1 – Commitments of the Principal

(1.) The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

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

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

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

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

- The Bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal’s employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- The Bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of

 संघीय बैंक ऑफ इंडिया Central Bank of India एन सी जे अग्रेसर बैंक "Bridges" ESSENTIAL TO YOU SINCE 1947	Central Bank of India –Tender No. GEM/2026/B/7224493 Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals from 12th April 2026 to 31st October 2028.
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bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

c. The Bidder(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d. The Bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the

Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only. Copy of the “Guidelines on Indian Agents of Foreign Suppliers” is attached herewith. The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

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

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

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put his reliability or credibility in question, the Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the procedure mentioned in the “Guidelines on Banning of business dealings”. Copy of the “Guidelines on Banning of business dealings” is attached as Annexure-18.

Section 4 – Compensation for Damages

(1) If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.

(2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

(1) The Bidder declares that no previous transgressions occurred in the last three years with any other Bank in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.

(2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in “Guidelines on Banning of business dealings”.

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

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

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

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

Section 8 – Independent External Monitor / Monitors

- (1) The Principal appoints competent and credible Independent External Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. It will be obligatory for him to treat the information and documents of the Bidders/Contractors as confidential. He reports to the Chairman & Managing Director, CENTRAL BANK OF INDIA.
- (3) The Bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Contractor(s)/ Subcontractor(s) with confidentiality. In case of sub-contracting, the Principal Contractor shall take the responsibility of the adoption of the Integrity Pact by the sub-contractor.
- (4) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (5) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action. Parties to this agreement agree that they shall not approach the courts while representing the matter to IEM and will await IEM's decision in the matter.
- (6) The Monitor will submit a written report to the Chairman & Managing Director, CENTRAL BANK OF INDIA within 8 to 10 weeks from the date of reference or intimation to him by the *Principal* and, should the occasion arise, submit proposals for correcting problematic situations.

(7) If the Monitor has reported to the Chairman & Managing Director CENTRAL BANK OF INDIA, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the Chairman & Managing Director CENTRAL BANK OF INDIA has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(8) The word “**Monitor**” would include both singular and plural.

Section 9 – Pact Duration

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

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

Section 10 – Other provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. Mumbai.

(2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.

(3) If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.

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

(5) In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.”

(For & On behalf of the Principal)

(For & On behalf of Bidder/ Contractor)

(Office Seal)

(Office Seal)

Place -----

Date -----

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

Witness 1:

(Name & Address)

Witness 2:

(Name & Address) _____

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1. GUIDELINES FOR INDIAN AGENTS OF FOREIGN SUPPLIERS

1.1 There shall be compulsory registration of agents for all Global (Open) Tender. An agent who is not registered with CENTRAL BANK OF INDIA shall apply for registration in the prescribed Application –Form.

1.2 Registered agents will file an authenticated Photostat copy duly attested by a Notary Public/Original certificate of the principal confirming the agency agreement and giving the status being enjoyed by the agent and the commission/remuneration/salary/ retainer ship being paid by the principal to the agent before the placement of order by CENTRAL BANK OF INDIA.

1.3 Wherever the Indian representatives have communicated on behalf of their principals and the foreign parties have stated that they are not paying any commission to the Indian agents, and the Indian representative is working because of salary or as retainer, a written declaration to this effect should be submitted by the party (i.e. Principal) before finalizing the order

2. DISCLOSURE OF PARTICULARS OF AGENTS/ REPRESENTATIVES IN INDIA. IF ANY.

2.1 Tenderers of Foreign nationality shall furnish the following details in their offer:

2.1.1 The name and address of the agents/representatives in India, if any and the extent of authorization and authority given to commit the Principals. In case the agent/representative be a foreign Bank, it shall be confirmed whether it is real substantial Bank and details of the same shall be furnished.

2.1.2 The amount of commission/remuneration included in the quoted price(s) for such agents/representatives in India.

2.1.3 Confirmation of the Tenderer that the commission/ remuneration if any, payable to his agents/representatives in India, may be paid by CENTRAL BANK OF INDIA in Indian Rupees only.

2.2 Tenderers of Indian Nationality shall furnish the following details in their offers:

2.2.1 The name and address of the foreign principals indicating their nationality as well as their status, i.e., whether manufacturer or agents of manufacturer holding the Letter of Authority of the Principal specifically authorizing the agent to make an offer in India in response to tender either directly or through the agents/representatives.

2.2.2 The amount of commission/remuneration included in the price (s) quoted by the Tenderer for himself.

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2.2.3 Confirmation of the foreign principals of the Tenderer that the commission/remuneration, if any, reserved for the Tenderer in the quoted price (s), may be paid by CENTRAL BANK OF INDIA in India in equivalent Indian Rupees on satisfactory completion of the Project or supplies of Stores and Spares in case of operation items.

