



**रिज़र्व बैंक स्टाफ महाविद्यालय / RESERVE BANK STAFF COLLEGE**  
**सूचना प्रौद्योगिकी कक्ष, / Information Technology Cell,**  
**चेन्नै - 600 018**

**निविदा आमंत्रित करने की सूचना (एनआईटी)**

**रिज़र्व बैंक स्टाफ कॉलेज (आरबीएससी), चेन्नई में कंप्यूटर हार्डवेयर, सॉफ्टवेयर और बाह्य उपकरणों के लिए वार्षिक रखरखाव अनुबंध (एमसी) और सुविधा प्रबंधन सेवा (एफएमएस)**

रिज़र्व बैंक स्टाफ कॉलेज (जिसे आगे "कॉलेज" या "आरबीएससी" कहा जाएगा) इस निविदा की शर्तों के अधीन, रिज़र्व बैंक स्टाफ कॉलेज (आरबीएससी), चेन्नई में कंप्यूटर हार्डवेयर, सॉफ्टवेयर और पेरिफेरल्स के लिए "वार्षिक रखरखाव अनुबंध (एमसी) और सुविधा प्रबंधन सेवा (एफएमएस)" प्रदान करने के लिए पात्र निविदाकारों से ई-निविदाएं आमंत्रित करता है। यह अनुबंध 1 अक्टूबर 2025 से 31 मार्च 2026 तक छह महीने की अवधि के लिए वैध होगा और ठेकेदार द्वारा प्रदान की गई संतोषजनक सेवा/कार्यान्वयन के अधीन, आपसी सहमति से, इसे वार्षिक आधार पर अधिकतम दो और वर्षों या अन्य कम अवधियों के लिए बढ़ाया जा सकता है।

निविदा प्रक्रिया एमएसटीसी लिमिटेड के ई-टेंडरिंग पोर्टल (<https://www.mstcecommerce.com/eprocn>) के माध्यम से की जाएगी। इच्छुक निविदाकर्ताओं को निविदा प्रक्रिया में भाग लेने के लिए उपर्युक्त वेबसाइट के माध्यम से एमएसटीसी लिमिटेड के साथ अपना पंजीकरण कराना होगा।

सभी इच्छुक निविदाकारों को ई-टेंडर से संबंधित निर्देशों के अनुसार, सभी सहायक दस्तावेजों के साथ, सभी तरह से पूर्ण, अपना प्रस्ताव (निविदा-भाग-I और भाग-II) इलेक्ट्रॉनिक रूप से एमएसटीसी पोर्टल के माध्यम से 29 अगस्त 2025 को या उससे पहले, दोपहर 02:00 बजे तक जमा करना चाहिए। कार्य की अनुमानित लागत ₹9,05,000/- है। निविदाकार निविदा में निर्धारित अनुसार ₹18,100/- (केवल अठारह हजार एक सौ रुपये) की वापसी योग्य बयाना राशि के साथ निविदा प्रस्ताव जमा करेंगे। निविदा की तकनीकी बोलियां (भाग-I) इलेक्ट्रॉनिक रूप से 29 अगस्त 2025 को दोपहर 03:00 बजे खोली जाएंगी। अनुसूची में इंगित किसी भी तारीख को अवकाश घोषित किए जाने की स्थिति में, अगला कार्य दिवस यहां उल्लिखित संबंधित उद्देश्य के लिए प्रभावी हो जाएगा। केवल उन निविदाकारों की वित्तीय बोली (भाग-II), जो अपने भाग-I दस्तावेजों के मूल्यांकन के आधार पर पात्र पाए जाएंगे, बाद में केवल इलेक्ट्रॉनिक मोड के माध्यम से पात्र निविदाकारों को उचित सूचना देकर खोली जाएगी।

निविदा दस्तावेज़ RBI की वेबसाइट [www.rbi.org.in](http://www.rbi.org.in) के निविदा खंड और [www.mstcecommerce.com](http://www.mstcecommerce.com) दोनों से डाउनलोड किया जा सकता है। इस निविदा के संबंध में कोई भी संशोधन/शुद्धिपत्र/स्पष्टीकरण केवल RBI की वेबसाइट/MSTC ई-पोर्टल पर अपलोड किया जाएगा और समाचार पत्र में प्रकाशित नहीं किया जाएगा। निविदाकर्ता को बोली जमा करने से पहले किसी भी संशोधन/शुद्धिपत्र/स्पष्टीकरण के लिए उपरोक्त वेबसाइट/ई-पोर्टल की जांच करनी चाहिए। कॉलेज को

निविदा को रद्द करने, संशोधित करने और निविदा जमा करने की समय सीमा बढ़ाने का अधिकार होगा। इसके अलावा, कॉलेज सबसे कम निविदा को स्वीकार करने के लिए बाध्य नहीं है और किसी भी निविदा को पूर्ण या आंशिक रूप से स्वीकार करने का अधिकार सुरक्षित रखता है। कॉलेज को बिना कोई कारण बताए किसी या सभी निविदाओं को अस्वीकार करने का अधिकार है।

07 अगस्त, 2025

मुख्य महाप्रबंधक/ प्रधानाचार्य  
रिजर्व बैंक स्टाफ कॉलेज  
359 अन्ना सालै  
तेनामपेट  
चेन्नई – 600018

### निविदा अनुसूची (एसओटी)

ई-निविदा सं	ई-निविदा - सं. आरबीआई/रिज़र्व बैंक स्टाफ कॉलेज/एस्टेट/2/25-26/ईटी/380
निविदा का नाम	रिज़र्व बैंक स्टाफ कॉलेज (आरबीएससी), चेन्नई में कंप्यूटर हार्डवेयर, सॉफ्टवेयर और बाह्य उपकरणों के लिए वार्षिक रखरखाव अनुबंध (एएमसी) और सुविधा प्रबंधन सेवा (एफएमएस)
निविदा का माध्यम	ई-खरीदारी प्रणाली (ऑनलाइन भाग - I - पूर्व-योग्यता मानदंड और तकनीकी- वाणिज्यिक बोली और भाग - II - मूल्य बोली <a href="http://www.mstcecommerce.com/eproc">www.mstcecommerce.com/eproc</a> के माध्यम से)
निविदा आमंत्रित करने की सूचना की तिथि (एनआईटी) पार्टियों को डाउनलोड करने के लिए उपलब्ध	07 अगस्त, 2025 दोपहर 02:00 बजे से
बयाना राशि जमा (सूक्ष्म एवं लघु उद्यमों को ईएमडी जमा करने से छूट प्राप्त है)	प्रत्येक निविदाकर्ता से ₹18,100/- (अठारह हजार एक सौ रुपये मात्र)
बोली पूर्व बैठक	14 अगस्त, 2025 को सुबह 11:30 बजे कॉन्फ्रेंस रूम, आरबीएससी में
निम्नलिखित ऑन लाइन लिंक पर तकनीकी-वाणिज्यिक बोली और मूल्य बोली प्रस्तुत करने के लिए ई-निविदा शुरू करने की तिथि <a href="http://www.mstcecommerce.com/eproc">www.mstcecommerce.com/eproc</a>	19 अगस्त, 2025 सुबह 11 बजे से
तकनीकी-वाणिज्यिक बोली और मूल्य बोली की ऑनलाइन ई-निविदा प्रस्तुत करने की अंतिम तिथि	29 अगस्त, 2025 दोपहर 02:00 बजे
निविदा खुलने की तिथि/समय/स्थान भाग-I	29 अगस्त, 2025 को दोपहर 3:00 बजे रिज़र्व बैंक स्टाफ कॉलेज में। (भाग-II, भाग-I के मूल्यांकन के बाद किसी अन्य तिथि पर खोला जाएगा। योग्य निविदाकर्ताओं को भाग-II के खुलने की सूचना दी जाएगी)
लेनदेन शुल्क	एमएसटीसी पोर्टल में उल्लिखित लेनदेन शुल्क का भुगतान, एमएसटीसी भुगतान गेटवे के माध्यम से एनईएफटी/आरटीजीएस द्वारा एमएसटीसी लिमिटेड के पक्ष में किया जाएगा।

भविष्य में निविदा में यदि कोई संशोधन/शुद्धिपत्र जारी किया जाएगा तो उसे केवल आरबीआई वेबसाइट और एमएसटीसी वेबसाइट पर ही अधिसूचित किया जाएगा तथा समाचार पत्र में प्रकाशित नहीं किया जाएगा।



**RESERVE BANK STAFF COLLEGE, CHENNAI -600 018**  
**INFORMATION TECHNOLOGY CELL (I T CELL)**

**Part I**

**e-Tender – No. RBI/Reserve Bank Staff College/Estate/2/25-26/ET/380**  
**for**

**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for**  
**Computer Hardware, Software and Peripherals at Reserve Bank Staff College**  
**(RBSC), Chennai.**

**Period of Contract: - 01.10.2025 to 31.03.2026.**

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

**Address** \_\_\_\_\_

**Due Date and time of Submission of e-Tender: 02.00 PM on August 29, 2025**

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## Notice Inviting Tender (NIT)

The Reserve Bank Staff College (hereinafter referred to as “the College” or “R B S C”) invites e-Tenders from eligible tenderers for providing “**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank Staff College (RBSC), Chennai**”, subject to the terms and conditions of this Tender. The contract will be valid for a period of six months from 1<sup>st</sup> October 2025 to 31<sup>st</sup> March 2026 and is extendable on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance/service rendered by the contractor.