2.3 In either case, in the event of contract materializing, the terms of payment will provide for payment of the commission /remuneration, if any payable to the agents/representatives in India in Indian Rupees on expiry of 90 days after the discharge of the obligations under the contract.

2.4 Failure to furnish correct and detailed information as called for in paragraph-2.0 above will render the concerned tender liable to rejection or in the event of a contract materializing, the same liable to termination by CENTRAL BANK OF INDIA. Besides this there would be a penalty of banning business dealings with CENTRAL BANK OF INDIA or damage or payment of a named sum.

3. Guidelines on Banning of Business Dealing

3.1. Introduction

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

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

3.2. Scope

3.2.1 The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and also to suspend business dealings pending investigation. If such provision does not exist in any GCC, the same may be incorporated.

3.2.2 Similarly, in case of sale of material there is a clause to deal with the Agencies / customers / buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.

3.2.3 However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.

3.2.4 The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.

3.2.5 These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.

3.2.6 It is clarified that these guidelines do not deal with the decision of the Management not to entertain any Agency due to its poor / inadequate performance or for any other reason.

3.2.7 The banning shall be with prospective effect, i.e., future business dealings.

4. Definitions

In these Guidelines, unless the context otherwise requires:

i) 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include

a public limited Bank or a private limited Bank, a firm whether registered or not, an individual,

a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer'

in the context of these guidelines is indicated as 'Agency'.

ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:

a) If one is a subsidiary of the other.

b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;

c) If management is common;

d) If one owns or controls the other in any manner;

iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:

a) For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (GAD) shall be the "Competent Authority" for the purpose of these guidelines. Chairman & Managing Director, CENTRAL BANK OF INDIA shall be the "Appellate Authority" in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.

b) For banning of business dealings with Foreign Suppliers of imported goods, "CENTRAL BANK OF INDIA Executive Directors" Committee (EDC) shall be the "Competent Authority".

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The Appeal against the Order passed by EDC, shall lie with Chairman & Managing Director, as First Appellate Authority.

c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.

d) For Zonal Offices only

Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the 'Competent Authority' for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the 'Appellate Authority' in all such cases.

e) For Corporate Office only

For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of GAD shall be the

Competent Authority" and concerned Executive Director (GAD) shall be the "Appellate Authority".

e) Chairman & Managing Director, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

iv) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.

v) 'List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

5 Initiation of Banning / Suspension

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

6. Suspension of Business Dealings

6.1 If the conduct of any Agency dealing with CENTRAL BANK OF INDIA is under investigation by any department (except Foreign Suppliers of imported goods), the Competent Authority may consider whether the allegations under investigation are of a serious nature and whether pending investigation, it would be advisable to continue business dealing with the Agency. If the Competent Authority, after consideration of the matter including the recommendation of the Investigating Department, if any, decides that

it would not be in the interest to continue business dealings pending investigation, it may suspend business dealings with the Agency. The order to this effect may indicate a brief of the charges under investigation. If it is decided that inter-connected Agencies would also come within the ambit of the order of suspension, the same should be specifically stated in the order. The order of suspension would operate for a period not more than six months and may be communicated to the Agency as also to the Investigating Department. The Investigating Department may ensure that their investigation is completed and whole process of final order is over within such period.

6.2 The order of suspension shall be communicated to all Departmental Heads within the Plants / Units. During the period of suspension, no business dealing may be held with the Agency.

6.3 As far as possible, the existing contract(s) with the Agency may continue unless the Competent Authority, having regard to the circumstances of the case, decides otherwise.

6.4 If the gravity of the misconduct under investigation is very serious and it would not be in the interest of CENTRAL BANK OF INDIA, as a whole, to deal with such an Agency pending investigation, the Competent Authority may send his recommendation to ED (GAD), CENTRAL BANK OF INDIA Corporate Office along with the material available. If Corporate Office considers that depending upon the gravity of the misconduct, it would not be desirable for all the Units and Subsidiaries of CENTRAL BANK OF INDIA to have any dealings with the Agency concerned, an order suspending business dealings may be issued to all the Units by the Competent Authority of the Corporate Office, copy of which may be endorsed to the Agency concerned. Such an order would operate for a period of six months from the date of issue.

6.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure: -

i) Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.

ii) Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors Committee (EDC) with ED (GAD) as Convener of the Committee. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.

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

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

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

7. Ground on which Banning of Business Dealings can be initiated

7.1 If the security consideration, including questions of loyalty of the Agency to the State, so warrants.

7.2 If the Director / Owner of the Agency, proprietor or partner of the firm, is convicted by a Court of Law for offences involving moral turpitude in relation to its business dealings with the Government or any other public sector enterprises or CENTRAL BANK OF INDIA, during the last five years.

7.3 If there is strong justification for believing that the Directors, Proprietors, Partners, owner of the Agency have been guilty of malpractices such as bribery, corruption, fraud, substitution of tenders, interpolations, etc.

7.4 If the Agency continuously refuses to return / refund the dues of CENTRAL BANK OF INDIA without showing adequate reason and this is not due to any reasonable dispute which would attract proceedings in arbitration or Court of Law.

7.5 If the Agency employs a public servant dismissed / removed or employs a person convicted for an offence involving corruption or abetment of such offence.

7.6 If business dealings with the Agency have been banned by the Govt. or any other public sector enterprise.

7.7 If the Agency has resorted to Corrupt, fraudulent practices including misrepresentation of facts and / or fudging /forging /tampering of documents.

7.8 If the Agency uses intimidation / threatening or brings undue outside pressure on the Bank (CENTRAL BANK OF INDIA) or it's official in acceptance / performances of the job under the contract.

7.9 If the Agency indulges in repeated and / or deliberate use of delay tactics in complying with contractual stipulations.

7.10 Wilful indulgence by the Agency in supplying sub-standard material irrespective of whether pre-dispatch inspection was carried out by Bank (CENTRAL BANK OF INDIA) or not.

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7.11 Based on the findings of the investigation report of CBI / Police against the Agency for malafide / unlawful acts or improper conduct on his part in matters relating to the Bank (CENTRAL BANK OF INDIA) or even otherwise.

7.12 Established litigant nature of the Agency to derive undue benefit.

7.13 Continued poor performance of the Agency in several contracts.

7.14 If the Agency misuses the premises or facilities of the Bank (CENTRAL BANK OF INDIA), forcefully occupies, tampers or damages the Bank's properties including land, water resources, forests / trees, etc.

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

8. Banning of Business Dealings

8.1 A decision to ban business dealings with any Agency should apply throughout the Bank including Subsidiaries.

8.2 There will be a Standing Committee in each Zone to be appointed by Head of Zonal Office for processing the cases of "Banning of Business Dealings" except for banning of business dealings with foreign suppliers of goods. However, for procurement of items / award of contracts, to meet the requirement of Corporate Office only, the committee shall be consisting of General Manager / Dy. General Manager each from Operations, Law & GAD. Member from GAD shall be the convener of the committee. The functions of the committee shall, inter-alia include:

- i) To study the report of the Investigating Agency and decide if a prima-facie case for Bank-wide / Local unit wise banning exists, if not, send back the case to the Competent Authority.
- ii) To recommend for issue of show-cause notice to the Agency by the concerned department.
- iii) To examine the reply to show-cause notice and call the Agency for personal hearing, if required.
- iv) To submit final recommendation to the Competent Authority for banning or otherwise.

8.3 If Bank wide banning is contemplated by the banning Committee of any Zone, the proposal should be sent by the committee to ED (GAD) through the Head of the Zonal Office setting out the facts of the case and the justification of the action proposed along with all the relevant papers and documents. GAD shall get feedback about that agency from all other Zones and based on this feedback, a prima-facie decision for banning / or otherwise shall be taken by the Competent Authority. At this stage if it is felt by the Competent Authority that there is no sufficient ground for Bank wide banning, then the case shall be sent back to the Head of Zonal Office for further action at the Zone level. If the prima-facie

decision for Bank-wide banning has been taken, ED (GAD) shall issue a show-cause notice to the agency conveying why it should not be banned throughout CENTRAL BANK OF INDIA.

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

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

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

- Banning of the agencies shall apply throughout the Bank including Subsidiaries.
- Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors' Committee (EDC) with ED (GAD) as Convener of the Committee.
- The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
- If EDC opines that it is a fit case for initiating banning action, it will direct ED (GAD) to issue show-cause notice to the agency for replying within a reasonable period.
- On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (GAD) to EDC for consideration & decision.
- The decision of the EDC shall be communicated to the agency by ED (GAD).

9. Removal from List of Approved Agencies - Suppliers / Contractors, etc.

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

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

9.3 Past performance of the Agency may be taken into account while processing for approval of the Competent Authority for awarding the contract.

10 Show-cause Notice

10.1 In case where the Competent Authority decides that action against an Agency is called for, a show-cause notice has to be issued to the Agency. Statement containing the

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imputation of misconduct or misbehavior may be appended to the show-cause notice and the Agency should be asked to submit within 15 days a written statement in its defense.

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

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

- a) For exonerating the Agency if the charges are not established.
- b) For removing the Agency from the list of approved Suppliers / Contactors, etc.
- c) For banning the business dealing with the Agency.