The Tendering will be done through the e-Tendering portal of MSTC Ltd (<https://www.mstcecommerce.com/eprocn>). Interested tenderers must register themselves with MSTC Ltd through the above-mentioned website to participate in the tendering process. The Schedule of Tender is given in page 4.

All interested tenderers should electronically submit their proposal (Tender -Part-I & Part-II), as per the instructions regarding e-Tender, along with all supporting documents, complete in all respect, through MSTC portal on or before August 29, 2025, **up to 02:00 p.m.** Estimated cost of the work is ₹ 9,05,000/-. Tenderers shall submit the tender proposal along with a refundable Earnest Money Deposit of **₹ 18,100/- (Rupees Eighteen thousand and one hundred only)**, as prescribed in the Tender. The technical bids (Part - I) of the Tender will be opened electronically on **August 29, 2025, at 03:00 pm**. In the event of any date indicated in the schedule being declared a holiday, the next working day shall become operative for the respective purpose mentioned herein. Financial bid (Part - II) of only those tenderers, who are found to be eligible on evaluation of their Part - I documents, will be opened on a later date with due intimation to the eligible tenderers only via electronic mode.

Tender document can be downloaded from both the RBI website [www.rbi.org.in](http://www.rbi.org.in), under tender section and [www.mstcecommerce.com](http://www.mstcecommerce.com). Any Amendment(s) / Corrigendum / Clarification(s) with respect to this Tender shall be uploaded only on the RBI website / MSTC e-portal and will not be published in the newspaper. The Tenderer should check the above website / e-portal for any Amendment / Corrigendum / Clarification before submitting the bid. The College shall have the right to cancel, modify the Tender and extend the deadline for submission of Tender. Further, the College is not bound to accept the lowest Tender and reserves the right to accept any Tender, either in full or in part. The College reserves the right to reject any or all the Tenders without assigning any reason thereof.

Principal  
Reserve Bank Staff College  
359, Anna Salai, Teynampet, Chennai- 600018

**RESERVE BANK STAFF COLLEGE, CHENNAI**  
**INFORMATION TECHNOLOGY CELL (IT CELL)**

**DISCLAIMER**

The Reserve Bank Staff College (RBSC), Information Technology Cell (IT Cell), Chennai, has prepared this document to give background information on the Tender to the interested parties. While RBSC has taken due care in the preparation of the information contained herein and believe it to be in order, neither the Reserve Bank of India (RBI) nor any of its authorities or agencies nor any of their respective officers, employees, agents or advisors give any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so and they do not rely only on the information provided by the College in submitting the Tender. The information is provided on the basis that it is non-binding on the RBI or any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

The RBSC reserves the right not to proceed with the Contract or to change the configuration of the Contract, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the matter further with any party expressing interest. No reimbursement of cost of any type will be paid to persons or entities expressing interest.

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### **SCHEDULE OF TENDER (SOT)**

a. e-Tender No.	<b>e-Tender – No. RBI/Reserve Bank Staff College/Estate/2/25-26/ET/380</b>
b. Name of Tender	Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank Staff College (RBSC), Chennai.
c. Mode of Tender	e-Procurement System (Online Part - I – Pre-qualification criteria and Techno-Commercial Bid and Part - II - Price Bid through <a href="http://www.mstcecommerce.com/eprocn">www.mstcecommerce.com/eprocn</a> )
d. Date of Notice Inviting Tender (NIT) available to parties to download	August 07, 2025, from 02:00 PM
e. Earnest Money Deposit (Micro and Small Enterprises are exempted from remittance of EMD)	<b>₹18,100/- (Rupees eighteen thousand and one hundred only)</b> from each tenderer
f. Pre-Bid Meeting	August 14, 2025, at 11.30 A M at Conference Room, RBSC
g. Date of Starting of e-Tender for submission of online Techno-Commercial Bid and price Bid at <a href="http://www.mstcecommerce.com/eprocn">www.mstcecommerce.com/eprocn</a>	August 19, 2025, from 11:00A M
h. Date of closing of online e-Tender for submission of Techno-Commercial Bid & Price Bid	August 29, 2025, at 02:00 P M
i. Date / Time / Venue of opening of Tender Part - I	August 29, 2025, at 03:00 P M at the Reserve Bank Staff College. (Part - II will be opened on a later date after evaluation of Part - I. Opening of Part - II will be intimated to qualified tenderers)
j. Transaction Fee	Payment of Transaction Fee, as mentioned in the MSTC portal, through MSTC payment gateway by NEFT / RTGS in favour of MSTC LIMITED
k. Address for Communication	The Principal Reserve Bank Staff College 359, Anna Salai, Teynampet Chennai - 600 018 e-mail: <a href="mailto:principalrbsc@rbi.org.in">principalrbsc@rbi.org.in</a>



## **IMPORTANT INSTRUCTIONS FOR E-PROCUREMENT**

Bidders are requested to read the terms & conditions of this tender before submitting their online tender.

### **Process of E-tender:**

- A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his / their bids electronically. Electronic Bidding for submission of Technical Bid as well as Financial Bid will be done over the internet.

MSTC Version (V3): Vendor must have valid Class - III Digital Signature both Signing & Encryption type Certificate to participate in tenders. Vendors are to make his / their own arrangement for bidding from a Personal Computer / Laptop connected with Internet. The registration guide and Edge setting are available under System Settings.

Special Note: The technical bid and the commercial bid have to be submitted online at [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn)

- 1) Vendors are required to register themselves online with [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn)

### **B) Contact Persons (RBI):**

1. Smt Nabonita Basak, (AGM, IT Cell), Landline: 044 - 24302731
  2. Shri. Mohan K (Manager, IT Cell), Landline: 044 - 24302730
  3. Shri Kalimuddin Syed (AM, IT Cell), Landline: 044 - 24302743
- Email: [itcellrbcs@rbi.org.in](mailto:itcellrbcs@rbi.org.in)

### **Contact Persons (MSTC Ltd):**

1. MSTC Helpline numbers: 7338878731, 7338878732, 7338878733
2. Shri J Damodaran – Mobile No. 9841002253
3. Shri Shanmugam, Mobile No.: 9176397264

Google hangout ID - (for text chat) - [mstceproc@gmail.com](mailto:mstceproc@gmail.com)

- C) The Techno-commercial Bid and Price Bid shall have to be submitted online at [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn). Tenders will be opened electronically on specified date and time as given in the Tender.

- D) All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.

**Special Note towards Transaction fee:**

The vendors shall pay the transaction fee using “**Transaction Fee Payment**” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit / Debit Card / Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized, and the vendor shall be receiving a system generated mail.

**Transaction fee is non-refundable.** The vendor will not have the access to online e-tender without making the payment towards transaction fee.

**NOTE:**

**Bidders are advised to remit the transaction fee well in advance before the closing time of the event so as to give themselves sufficient time to submit the bid.**

Information about tenders / corrigendum uploaded shall be sent by email only during the process till finalization of tender. Hence the vendors are required to ensure that their Email ID provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).

E-tender cannot be accessed after the due date and time mentioned in NIT.