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

11. Appeal against the Decision of the Competent Authority

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

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

12. Review of the Decision by the Competent Authority

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

13. Circulation of the names of Agencies with whom Business Dealings have been banned

13.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.

13.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of

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the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.

13.3 If business dealings with any Agency have been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.

13.4 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents.

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Annexure - 11 Non-Disclosure Agreement

This **NON-DISCLOSURE AGREEMENT** (hereinafter referred as the "**Agreement**") is made at [.....] on this ___ day of _____, 20__ (hereinafter referred as "**Effective Date**")

BETWEEN

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

AND

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

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

WHEREAS

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

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

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

1. Definitions:

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

1.2 “Disclosing Party” means Party disclosing Confidential Information under this Agreement.

1.3 “Receiving Party” means Party receiving Confidential Information from the Disclosing Party under this Agreement.

2. The term Confidential Information shall not include any information which:
- a) is in or comes into the public domain through no fault of the Receiving Party;
 - b) becomes available to the Receiving Party from the third party lawfully without the breach of
any confidentiality obligations by such third party;
 - c) is known or developed by the Receiving Party independently of Disclosing Party’s disclosure
of the Confidential Information to the Receiving Party;
 - d) is disclosed with the written consent of Disclosing Party.

3. The obligations of confidentiality under this Agreement shall not apply to the extent Confidential Information is required to be disclosed by Receiving Party so as to comply with applicable law, regulatory body, or to a valid order of a court, administrative agency or governmental body having authority over the Receiving Party or where disclosure is made in connection with any claim by Receiving Party in connection with any judicial or other proceeding involving the Receiving Party and Disclosing Party relating to this Agreement or the Purpose, provided that the Receiving Party has notified Disclosing Party in writing as soon as reasonably, legally and practicable permissible upon receiving such order and the obligations of non-disclosure under this Agreement is waived off only to the limited extent that Disclosing Party has not been able to obtain waiver or restraining order from disclosure within the timeline by which the Receiving Party is required to comply with such an order.

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

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consultants shall be deemed to be a breach of this Agreement by the Receiving Party and the Receiving Party shall be accordingly liable therefore.

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

5. **Term:** This Agreement shall be valid for the period of contract and **03** months after termination of contract for any reason. Either Party may terminate this Agreement at any time by giving **90** days written notice to the other Party. Unless terminated sooner in accordance with the foregoing sentence, this Agreement shall terminate upon the earlier of:

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

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

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

Notwithstanding the disclosure of any Confidential Information by the Disclosing Party to the Receiving Party, the Disclosing Party shall maintain ownership and all intellectual property and proprietary rights over the Confidential Information. All Confidential Information disclosed under this Agreement remains the exclusive property of the Disclosing Party. Nothing in this Agreement grants the Receiving Party any rights, title, or interest in or to any intellectual property rights, patents, copyrights, trademarks, or other proprietary rights of the Disclosing Party. No license under any trademark, patent or copyright, or application for same which are now or thereafter may be obtained by such Party is either granted or implied by the conveying of Confidential Information. The Receiving Party shall not conceal, alter, obliterate, mutilate, deface, or otherwise interfere with any trademark, trademark notice, copyright notice, confidentiality notice or any notice of any other proprietary right of the Disclosing Party on any copy of the Confidential Information, and shall reproduce any such mark or notice on all copies of such Confidential Information. Likewise, the Receiving Party shall not add or emboss its own or any other any mark, symbol, or logo on such Confidential Information.

7. **Remedies:** The Receiving Party recognizes that Confidential Information is valuable property of the Disclosing Party and in the event of breach of this Agreement

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monetary damages may not be a sufficient remedy. Therefore, without prejudice to other rights or remedies that Disclosing Party may have, it would be entitled to equitable relief, including by way of injunction, as a remedy for any breach or anticipated breach of this Agreement.

8. **Return of confidential information:** Upon written demand of the Disclosing Party, the Receiving Party shall:

- i. Cease using the Confidential Information;
- ii. Return the Confidential Information and all copies, abstract, extracts, samples, notes, or modules thereof to the Disclosing Party within seven [X] days after receipt of notice, and
- iii. Upon request of the Disclosing Party, certify in writing that the Receiving Party has complied with the obligations set forth in this paragraph.
- iv. Failure to comply with these obligations may result in legal action, including but not limited to claims for breach of contract and any associated damages. The Receiving Party's obligations under this agreement regarding the confidentiality of the Confidential Information shall survive the return or destruction of the Confidential Information.

9. This Agreement contains the entire understanding between the Parties with respect to non-disclosure of Confidential Information and supersedes all prior agreements and understanding with respect to this subject. This Agreement may be amended only by written agreement executed by both parties. This Agreement shall be binding on successors and permitted assigns of the parties.

10. **Notification:** Receiving Party shall notify Disclosing Party within [X] days/ hours of discovering any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

11. **Governing Law and Jurisdiction:** This Agreement shall be governed by and construed in accordance with the laws of India without giving effect to the choice of law principles thereof and the parties hereto irrevocably submit to the exclusive jurisdiction of the courts in Mumbai, India.

12. The provisions of this Agreement shall be severable in the event that any of the provisions hereof are held by a court of competent jurisdiction to be invalid, void or otherwise unenforceable, and the remaining provisions shall remain enforceable to the fullest extent permitted by law.

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13. In no event shall either Party, its affiliates, or related entities be liable for consequential, special, indirect, incidental, punitive or exemplary loss, damage, or expense relating to this Agreement (whether in contract, statute, tort (such as negligence), or otherwise).

14. **Indemnity:** The receiving party should indemnify and keep indemnified, saved, defended, harmless against any loss, damage, costs etc. incurred and / or suffered by the disclosing party arising out of breach of confidentiality obligations under this agreement by the receiving party or its officers, employees, agents or consultants. etc.

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

For and on behalf of

Name of Authorized signatory:
Designation:

For and on behalf of
CENTRAL BANK OF INDIA

Name of Authorized signatory:
Designation:

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Annexure - 12 Performance Bank Guarantee

TO,

CENTRAL BANK OF INDIA
MUMBAI

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

1) We, ----- (Bank) (hereinafter called “the Bank”), in consideration of the premises and at the request of the contractor, do hereby guarantee and undertake to pay to the purchaser, forthwith on mere demand and without any demur, at any time upto ----- any money or moneys not exceeding a total sum of Rs----- (Rupees----- --only) as may be claimed by the purchaser to be due from the contractor by way of loss or damage caused to or that would be caused to or suffered by the purchaser by reason of failure of computer hardware to perform as per the said contract, and also failure of the contractor to maintain the computer hardware and systems as per the terms and conditions of the said contract.

2) Notwithstanding anything to the contrary, the decision of the purchaser as to whether computer hardware has failed to perform as per the said contract, and also as to whether the contractor has failed to maintain the computer hardware and systems as per the terms and conditions of the said contract will be final and binding on the Bank and the Bank shall not be entitled to ask the purchaser to establish its claim or claims under this Guarantee but shall pay the same to the purchaser forthwith on mere demand without any demur, reservation, recourse, contest or protest and/or without any reference to the contractor. Any such demand made by the purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the purchaser and the contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority.

3) This Guarantee shall expire on -----; without prejudice to the purchaser’s claim or claims demanded from or otherwise notified to the Bank in writing on or before the said date i.e ----- (this date should be date of expiry of Guarantee which will years from date of Bank Guarantee)

4) The Bank further undertakes not to revoke this Guarantee during its currency except with the previous consent of the purchaser in writing and this Guarantee shall continue to be enforceable till the aforesaid date of expiry or the last date of the extended period of

i) Our liability under this Bank Guarantee shall not exceed Rs------(Rupees-----only);

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- ii) This Bank Guarantee shall be valid up to -----(date of expiry of PBG) and
- iii) We are liable to pay the Guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ----- (date of expiry of Guarantee plus claim period= claim date)

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

Date this ----- day of ----- 2026 at -----

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

sd/- -----

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Annexure - 13 Bid Security Format

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

Dear Sir,

In response to your invitation to respond to your RFP for Renewal of Annual Maintenance Contract for Hardware & Peripherals from 12th April 2026 to 31st October 2028 M/s _____ having their registered office at _____ (hereinafter called the Bidder") wishes to respond to the said Request for Proposal (RFP) and submit the proposal Implementation of _____ as listed in the RFP document.

Whereas the "Bidder" has submitted the proposal in response to RFP, we, the _____ Bank having our head office _____ hereby irrevocably guarantee an amount of Rs. ----- as bid security as required to be submitted by the, Bidder" as a condition for participation in the said process of RFP.

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

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

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

Yours faithfully,

For and on behalf of _____ Bank Authorized Official

Annexure - 14 Guidelines on banning of business dealing

Sr. Contents

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

1. Introduction

- 1.1 Central Bank of India, being a Public Sector Enterprise and 'State', within the meaning of Article 12 of Constitution of India, has to ensure preservation of rights enshrined in Chapter III of the Constitution. CENTRAL BANK OF INDIA has also to safeguard its commercial interests. CENTRAL BANK OF INDIA deals with Agencies, who have a very high degree of integrity, commitments and sincerity towards the work undertaken. It is not in the interest of CENTRAL BANK OF INDIA to deal with Agencies who commit deception, fraud or other misconduct in the execution of contracts awarded / orders issued to them. In order to ensure compliance with the constitutional mandate, it is incumbent on CENTRAL BANK OF INDIA to observe principles of natural justice before banning the business dealings with any Agency.
- 1.2 Since banning of business dealings involves civil consequences for an Agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if tendered, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.