**Bidding in e-tender:**

- a) Vendor(s) need to submit necessary Transaction fees to be eligible to bid online in the e tender. Transaction fees are non-refundable.
- b) The process involves Electronic Bidding for submission of Technical and Financial Bid.
- c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website [www.mstcecommerce.com](http://www.mstcecommerce.com)
- d) The vendor should allow running JAVA application.
- e) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to be filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid.
- f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.

- g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.
- i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.
- j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between the Buyer and Vendor for execution of supply.
- k) It is mandatory that all bids are submitted with digital signature certificate, otherwise the same will not be accepted by the system.
- l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- m) **No deviation of the terms and conditions of the tender document is acceptable.** Submission of bid in the e-tender floor by any vendor confirms his / their acceptance of terms & conditions for the tender. Any order resulting from this tender shall be governed by the terms and conditions mentioned therein. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reasons thereof.
- Vendors are requested to read the vendor guide and see the video in the page [www.mstcecommerce.com/eprocn](http://www.mstcecommerce.com/eprocn) to familiarize them with the system before bidding.
- Vendors are requested to quote item rates including GST on each item in Price Bid. Thus, the final total amount shown in the system will be the final bid amount. No change in the quoted rates will be accepted after opening of the tender. MSTC portal will be available for uploading documents and rates on dates specified in the Schedule of Tender.**

**Part-I**  
**Section-I**

**Form of Tender**

Place:

Date:

To

The Principal  
Reserve Bank Staff College  
No. 359, Anna Salai,  
Teynampet Chennai – 600 018

Sir

**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for  
Computer Hardware, Software and Peripherals at Reserve Bank Staff College  
(RBSC), Chennai.**

I / We, having examined and understood the specifications, requirements and terms and conditions relating to the works specified in the Memorandum hereinafter set out and having visited and examined the site of the works specified in the said Memorandum and having acquired the requisite information relating thereto as affecting the Tender, I / We hereby offer to execute the works specified in the said Memorandum at the rates mentioned in the attached Schedule of Quantities ([Annexure I](#)) and in accordance, in all respect, with the specifications and instructions in writing referred to in the Articles of Agreement, Nature and Scope of Work, General Terms and Conditions, Schedule of Quantities and Conditions of Tender / Contract and in all other respects in accordance with such conditions so far as they may be applicable.

**MEMORANDUM**

(a)	Description of works	Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank Staff College (RBSC), Chennai.
(b)	Estimated cost	Rs.9,05,000/-
(c)	Earnest Money	₹18,100/- (Rupees eighteen thousand one hundred only)
(d)	Period of Contract	Initially, the contract will be awarded for six months from October 01, 2025 to March 31, 2026. The tenure may thereafter be extended for further period, on mutual consent, subject to satisfactory performance / service rendered by the contractor.
(e)	Rates	Rates are to be quoted as per the details shown in <a href="#">Annexure I</a> . The rates shall be in alignment with the prevailing Central Government minimum wages as stipulated at para 20 (i) of Section IV.



(Signature with seal)

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Address : \_\_\_\_\_

: \_\_\_\_\_

Place : \_\_\_\_\_

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

Telephone No. : \_\_\_\_\_ Fax No : \_\_\_\_\_

E-mail : \_\_\_\_\_

Witnesses

(1) Signature with  
Name, Address& Date

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(2) Signature with  
Name, Address& Date

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Part-1

### Section- II

#### Pre-qualification and Tenderer's Eligibility Criteria

E-Tenders are invited from eligible tenderers for providing “**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals**” at Reserve Bank Staff College (RBSC), Chennai. The contract will be initially for a period of 06 (six) months, commencing from October 01, 2025, and extendable for further short periods or for a period of two years (One year at a time) at the same rate / mutually agreed rate at the sole discretion of the College, depending on the performance/service rendered by the Contractor. The e-Tenders comprising both Part I and Part II (price Bid) shall be submitted through the MSTC website under RBI portal **not later than 02:00 PM on August 29, 2025**. Duly filled- in details of Part - I of Tender should be uploaded in the MSTC portal and Part II (Price Bid) should be submitted on-line in Price Bid format of MSTC portal. Any indication on rates quoted in Price Bid format or uploading of Price Bid along with Part-I documents, (ie; other than on-line submission of the same), may lead to disqualification of the tender submitted.

**2. Eligibility Criteria:** The tenderer's eligibility criteria are prescribed as under. Only those tenderers who possess the said eligibility criteria may apply.

1. **Composition of the tenderers** - The tenderer must be currently a legal entity such as a limited company or registered partnership firm, or a LLP governed by the Limited Liability Partnership Act 2008, etc. and shall furnish, in proof of the same, documentary evidence such as copy of the Certificate of Incorporation/ Memorandum and Articles of Association/Partnership Deed/ other relevant documents, etc. Tenderers should have applicable tax registrations (PAN, TAN, GSTIN etc.) supported by documentary evidence.

2. The tenderer shall be a professional contractor, experienced in providing Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals to banks, Central Government Institutions, Financial Institutions & Corporate Houses, large companies, international/domestic airports, etc., and having eligibility as per the tenderer's eligibility criteria as given below:

S. No.	Tenderer's Eligibility Criteria	Documents to be Uploaded
1.	<b>Prior Experience:</b> The tenderer must have experience of minimum 5 years in the field of undertaking 'similar services'.	Details of at least one similar work carried out by the tenderer prior to September 30, 2020, such as the name of the client, value of work executed, etc., as per the format given in <a href="#">Annexure – VII</a> shall be

		submitted. The tenderer should submit documentary evidence in support of this, such as copies of Work Order/s, Completion Certificate/s, issued to the tenderer in this respect. The details along with documentary evidence of previous experience, if any, of carrying out works for the Reserve Bank of India at any centre should also be given.
2.	<p><b>Qualifying Works:</b></p> <p>The tenderer must have successfully executed “similar services” during last 5 years, (i.e. works completed on or after October 01, 2020), individually costing as under:</p> <p>(a) Three similar services, each costing not less than 40% of estimated cost.</p> <p style="text-align: center;"><b>OR</b></p> <p>(b) Two similar services, each costing not less than 50% of estimated cost.</p> <p style="text-align: center;"><b>OR</b></p> <p>(c) One similar service, costing not less than 80% of estimated cost.</p>	<p>For establishing the same, the tenderer should submit copy/ies of work order/s for such similar work/s, issued on or after October 01, 2020) and also copy/ies of the respective completion certificate/s.</p> <p>Details of Qualifying similar work carried out by the tenderer on or after October 01, 2020, as per the format given in <a href="#">Annexure – VIII-A</a> shall also be submitted.</p>
<p><b>Note:</b> “Similar Services” means providing Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals to banks, Central Government Institutions, Financial Institutions &amp; Corporate Houses, large companies, international/domestic airports, etc.,.</p>		
3.	<p><b>Annual Turn Over:</b></p> <p>The tenderer should have a minimum yearly turnover of 100% of estimated cost (inclusive of GST) during the last 3 financial years (2022-23, 2023-24 and 2024-25). To establish the same tenderer should submit audited Financial Statements (<b>ie; Statements of Profit and Loss Account and Balance Sheet for the said years</b>).</p>	<p>Copies of the Income Tax Clearance Certificates / Income Tax Assessment orders / IT Returns along with the latest audited final accounts of the business of the tenderer duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be uploaded in proof of their credit worthiness and turnover for the last three financial years.</p>
4.	<b>Banker’s Solvency Certificate:</b>	Bankers’ Solvency Certificate of value



		not less than Rs 20.00 lakh as per the proforma given in <a href="#">Annexure–XIII</a> to be uploaded along with the technical Bid.
5.	<b>Service Set-up/Repair Centre in Chennai.</b>	The tenderer should have a full-fledged service setup/repair centre with adequate technical staff and equipment for repair work at Chennai where from required quality services ( <b>99%</b> uptime for PCs and <b>98%</b> uptime for peripherals) can be regularly provided. Details of service centre at Chennai should be provided as per <a href="#">Annexure X</a> . The College reserves the right to inspect the tenderer's repair center/service setup in Chennai and satisfy itself about the quality and reliability of service that can be rendered by the tenderer before opening the concerned tenderer's part-II bid and it may reject the tender in the event of dissatisfaction with tenderer's infrastructure or otherwise.
6	<b>Client Certificate:</b> -The tenderer should furnish their Client list showing the details of work carried out by them during the last 5 years. The list shall include details such as, Name of the Client, Value of work executed, Date of Start and Finish of the work, Reasons of delay, if any, <i>etc.</i>	The details shall be submitted as per format at <a href="#">Annexure XI</a> .
<b>Note :-</b> In respect of Government Departments/Public sector Undertakings the client certificate should be signed by the concerned Competent Authority. In respect of Departments other than Government Departments/Public sector Undertakings apart from the certificates mentioned at i) above the TDS certificates matching with the payments related to the work executed shall also be enclosed.		
7	ISO Certification: The tenderer must have valid ISO certifications for: -  a) Quality Management- Valid ISO 9001:2015/latest certification	The tenderer has to submit documentary evidence for the same.