2. Scope

- 2.1. The General Conditions of Contract (GCC) of CENTRAL BANK OF INDIA generally provide that CENTRAL BANK OF INDIA reserves its rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct and to suspend business dealings pending investigation.
- 2.2. Similarly, in case of sale of material there is a clause to deal with the Agencies / customers / buyers, who indulge in lifting of material in unauthorized manner. If such a stipulation does not exist in any Sale Order, the same may be incorporated.
- 2.3. However, absence of such a clause does not in any way restrict the right of Bank (CENTRAL BANK OF INDIA) to take action / decision under these guidelines in appropriate cases.

- 2.4. The procedure of (i) Removal of Agency from the List of approved suppliers / contractors; (ii) Suspension and (iii) Banning of Business Dealing with Agencies, has been laid down in these guidelines.
- 2.5. These guidelines apply to all the Units and subsidiaries of CENTRAL BANK OF INDIA.
- 2.6. It is clarified that these guidelines do not deal with the decision of the Management not to entertain any particular Agency due to its poor / inadequate performance or for any other reason.
- 2.7. The banning shall be with prospective effect, i.e., future business dealings.

In these Guidelines, unless the context otherwise requires:

- i) 'Party / Contractor / Supplier / Purchaser / Customer/Bidder/Tenderer' shall mean and include a public limited Bank or a private limited Bank, a firm whether registered or not, an individual, a cooperative society or an association or a group of persons engaged in any commerce, trade, industry, etc. 'Party / Contractor / Supplier / Purchaser / Customer/ Bidder / Tenderer' in the context of these guidelines is indicated as 'Agency'.
- ii) 'Inter-connected Agency' shall mean two or more companies having any of the following features:
 - a) If one is a subsidiary of the other.
 - b) If the Director(s), Partner(s), Manager(s) or Representative(s) are common;
 - c) If management is common;
 - d) If one owns or controls the other in any manner;
- iii) 'Competent Authority' and 'Appellate Authority' shall mean the following:
 - a) For Bank (entire CENTRAL BANK OF INDIA) wide Banning Executive Director (GAD) shall be the "Competent Authority" for the purpose of these guidelines. Chairman & Managing Director, CENTRAL BANK OF INDIA shall be the "Appellate Authority" in respect of such cases except banning of business dealings with Foreign Suppliers of imported coal/coke.
 - b) For banning of business dealings with Foreign Suppliers of imported goods, CENTRAL BANK OF INDIA Executive Directors" Committee (EDC) shall be the "Competent Authority". The Appeal against the Order passed by EDC, shall lie with Chairman & Managing Director, as First Appellate Authority.
 - c) In case the foreign supplier is not satisfied by the decision of the First Appellate Authority, it may approach CENTRAL BANK OF INDIA Board as Second Appellate Authority.
 - d) For Zonal Offices only
Any officer not below the rank of Deputy General Manager appointed or nominated by the Head of Zonal Office shall be the "Competent Authority" for the purpose of these guidelines. The Head of the concerned Zonal Office shall be the "Appellate Authority" in all such cases.
 - e) For Corporate Office only
For procurement of items / award of contracts, to meet the requirement of Corporate Office only, Head of GAD shall be the "Competent Authority" and concerned Executive Director (GAD) shall be the "Appellate Authority".
 - f) Chairman & Managing Director, CENTRAL BANK OF INDIA shall have overall power to take suo-moto action on any information available or received by him and pass

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such order(s) as he may think appropriate, including modifying the order(s) passed by any authority under these guidelines.

- iv) 'Investigating Department' shall mean any Department or Unit investigating into the conduct of the Agency and shall include the Vigilance Department, Central Bureau of Investigation, the State Police or any other department set up by the Central or State Government having powers to investigate.
- v) 'List of approved Agencies - Parties / Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers shall mean and include list of approved / registered Agencies - Parties/ Contractors / Suppliers / Purchasers / Customers / Bidders / Tenderers, etc.

4. Initiation of Banning / Suspension

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

5. Suspension of Business Dealings

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

- 5.5 For suspension of business dealings with Foreign Suppliers of imported goods, following shall be the procedure :-
- i. Suspension of the foreign suppliers shall apply throughout the Bank including Subsidiaries.
 - ii. Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors Committee (EDC) with ED (GAD) as Convenor of the Committee. The committee shall expeditiously examine the report, give its comments/recommendations within twenty one days of receipt of the reference by ED, GAD.
 - iii. If EDC opines that it is a fit case for suspension, EDC may pass necessary orders which shall be communicated to the foreign supplier by ED, GAD.
- 5.6 If the Agency concerned asks for detailed reasons of suspension, the Agency may be informed that its conduct is under investigation. It is not necessary to enter into correspondence or argument with the Agency at this stage.
- 5.7 It is not necessary to give any show-cause notice or personal hearing to the Agency before issuing the order of suspension. However, if investigations are not complete in six months' time, the Competent Authority may extend the period of suspension by another three months, during which period the investigations must be completed.

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

- ## 7 Banning of Business Dealings

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

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

- Banning of the agencies shall apply throughout the Bank including Subsidiaries.
- Based on the complaint forwarded by ED (GAD) or received directly by Corporate Vigilance, if gravity of the misconduct under investigation is found serious and it is felt that it would not be in the interest of CENTRAL BANK OF INDIA to continue to deal with such agency, pending investigation, Corporate Vigilance may send such recommendation on the matter to Executive Director, GAD to place it before Executive Directors" Committee (EDC) with ED (GAD) as Convener of the Committee.
- The committee shall expeditiously examine the report, give its comments/ recommendations within twenty one days of receipt of the reference by ED, GAD.
- If EDC opines that it is a fit case for initiating banning action, it will direct ED (GAD) to issue show-cause notice to the agency for replying within a reasonable period.
- On receipt of the reply or on expiry of the stipulated period, the case shall be submitted by ED (GAD) to EDC for consideration & decision.
- The decision of the EDC shall be communicated to the agency by ED (GAD).

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

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

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

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

9 Show-cause Notice

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

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

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

- a) For exonerating the Agency if the charges are not established;
- b) For removing the Agency from the list of approved Suppliers / Contractors, etc.
- c) For banning the business dealing with the Agency.

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

10 Appeal against the Decision of the Competent Authority

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

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

11 Review of the Decision by the Competent Authority

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

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

12.1 Depending upon the gravity of misconduct established, the Competent Authority of the Corporate Office may circulate the names of Agency with whom business dealings have been banned, to the Government Departments, other Public Sector Enterprises, etc. for such action as they deem appropriate.

12.2 If Government Departments or a Public Sector Enterprise request for more information about the Agency with whom business dealings have been banned, a copy of the report of Inquiring Authority together with a copy of the order of the Competent Authority / Appellate Authority may be supplied.

12.3 If business dealings with any Agency has been banned by the Central or State Government or any other Public Sector Enterprise, CENTRAL BANK OF INDIA may, without any further enquiry or investigation, issue an order banning business dealing with the Agency and its inter-connected Agencies.

12.4 Based on the above, Zonal Offices may formulate their own procedure for implementation of the Guidelines and same be made a part of the tender documents.

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Annexure - 15: Land Border Sharing Undertaking Letter

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

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

Date:

Sir,

Sub: RFP for Renewal of Annual Maintenance Contract (AMC) of Hardware and peripherals of RTGS, NEFT & CCIL Servers

Dear Sir/Madam,

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

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

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

Strike off whichever is not applicable

1. “I/we have read the clause regarding restrictions on procurement from a bidder of the country which shares a land border with India; I/ we certify that _____ is not from such a country.
2. “I/we have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; I/we certify that _____ is from such a country. I hereby certify that _____ fulfils all requirements in this regard and is eligible to be considered. [Valid registration by the Competent Authority is attached]”

Further, in case the work awarded to us, I/we undertake that I/we shall not subcontract

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any of assigned work under this engagement without the prior permission of Bank.

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

We, hereby confirm that we fulfil all the eligibility criteria as per the office memorandum/ order mentioned above and RFP and we are eligible to participate in the Tender process. We also agree and accept that if our declaration and confirmation is found to be false at any point of time including after awarding the contract, Bank shall be within its rights to forthwith terminate the contract/ bid without notice to us and initiate such action including legal action in accordance with law. Bank shall also be within its right to forfeit the security deposits/ earnest money provided by us and also recover from us the loss and damages sustained by the Bank on account of the above.