	b) IT services- Valid ISO 20000- 1: 2018/latest series certificate relating to Information Technology-service management. c) IT security- Valid ISO 27001:2022/latest certification relating to Information Security	
<b>Note:- <u>The tenderers have to invariably furnish details along with documentary evidence of previous experience, if any, of carrying out similar works for the Reserve Bank of India.</u></b>		

**Note:** -The intending tenderers shall have to satisfy the College with documentary evidence in support of their possessing required eligibility (as specified in para '2' above) for participating in the Tendering process and in the event of their failure to do so, the College reserves the right not to process their Tender. For this purpose, the tenderer shall be required to submit the mandatory information / documents in proof of their eligibility to take part in the Tendering process upto the last date.

3. The tenderer shall also possess eligibility as per the eligibility criteria given below:

S. No.	Eligibility	Documents to be Uploaded
1.	Track record of the tenderer shall be clean without any involvement in any illegal activities or financial frauds.	Declaration in the format (as per <a href="#">Annexure – XIV</a> ) duly signed by the authorised signatory on behalf of the tenderer, to be uploaded with regard to eligibility criteria at SL Nos. 1 to 5.
2.	There shall not be any case with the Police / Court / Regulatory authorities against the tenderer.	
3.	The tenderer must not have been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.	
4.	The tenderer must not have been suspended / delisted / disqualified by any organization including the Reserve Bank Staff College, on any grounds.	
5.	The tenderer should not have rescinded / abandoned any Contract awarded by any of his clients before the expiry of prescribed period of Contract. The tenderer shall give details of all disputes he / she had with his / her clients and furnish the status thereof.	
6.	The tenderer shall have applicable and valid registrations	Copies of the relevant

	with statutory authorities constituted for Labour Welfare and for other purposes such as ESI, EPF, PAN, GST, etc., and shall submit details of the same in <a href="#">Annexure – VI</a> and upload the documentary evidences to this effect.	registration certificates to be uploaded.
7.	The Tenderer shall have current account in a scheduled commercial bank	Statement as per <a href="#">Annexure – XII</a> to be uploaded.
8.	Power of Attorney / Declaration duly authorizing the person on behalf of the tenderer to sign the Tender related documents and also to deal with Tender related matters as per <a href="#">Annexure – III</a> (If required by Bank, original to be submitted by the successful Tenderer to RBSC)	Copy to be uploaded along with the Part - I documents. (PoA in original shall be submitted later, on demand)
9	<b>Undertaking &amp; Certificate of Indemnity:</b> The tenderer must submit <b>duly stamped and signed</b> (by <b>authorized official</b> an undertaking and certificate of indemnity as per <a href="#">Annexure-XIX</a> . In the event of non-submission of the same by the tenderer, it will be treated that the tenderer does not agree with the stipulated terms and conditions and hence the bid is liable to be summarily rejected.	
Tenderers who qualify as above will only be eligible to Tender for the work. A Tender submitted by a firm, without uploading the above documents / details shall be liable to be rejected.		

**Note: If the performance of the tenderer is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including the Reserve Bank Staff College, then the College reserves the right to reject the bids submitted by such tenderer.**

**Note:-**Only those tenderers, who qualify as above, will be eligible to tender for the work. A tender submitted by a firm which is found to be not satisfying the above criteria will be liable for rejection. The tenderer must provide documentary evidences in the respect of all the above-mentioned eligibility criteria. All the supporting documents should be duly stamped and signed by authorized signatory. All documents shall be uploaded in e-tender portal. Physical submission of documents shall not be accepted.

**4. Check List of the documents to be uploaded in Part - I of the Tender in respect of fulfilling their eligibility with suitable file names as indicated.**

- i) Form of Tender (to be signed by the authorised signatory)
- ii) Basic Information about the tenderer in the prescribed format of Tender- ([Annexure – VI](#))

- iii) Copy of Certificate of Incorporation/Memorandum and Articles of Association/Partnership Deed/ other relevant documents, etc.
- iv) Copy of PAN/TAN/GST Registration.
- v) Copy of E P F and ESI Registration Certificate.
- vi) Copies of Audited financial statement for turnover for last 3 years, i.e., P & L Statements and Balance Sheet for 2022-23, 2023-24 and 2024-25, Copies of Income Tax Clearance Certificates / Income Tax Assessment Orders / IT Returns along with latest Audited final accounts of the business of the tenderer duly certified by a Chartered Accountant or certificate of turnover issued by a Chartered Accountant should be uploaded in proof of their credit worthiness and turnover for the last three financial years, i.e., 2022-23, 2023-24 and 2024-25 (File name eg: FS1, FS2 etc.). List of similar works being executed presently by the tenderer with all the details (File name eg: CW1, CW2 etc.)
- vii) Income Tax Returns for last three years 2022-23, 2023-24 and 2024-25.
- viii) Copies of detailed work order/s, in respect of similar work/s, indicating scope and value of work/s and completion certificate/s in respect of the same work, executed on or after October 01, 2020, for establishing the qualifying works executed by the Tenderer during the last five years (file name eg: QWO1, QWO2 etc.)
- ix) List of completed works with all the details (File name eg: CW1, CW2 etc.) - In the format of [Annexure-VIII-A](#)
- x) **List of works currently being undertaken by the tenderer ([Annexure-VIII-B](#))**
- xi) Copies of detailed work order/s, in respect of similar work/s, indicating scope and value of work/s, completed before September 30, 2020, for establishing prior experience before five years (file name eg: WO1, WO2 etc.)
- xii) Declarations in respect of conditions at para 3 (1 to 5) of the Tender, as per the format in [Annexure – XIV](#)
- xiii) **Undertaking & Certificate of Indemnity ([Annexure- XIV](#))**
- xiv) Proof of remittance of EMD/ copy of Bank Guarantee in Lieu Of Earnest Money Deposit as per [Annexure -IV](#). (Original to be submitted by the Tenderer to the College on or before 2.00 p.m August 25, 2025).
- xv) Certificates from the clients (minimum of three clients) for having rendered satisfactory service to them by the bidder, preferably during the last three years as per the format given in [Annexure – XI](#)
- xvi) Details of Bankers (Scheduled Bank) as per [Annexure-XII](#)
- xvii) Banker's Solvency Certificate as per the format in [Annexure – XIII](#)
- xviii) List of deviations if any (in commercial terms and conditions/technical specifications)-
- xix) Any other information relevant to the proposed work (in Tenderer's own letter head)

**Part-1**  
**Section III**

**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for  
Computer Hardware, Software and Peripherals at Reserve Bank Staff College  
(RBSC), Chennai.**

**Nature and Scope of Work**

**1. Nature of Work: -**

The College has a heterogeneous (make/model) set of Computers, Laptops, Printers, Kiosks, Projectors and Scanners as listed in [Annexure-XVI](#). The tenderer shall provide **Comprehensive Annual Maintenance/Service** to these computer peripherals, under which preventive and corrective maintenance, repair/ replacement of parts, shifting of components, surface cleaning of machines, etc., will have to be carried-out by the AMC/FMS provider. Nature of Work covers on-site Service/Maintenance of Computer Hardware, Computer Systems, Laptops, Printers, Scanners, Display Units, Projectors, I-Pads, Macbooks, etc. and Computer Software. The Tenderer should have the capability to handle AMC for all brands and makes of computer systems and peripherals and shall provide AMC for all hardware items and support for Operating Systems / Systems Software listed in [Annexure XVI](#) & [XVII](#). It may please be noted that the list of items is indicative. **The number of computer systems its peripherals and the models may undergo change subject to the same being added / deleted from the Inventory of the College at the time of the commencement of contract and also during the tenure of the contract.** The tenderer should have adequate technical staff with expertise in dealing the following issues-

- Any issue relating to Printers, Scanners, Desktops, Laptops, etc.
- User's Desktop PC-Trend Micro (antivirus) related
- User's Desktop PC-AD related
- User's Desktop PC-SCCM related
- User's Desktop PC- Outlook/ Email related

2. Necessary technical assistance and advice shall be extended by the contractor to resolve problems that may be encountered with regard to hardware, operating system, system software and any problems in accessing the various application software on the computer systems, etc. covered under AMC/FMS. The contractor, with the approval of System Administrator of the College, will have to directly co-ordinate with the System Administrator at the Central Office/ Regional Office/ Data Centre, IDRBT or with the contractor of the application/s, to resolve any issues related to smooth functioning of internal packages of the Bank. The contractor has to follow up with the Internet Service Provider in case of any disruption in services till the services are resumed. The contractor will also have to coordinate and assist in resolving issues with the technical team of other contractors such as Network, Firewall, MPLS, etc.

**2. Place of Work:**

Reserve Bank Staff College, 359, Anna Salai, Teynampet, Chennai, ie; Administration Block, Old Hostel Block, New Hostel Block, Residential Block and also its properties at other locations as stated in [Annexure XVIII](#).

**3. Scope of Work: -**

(I) The scope of coverage of the AMC/FMS will be maintenance/service for the computer

hardware, software and peripherals for all the items listed in [Annexure XVI](#) & [XVII](#) of the Tender Notice. Technical support for software listed in [Annexure XVII](#) must also be provided. The College has a heterogeneous (make/model) set of computers (either diskless nodes or disk nodes) and laptops with Windows 7 / Windows 10/Windows 11 and above as operating system, set of printers {Network Laser Jet Printers (color and black & white), desk top laser jet printers, desk top inkjet printers, Office Jet printers, All in One Printers}, Projectors, e-book readers, bar coding machine and Scanners. These computer peripherals will be covered under comprehensive AMC contract under which, preventive maintenance, corrective maintenance, replacement of parts, shifting of components, surface cleaning of machines will have to be carried out by the contractor.

**(II) The scope of work shall include: -**

**(A) To Provide Level -1 Support:** -The hardware systems which are covered under warranty and are not under the purview of AMC, the contractor is required to provide **Level 1 support**. This shall include receiving and attending the user calls and identifying the problem, smooth & seamless services to the users by spot problem detection, escalate the service call to the concerned contractor/OEM and coordinate with them for resolution of problem if any, without breaching the warranty terms and conditions. The onus will lie on the contractor to ensure that the calls are closed. Level-1 support includes necessarily follow up with contractor/OEM concerned, till the system gets repaired or replacement of equipment or any parts/ components of the equipment is/are done and also intimate the IT Cell officials regarding the progress in this regard. The Tenderer should preferably have appropriate support relationship (channel partner, service partner, etc.) with OEMs, of the items mentioned in [Annexure XVI](#) & [XVII](#), so as to ensure that priority support level from OEM will be available to tenderer for problem resolution.

**(B) Preventive Maintenance: -**

During the period of the Contract, the contractor shall maintain the computer equipment in good working condition for which the preventive maintenance service of the components is as important as prompt corrective maintenance service since regular and proper preventive maintenance service ensures trouble-free performance of the components. Preventive maintenance activity will include updating of patches/service packs, carrying out systems diagnostic test and taking remedial action, etc. The Bank has automatic anti-virus updating System. However, the contractor shall be responsible for checking/ensuring updating of anti-virus files on all machines covered under the AMC, if required. The scope of preventive maintenance will also cover aspects related/specific to hardware like health check of HDDs, Controllers, power supplies (SMPS) etc. The contractor should provide for **at least one preventive maintenance schedule per quarter and failure to which will attract penalty as mentioned in para 42 of Section IV**. The time for such schedules will have to be specified in advance in consultation with the IT Cell. The scope of work under Preventive maintenance will be designed in consultation with the contractor's representative on the lines as specified and recommended by the original manufacturer/best practices.

**(C) Corrective Maintenance: -**

The corrective maintenance means identification of problem and its rectification which may include reloading of operating system, reloading/configuring of printer, un-installation/installation of application software either developed in-house or developed by the 3rd party (upon the approval of DIT, CO), printer drivers, anti-virus agent, smart card reader drivers, manually updation of anti-virus (in rare cases), performing manual scan and sharing the risk logs/scan logs, supporting VC System operation, review of IT Assets,



operating/maintaining Projectors and display screens. In case of corruption of data during replacement of Hard Disk, its recovery shall be the responsibility of the contractor and contractor shall maintain the licensed data recovery software for the same.

**(D) Replacement of defective parts with new & genuine parts:**

(i) In case where parts are unserviceable and such parts of the equipments need replacement, the Contractor shall replace such parts with new ones promptly, at no extra cost to the College. **Any component removed/re-installed/repared must be with the full knowledge of IT Cell of the College and the components removed should be kept in IT Cell's custody. The tenderer shall agree that all the components of the equipments shall be covered under this AMC contract and hence fall under the replaceable category only.**

(ii) The replacement of defective parts (*electrical / mechanical / others*) means either repair or replacement of parts at the site of installation. The contractor shall replace any worn out or defective part/component of all the IT assets under AMC, **at no extra cost to the College**. All components of the equipment shall be covered under this comprehensive AMC agreement, excluding consumable articles (cartridges, toners, laptop battery, etc.) and non-functional parts such as plastic casings and covers. **Any unserviceable parts such as plastic parts, printer knobs, paper feed, printer interface cord, power cord etc. will be handed over to the College and the same will be replaced with brand new parts at no extra cost to the College.**

(iii) In case of replacement of any of the parts or whole of the system, the contractor will be required to provide replacement with the same specifications/make. If the contractor is not able to maintain any equipment due to non-availability of components/parts, the contractor shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the contractor shall provide alternate/substitute system/s of same or higher configuration at its own cost and responsibility till the equipment/s get repaired or replaced.

**(E) Safe Shifting / relocation of Computer Hardware / Peripherals: -**

To undertake shifting and reinstallation of equipment/s covered under AMC, if required. Shifting of IT equipments will be done as follows, at no extra cost to the College.

**(i) Within the College Premises:** The contractor should arrange for safe shifting of computer Hardware within the office, if required, or within the departments/buildings in the College premises or between two locations as per requirement and direction of IT Officials.

**(ii) From the College to Contractor's place & back:** The contractor should arrange for safe shifting of component from the College to the Contractor's place and back for repairs / replacement etc. The contractor should maintain proper record of such type of asset movement which shall be certified by the IT Officials of the College.

**(iii) From College's location to another location:** The contractor should arrange for safe shifting and setting up the IT Hardware/Peripherals in any of the locations in Chennai, as indicated in [Annexure- XVIII](#). In such cases, transport arrangement will be made by the College.

**Note:**

(i) Shifting of machines will be done at no extra cost to the College, except as indicated at para (E-iii) above. No separate travel, handling or carriage cost will be borne by the College to the engineers while servicing the systems in location as mentioned in [Annexure – XVIII](#).

(ii) In the case of printers, the toner/cartridge, etc., as indicated at para-D & F under this Section only will be considered as consumables and replaced by the College. **If any other part is considered as consumable by the tenderer, the same shall be factored in the rate quoted.**

**(F) Other Conditions: -**

(i) The tenderer shall install / reinstall and configure the operating system and/ or any other specific system software/ package as the case may be, at no extra cost to the College, whenever the need arises.

(ii) The tenderer shall ensure that malfunctioning of hardware, accessories, operating systems, systems software (if any) is rectified **within 24 hours** of lodging the complaint by the College, **failing which the contractor shall provide, at their own cost, requisite hardware/software to ensure business continuity**. The Complaint may be lodged by the College by any or all of the method viz. verbal, online complaint tracking system, e-mail, Telephone or similar mode. All repair/replacement and servicing of equipment will have to be carried out at locations as specified. If the fault is serious in nature and requires the support of Service/Repair Centre, thereby necessitating shifting of the equipment, the contractor shall arrange shifting/ transportation, installation, re-installation, loading of software packages (both the system and application software, if any) at no extra cost to the College.

(iii) The contractor shall, upon direction of officials concerned, configure Outlook/ install application software/ make configuration changes in the equipment covered under AMC, **at no extra cost to the College**. Necessary technical assistance and advice should be extended by the contractor to resolve problems that may be encountered with regard to hardware, operating system, system software and any problem accessing various software applications on the computer systems, etc. Whenever IT Assets need to be disposed-off, the necessary data sanitization in the equipment shall be carried out by the contractor.