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

Dated this _____ by _____20__

Yours faithfully,

Authorized Signatory

Name:

Designation:

Bidder’s Corporate Name:

Address:

Email & Phone No.:

List of documents enclosed:

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

Annexure - 16: Commercial Bill of Material

Renewal of Annual Maintenance Contract for Hardware & Peripherals

1. Period from 12th April 2026 to 11th April 2027 (AMC for First Year)
2. Period from 12th April 2027 to 11th April 2028 (AMC for Second Year)
3. Period from 12th April 2028 to 31st October 2028 (AMC for Remaining Period)

SR.NO.	ITEM	QTY	1ST YEAR AMC COST	2ND YEAR AMC COST	AMC FOR REMAINING PERIOD	TOTAL AMT	GST	TOTAL AMOUNT INCLUDING GST/TAX
			(A)	(B)	(C)	(D)	(E)	(F)
						(A+B+C)	GST ON COST MENTIONED IN (D)	(D+E)
1	CISCO- UCSC- C240- M5SX Server	13						
2	KVM Switch & Monitor	3						
TOTAL COST								

Note: Provide cost for all 13 Servers in respective Column A, B & C at SR. No. 1 and cost for all 3 KVM Switches & Monitors in respective Column A, B & C at SR. No. 2

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

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

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

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Pre-Bid query response to Tender No. GEM/2026/B/7224493 for Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware and peripherals from 12th April 2026 to 31st October 2028.

S. No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Response from Bank team
1	12	7. Scope of Work	Payment will be made on quarterly basis on completion of quarter, i.e. the AMC charges will be paid after completion of each quarter.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on
2	17	15.1(a) Payment Terms	15(a) Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	submission of valid invoices and quarterly preventive maintenance reports. However, Payment can be made quarterly/annually in advance against submission of equal amount of Bank Guarantee along with submission of valid invoices and quarterly preventive maintenance reports.
3	14	8. BOM (Bill of Material)	14,15,16 KVM Switch & Monitor	We request Bank to clarify the vendor of the KVM switch and Monitors mentioned in the Bill of Materials	OEM of the KVM switch and Monitors - M/s Aten International Co. Ltd.

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4	13	8. BOM (Bill of Material)	2. CSO-UCSCC240-M5SX- Serial No- WMP2431006E	Need Serial No Correction - Serial No- should be - WMP2435006E	It is clarified that the correct Serial No is WMP2435006E
5	13	8. BOM (Bill of Material)	3. CSO-UCSCC240-M5SX- Serial No- WMP2431006M	Need Serial No Correction - Serial No- should be - WMP2435006M	It is clarified that the correct Serial No is WMP2435006M
6	14	8. BOM (Bill of Material)	9. CSO-UCSCC240-M5SX- Serial No- WZP242900011	Need Serial No Correction - Serial No- should be - WZP24290011	It is clarified that the correct Serial No is WZP24290011
7	14	8. BOM (Bill of Material)	14. KVM Switch & Monitor- Serial No- AAKA-A12-0001	Confirm the make and model number to check with OEM	M/s Aten International Co. Ltd. Model - LCD KVM SWITCH - CL5716M
8	14	8. BOM (Bill of Material)	15. KVM Switch & Monitor- Serial No- AAK7-983-0003	Confirm the make and model number to check with OEM	M/s Aten International Co. Ltd. Model - LCD KVM SWITCH - CL5716M
9	14	8. BOM (Bill of Material)	16. KVM Switch & Monitor- Serial No- AAK7-983-0004	Confirm the make and model number to check with OEM	M/s Aten International Co. Ltd. Model - LCD KVM SWITCH - CL5716M
10	13	7.7 Scope of Work	The bidder will respond to a site visit within 2 hours and repair or replace faulty device/part within 24 hours	Bidder should respond the to the site visit within 2 hours.	Bidder should acknowledge the query raised by means of telephone, mail or any kind of communication within the 2 hours.
11	13	7.7 Scope of Work	The bidder will respond to a site visit within 2 hours and repair or replace faulty device/part within 24 hours	Query regarding unserviceable part.	Unserviceable / faulty part should be replaced by bidder on his own cost within 24 hours.

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Corrigendum to the Tender No. GEM/2026/B/7224493 dated 11/02/2026 for Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware and peripherals from 12th April 2026 to 31st October 2028.

Corrigendum to the Tender No. GEM/2026/B/7224493 dated 11/02/2026 for Renewal of Annual Maintenance Contract (AMC) of CISCO Hardware and peripherals from 12th April 2026 to 31st October 2028. Annexure - II					
S.No	RFP Page No.	RFP Clause No.	Original RFP Clause	Query sought/ Suggestions of the Bidder	Response from Bank team
1	12	7. Scope of Work	Payment will be made on quarterly basis on completion of quarter, i.e. the AMC charges will be paid after completion of each quarter.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports. However, Payment can be made
2	17	15.1(a) Payment Terms	15(a) Payment will be made after completion of each quarter, i.e. the AMC charges will be paid on completion of each quarter on submission of valid invoices and quarterly preventive maintenance reports.	Please make the payment terms as 100% annually advance against equal bank Guarantee.	quarterly/annually in advance against submission of equal amount of Bank Guarantee along with submission of valid invoices and quarterly preventive maintenance reports.