(iv) The contractor shall provide comprehensive maintenance services covering both preventive as well as corrective maintenance, for all assets covered under AMC. Under corrective maintenance the contractor shall rectify any defect, fault and failure in the equipment and shall repair, replace any worn out, defective part of the equipment, during normal working hours of the College, **at no extra cost to the College**. All the components of the equipment shall be covered under this AMC contract and hence, fall under the replaceable category only. For Printers except cartridges/toners and for Projectors except lamps, all other replacements shall be done **at no extra cost to the College**. **For all other IT asset such as PCs (except keyboard, mouse, etc), Laptops, Scanners, I-Pads, Macbook, Printers, etc. all the components of the equipment, excluding non-functional parts such as plastic casings and covers, shall be covered under this comprehensive AMC Agreement.** For printers, where parts are unserviceable and parts such as plastic parts, printer knobs, paper feed, printer interface cord, power cord, etc., need replacement; the Contractor shall replace such consumable parts **(other than - the FUSER ASSEMBLY, RIBBON, PRINTER CARTRIDGE**



**& THE TONER CARTRIDGE, PRINTER HEAD, DRUM, ETC)** at no extra cost to the College. Only those parts such as FUSER ASSEMBLY, STATIONERY, PRINTER CARTRIDGES & TONER CARTRIDGES, DRUM will be replaced, if required, at an additional cost to the College at actual on submission of proper bills by the contractor. All other components of the equipments shall be replaced by the Contractor at no extra cost to the College. In case of replacement of any of the parts or whole of the system, the contractor will be required to provide replacement with the same brand/model. If the contractor is not able to maintain any equipment due to non-availability of components/parts, the contractor shall upgrade the component(s)/part(s) at its own cost and responsibility in order to make the equipment/s operational; or else, the contractor shall provide alternate/substitute system/s of same or higher compatible configuration at its cost and responsibility till the above components are repaired or replaced by the contractor.

(v) The contractor shall certify that the repair and maintenance services/products do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The contractor shall indemnify the College from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.

(vi) The contractor shall maintain an on-site inventory of spare parts etc., at the College, which should include atleast the following:

One complete PC with DVD drive (with latest configuration)  
Keyboard-2, Mouse -2,  
Printer - Laser Duplex – 1

All necessary spares to ensure 99 % up-time for Bank's servers are also to be kept.

**(G) Deployment of Resident Engineers (REs), their Professional qualifications and related conditions of contract.**

(i) The Contractor shall normally provide to the College four qualified Resident Engineers (REs) including one team leader. The Contractor should ensure that all the four (04) engineers deployed should have the minimum qualifications and service requirements as indicated below. **One (01) of the four (04) REs deployed to the College, shall be the team leader, and should be a Graduate Engineer (B.E. / B.Tech) in Computer Science, IT / Electronics or MCA and must have more than three (03) years post qualification experience in providing maintenance/service in hardware peripherals and various operating systems, and the other three (3) should be BSc. (IT) or Diploma Engineers in Computer Science, IT / Electronics / preferably with MCSE and CISCO certification for dealing with issues relating to Networking, Windows server Operating systems, Antivirus software, Microsoft Office 2016 or above, Adobe Studio and Windows desktop operating systems (Windows 10 and above) with at least 02 year's post qualification experience in providing maintenance/service in computer hardware/peripherals and in various operating systems, who together with the team leader should carry out all the preventive, corrective maintenance and trouble shooting.** The qualifications/experience as specified should be maintained at all times, viz., during alternate arrangements or additions or replacements in the event of absence/ engineer leaving employment of Contractor etc. All the REs should have good communication skills, positive attitude and technical understanding and knowledge. The Contractor should provide the bio-data and information in respect of REs

deployed at the College, in advance. **The number of engineers, required to be deployed to the College, may undergo addition/reduction, depending on the job requirement and the given situation, which shall be effected with due advance intimation to the contractor and shall be accepted by the contractor. In such cases reduction in payments to the contractor shall be made accordingly.**

(ii) The normal working hours for REs will be as stated below: The REs shall report to the Information Technology Cell on all working days (Six days) except Sunday & holidays during office hours as mentioned below.

S. No	Particulars	Timings	Location
1	Morning shift- 2 REs	09.00 Hrs to 17.00 Hrs	Admin Block
2	Afternoon shift 1 RE	14.00 Hrs to 22.00 Hrs	Admin Block and Hostel Block
3	Team Leader	09.00 Hrs to 17.00 Hrs	Overall supervision (Admin Block & Hostel Block)

**Note:-** The timings as above may undergo changes as per the requirement of the College. Under special circumstances such as Half Yearly/Annual Closing of Bank's Accounts or any unforeseen / unavoidable circumstances of the College/Bank etc., be it a working day or Saturday, Sunday or holiday the working hours shall vary as per the given situation. There will be no additional compensation from the College for such circumstances. However, such circumstances shall be compensated by granting compensatory-off to the REs.

(iii) The contractor should not rotate/change their resident engineers frequently and keep deployed the same REs for the whole contract period. The contractor should inform the College in writing well in advance about the change of RE, in case of unavoidable circumstances that necessitates change of RE.

(iv) The contractor shall provide to the Resident Engineers at least two pairs of uniform attire, with the company name inscribed on, at no extra cost to the College and the REs shall wear uniform and keep displayed their ID Cards (issued by company) with themselves during their duty hours. Further, they are also required to use the identity card issued by the College within the College's premises during the duty hours. The Resident Engineers at College's location/s will be governed by the codes and ethics of the workplace and shall be subjected to verification by the Security Personnel deployed for the purpose. The contractor shall submit to IT Cell, on award of the contract, the biodata of REs being deployed to the College along with their photographs and their police antecedent report. The contractor shall also provide mobile phone to the Team Leader.

(v) The College shall have the right to reject Resident Engineers at any point of time with a minimum notice period of two weeks, within which the contractor should arrange for a new incumbent in consultation with IT Cell Officials.

(vi) The REs deployed to render services shall be skilled, trained and preferably possess certification such as CCNA, MCSE or any other certificates proving the skill sets other than mandatory qualifications, for delivery of the services mentioned in this document.

(vii) The REs are dedicated personnel for a location responsible for handling problems, should be qualified enough to do first level diagnosis and troubleshooting the problems relating to Hardware, Peripherals, Active Network equipment such as Switches, Modems and Routers. They should also be qualified enough to do first level diagnosis and troubleshooting problems relating to standard software such OS, Internet Explorer, Microsoft Office, or Microsoft Exchange, Anti-virus, etc.. They should also be capable of troubleshooting problems encountered by the end users in Customer applications. They should have training and experience of managing and troubleshooting the problems under environments like Windows 10 and above, LAN / WAN, Oracle Applications, PCs and associated peripherals, backup / restoration using various tools, etc.

(viii) The REs/qualified service personnel of the company/firm are required to carry in person their company/firm provided photo identity card during their term in the College. The tenderer, upon acceptance of the offer for AMC is required to provide certified introductory letters with photographs for the service personnel.

(ix) The team leader should be responsible for the decisions that need to be taken on time-to-time basis, should be responsible for organizing, planning, directing & execution of assigned task. The team leader shall coordinate and follow up the overall activities for the location and should have experience and proven expertise in managing similar capacity and should have a minimum of three years' experience with minimum one year as a team head.

(x) The Resident Engineers at College/Bank's location/s are governed by the codes and ethics of the work place and shall be subjected to verification by the Security Personnel, Police or such agencies deployed for the purpose. The contractor should ensure that character and antecedents of REs deployed are verified from police authority before their deployment. Contractor has the responsibility of arranging/submitting Police Verification Report of the resident engineer, to the College.

(xi) The tenderer should have adequate number of technically qualified engineers posted at Chennai preferably with MCSE and CISCO certification for dealing with issues relating to Networking, Windows server Operating systems, Antivirus software, Microsoft Office 2016 and above, Adobe Studio and Windows desktop operating systems (Windows 10.0 and above) among others. The tenderer should be presently maintaining site/s in Chennai where support is provided to the above-mentioned software.

(xii) The REs should carry out the periodical cleaning of IT equipment of the College. The cleaning shall be carried-out by using vacuum cleaner, including machines which are under warranty at least once in a quarter. The record of the same shall be submitted to the College.

(xiii) REs should maintain a health-card for all items of equipment covered under AMC. The contractor shall record therein each incident of equipment malfunction, date/ time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the equipment together with a description of the malfunction and the cause thereof. Details of preventive maintenance activity shall also be recorded.

(xiv) The REs will manage the call management system and ensure that all minor/major service calls are logged and ticket generated and will provide Monthly Call Analysis Report to IT Cell.

(xv) The Contractor should provide adequate insurance cover to its REs deployed to the College. The workmen/ engineer or their legal heirs shall not claim any insurance/job benefit from the Bank in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the College/Bank premises.

(xvi) The College will have the right to call the resident engineers in case of urgent need on other days also, apart from normal working days. The College will also have the right for interchangeability of Resident Engineers deployed between locations. The Contractor shall correct any faults and failure in the equipment's and shall repair and replace worn-out or defective parts of the equipment's during the College's normal working hours. The REs have to maintain (manually or through an application) the following:

**i. Inventory Register** - Details of all hardware and software at the College under AMC and under manufacturers 'warranty'.

**ii. Call register** - to log all calls received from the users.

**iii. Contractor Register** - Details of all third-party contractor, if any, and details of calls logged with these contractors.

**iv. Complaint Register:** -The complaint redressal must be properly documented. Details of complaints received and attended must be immediately documented. Rectification/disposal of complaints with due acknowledgement from users must be reported to Officials of IT Cell of the College on a daily basis.

**(v) Contractor shall maintain the proper and full records of shifting of assets from one location to another which shall be updated as and when shifting takes place and the same shall be timely reported to IT Officials of the College and get certified by them.**

**Part- I**  
**Section IV**

**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for  
Computer Hardware, Software and Peripherals at Reserve Bank Staff College  
(RBSC), Chennai. -**

**General Terms and Conditions**

1. This tender document is neither an offer letter nor a legal contract, but an invitation for the proposal. No contractual obligation on behalf of the College whatsoever shall arise from this tender-process unless and until a formal contract is signed and executed by duly authorized Officers of the College and the tenderer. Further, the College will not be liable for any costs incurred by the tenderer in the preparation and submission of the response to this tender. The preparation of tenderer's proposal will be made without any obligation by the College to acquire any of the items included or rejected. All information included by the contractors in their proposal will be treated in strict confidence.
2. The tenderer must convey its acceptance of all terms & conditions of the tender in the form of tender (Section - I of the tender), which shall be duly signed by the authorized signatory and uploaded the same along with Part 1 documents.
3. Tenders shall be submitted in two parts viz. Part I containing Pre-qualification and Eligibility Criteria and technical details of the offer and Part II containing **prices only** latest by 02.00 PM on August 29, 2025. The rate quoted should cover **comprehensive maintenance service** for all items of computer equipment and the maintenance of operating system, software, installation, configuration of application/ packages (connection of computer to projector for presentation), etc. as per the Price bid format in Section VIII. The tenderer shall also provide support for the IT inventory under warranty which inter-alia includes providing all support services, other than parts replacement, logging of calls, follow up with OEMs etc. The tenderer should factor in the entire cost of maintenance support within the AMC value.
4. Part I documents should contain the information/ documents, as indicated in check list of documents to be uploaded, **which should not contain any information on price** for the proposed work. Part I documents to be uploaded in MSTC portal. All the documents should be indexed, flagged and page numbered. **Part I will be opened at 03.00 PM on August 29, 2025.**
5. The format of Part II- Price Bid **is given in Section VIII** for information of tenderers, ie for illustrative purpose. **Please note that Financial/Price Bid (Part-II) is to be filled only online on MSTC e-tender portal and no indication of prices should be furnished alongwith Part I documents, failing which the tender submitted shall be liable to be disqualified.**

**Note :-**

i) Before quoting Financial/Price bid (Part II), the tenderer should take note of all requirements as specified in Section III- Nature and Scope of Work- and also take into account all necessary statutory requirements/payments, in respect of payments to the REs deployed to the College which shall include payment of atleast minimum wages (Central Government minimum wages).

ii) Replacement of Assets: -Tenderer should also note that replacement of IT Assets with new ones may also take place during the contract period, resulting in reduction of number of assets under AMC category, as new IT assets purchased will be under Warranty for minimum three years and the same will be transferred to AMC category after warranty period of three years. Further, the assets under AMC list may also undergo disposal during the tenure of contract which also cause to reduce the assets to be serviced/maintained. In all such cases, there shall be variation in payment accordingly, as the payment is based on the number of assets being provided maintenance/service by the contractor.

**6. A. Evaluation of bids: Technical Bid.**

i) The technical bid (Part 1) will be opened first and evaluated to determine responsiveness and completeness to the pre-qualification and eligibility criteria. Any clarification / rectification in case of deviations, in the technical bids at this stage, will be called for in writing or by email. **Failure to submit the same within the specified time limit may result in rejection of the bid.**

ii) The Technical Committee formed for the evaluation of the bids/proposals will take into account the eligibility criteria stipulated in the tender. Part II of only those tenderers, who are found to be satisfying the eligibility criteria, will be considered for opening.

iii) If the performance of the tenderer is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including the Reserve Bank Staff College/RBI, then the College reserves the right to reject the bid submitted by such tenderer.

iv) The College may obtain reports on past performance of the tenderer from their clients. The College may evaluate the said reports before opening of the Part II of the tender. The College may also, if required, conduct visit to the service set-up/repair centre of the tenderer, located in Chennai to ascertain the whereabouts of the said establishment. If any tenderer is not found to possess the required eligibility for participating in the tendering process at any point of time and/or his performance/ service reports received from his clients are found unsatisfactory, the College reserves the right to reject his/her offer even after opening of Part I of the tender. The College is not bound to assign any reason for doing so. After the technical evaluation has been completed, the financial /price bids of only technically qualified tenderers will then be opened for the purpose of Commercial evaluation.

**B. Evaluation of Price Bid: -**

- (i) The prices must be quoted as per the format given in [Annex-I](#) (Price Bid). Amount quoted against each AMC and FMS items in Price Bid format should contain the cost of **04 resident engineers** who shall be posted at the College for providing AMC & FMS support. **The Price**

**quoted in respect of four (04) Resident Engineers must not be less than the minimum wages (Basic + VDA) specified by Chief Labour Commissioner, Government of India, vide its order File No. 1/6(1)/2025-LS-II dated March 28, 2025 under Category for – Highly Skilled(TL)/Skilled - Area A.** Non-compliance to the above minimum wages requirement may lead to the disqualification of the tender. All the prices quoted shall be in Indian Rupees.

- (ii) The quoted price shall also include the amounts payable towards ESI, EPF, Bonus or any other compensation under various labour laws, as applicable. If ESIC contribution and payment of Bonus are not applicable for the REs to be posted at RBSC, Chennai, then the tenderer must submit documentary proof in this regard along with [Annexure-XX](#). After opening of price bid, any deviation found in this regard will lead to cancellation of the bid submitted by the tenderer.
- (iii) Opening of Part-II (Price Bid) of the Tender will be intimated to the qualified contractors. The offer should be valid for 90 days from the date of opening of Part I of the tender.
- (iv) The tenderer who quotes the lowest total cost towards providing the AMC/FMS shall be considered as the L1 tenderer.
- (v) Rate analysis in respect of the prices quoted for the items indicated in the Price Bid, clearly indicating the cost of manpower deployment and AMC/FMS charges, may be called for from the bidders, if required, during the process of evaluation. However, successful bidder is required to submit the same on award of work.

**4. Pre-bid meeting:** - A pre-bid meeting will be held at 11.00 A M on August 14, 2025 at Reserve Bank Staff College, Chennai to discuss/clarify anything about the tender. No separate communication will be sent for this meeting. All the intending tenderers are advised to be present. Not more than two authorized representatives of any tenderer can attend the pre-bid meeting with prior intimation to the College. Clarifications will be uploaded as corrigendum to the tender in MSTC portal and also RBI website, before 2.00 P M on August 19, 2025. **Tenderers are advised to see corrigendum, if any, before submitting their bids.**

**5.** Deviations to the terms and conditions, if any, shall be clearly mentioned by the contractor in the Technical Bid. Non-mention of deviation shall imply compliance of the tenderer with the tender conditions and requirements. Further, the College reserves the right to reject an offer on account of any deviation at any stage. No deviation will be allowed in the Financial/Price Bid, which is meant only for the quotation of offer price/ rate.

**6. Earnest Money Deposit:** - Tenderer shall either deposit Earnest Money Deposit (EMD) of **₹18,100/- (Rupees Eighteen thousand one hundred only)**, which shall be remitted to Bank Account of Reserve Bank Staff College, through NEFT/RTGS, as per the details given below, OR submit at the IT Cell, Reserve Bank Staff College, a Bank Guarantee for Rs.18,100/- , in original, in lieu of EMD, in the format furnished in [Annexure IV](#), before 2.00 PM on August 29, 2025.

**Beneficiary Name: RBSC CHENNAI**

**IFSC: RBIS0SCPA01**

**Account No.: 186003001**

**(Tenderers are advised to remit EMD well in advance to avoid last minute hassle).**

Proof of remittance with transaction number (Scanned copy) shall be attached/ uploaded alongwith Part I documents. The tenderers are also advised to send the proof of remittance with transaction number (scanned copy) to [principalrbsc@rbi.org.in](mailto:principalrbsc@rbi.org.in).

A tender which is not accompanied by such EMD will not be considered for further processing.

**No interest will be paid on EMD.** EMD/BG in lieu of EMD of the unsuccessful contractor(s) will be refunded /returned by the College in due course.

**7. Security Deposit:** - As a security for due fulfillment of the terms and conditions and obligations of the service contract, the tenderer shall furnish a Performance Bank Guarantee (PBG), as per [Annexure-V](#), of 10% of the value of AMC, which shall be valid for two months beyond the period of Contract. The contractor shall renew the Performance Bank Guarantee for a further period upon renewal of the contract for the work by the College. The EMD furnished by the successful tenderer at the time of submission of the tenders will be returned on submission of the Bank Guarantee in lieu of security deposit as stated above. If the successful tenderer fails to submit the Performance Bank Guarantee In lieu of Security Deposit within the stipulated timeframe or fails to commence the contract within the stipulated timeframe, the EMD of the tenderer shall be forfeited. In case of breach of any terms and conditions attached to this contract, the Performance Bank Guarantee In lieu of Security Deposit submitted by the tenderer will be liable to be forfeited/invoked besides annulment of the contract. The PBG shall be released without interest after two (02) months of completion of the contract period only after the College being satisfied of the successful completion of the contract and if there are no liabilities from the tenderer or its employees to the College. In case of any complaint or pending dues, the Performance Bank Guarantee (PBG) shall be discharged only after adjusting all dues, liabilities, etc. thereof.

**8.** The said Security Deposit shall be liable to be forfeited or appropriated in the event of unsatisfactory performance of the Contractor and /or loss/damage, if any, sustained by the Reserve Bank Staff College, Chennai on account of the failure or negligence of the workers deployed by him or in the event of breach of the agreement by the contractor. The Security Deposit will be refunded to the Contractor within Two months of the expiry of the contract subject to the satisfactory performance/service of the contract.

**9.** The prices quoted shall be deemed to be for the whole work and shall be firm and binding without any escalation whatsoever for a period of one year. The College shall not consider any request in change of rates of FMS / AMC due to any reason whatsoever, during the period of contract, except for any statutory requirements subsequently effected, such as implementation of higher tax rates, enhancement in minimum wages, etc. However, in case of enhancement of minimum wages by the Government during the course of the contract, such enhancement shall be effected by the College, only to the extent of meeting the payment of minimum wage requirement, provided such enhancement should be brought to the notice of the College by the contractor and in the absence of the same the liability of meeting the minimum wage requirement will rest with the Contractor. In case of such enhancement in minimum wages by the Central Government, the same shall be effected by the contractor forthwith, to the extent of meeting the requirement of payment of atleast minimum wages to the REs deployed at the College and the College shall reimburse such payments on submission of satisfactory documentary evidence thereof.



10. The prices quoted should be inclusive of charges for comprehensive on-site maintenance/service of computer hardware/software, cost of Resident Engineers deployed to the College inclusive of all applicable taxes (**including GST**), levies, all necessary statutory payments in respect of REs such as deployed, labour, service, corrective maintenance, preventive maintenance, inclusive of supply of all parts/ components to replace the defective parts, as indicated in the Nature and Scope of work in Section III.

11. The College does not bind itself to accept the lowest tender and reserves the right to reject part or any or all the tenders received without assigning any reason thereof. No correspondence in this regard will be entertained. Incomplete tenders in any respect or prescribed conditions not fulfilled are liable to be rejected. Canvassing in any form by the tenderer will result in rejection of their tenders.

12. The College reserves rights to demand replacement of engineers posted in case the competency and skills were not found at desired level.

**13. Award of Contract:** -The College shall shortlist the tenderers based on the evaluation criteria detailed at para 6 above. The tenderer who qualifies the Technical Evaluation including local site visit evaluation, if required, will be considered for opening the price-bid. **L1 tenderer will be decided, based on the total of all prices quoted in the price bid format, and the tenderer who quotes the total lowest cost shall be the L1 tenderer.** The successful tenderer shall be awarded the contract. Until a formal contract is prepared and executed, the notification of award shall constitute a binding Contract. The successful tenderer shall take over entire work immediately after notification of award of work.

14. The successful tenderer shall start the taking-over/handholding process with the current service provider, immediately after issue of the acceptance letter by the College, though the payment for the contract would be made only from October 01, 2025 onwards. The taking-over/handholding process should be carried out thoroughly with due diligence and care by the successful tenderer and discrepancies/irregularities, if any, noticed during the process should be immediately brought to the notice of the College. No further dealings in this respect will be entertained by the College once the handholding process is completed and certified by the successful tenderer.

**15. Signing of Contract:** The successful tenderer shall execute an agreement with the College on Non-Judicial stamp paper of value not less than ₹100/- within 15 days of award of work. The stamp duty shall be borne and paid by the contractor. The eligibility conditions, scope of work, general terms & conditions and instructions to the tenderers, hereinbefore referred to Conditions of Contract and Technical Specifications enclosed with the tender documents, all annexures to the tender, minutes of pre-bid meeting, the corrigenda, the subsequent correspondence exchanged between the College and the tenderer and the work order placed shall be the basis and form part and parcel of the final contract to be entered into with the successful tenderer. On receipt of intimation from the College of the acceptance of his/their tender, the successful tenderer shall be bound to implement the Contract and shall sign an agreement (as per format in [Annexure-II- Articles of Agreement](#)) in accordance with terms & conditions in this tender document, whereas the terms and conditions, specifications, scope of work, etc of this tender, as indicated above, shall form part and parcel of the Agreement. Notwithstanding the signing of the agreement, the written acceptance by the College of a tender itself will constitute a binding agreement between the College and the person so tendering, whether such contract is or is not subsequently executed.

**16.** In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do the work after accepting the contract, such firm will be liable to pay the damages to the College including the cost which the College will have to incur for getting such work done. The above act of backing out would automatically debar the Contractor from any further dealing with the College/Bank and the EMD/Security Deposit money of contractor would also be forfeited.

**17. Renewal of Contract:** - The tenure of contract may be extended for further period on a yearly basis for a maximum of two more years or other shorter periods, on mutual consent, subject to satisfactory performance / service rendered by the contractor. On such renewal of contract annual increment on the rates, decided on the basis of indexation formula as given below, will be applicable. However, annual increment is applicable only to AMC/FMS rates and not on wages to REs since any increase in wages declared by the Government of India during the tenure of the contract shall be duly honoured by the College so as to ensure contractor's obligation of payment of atleast minimum wages to staff deployed to the College. In case of any increase in wages notified by the Central Government during the contract period, the same rates shall be paid to the contractor in respect of REs deployed, only to the extent of meeting the bare minimum requirement of payment of the minimum wages and if the wages already being paid to the REs is sufficient to meet the enhanced rate, no additional payment shall be made to the contractor in such cases. **In the event of (a) the performance of the contractor in any respect not being found to be satisfactory or (b) failure on the part of contractor in complying with the terms and conditions specified in the tender or (c) the services rendered by the contractor not being found to be satisfactory , for any reason, the College shall not consider the contract for renewal for any subsequent period / year, and in such case the contractor shall be disqualified from participating in further tendering activities of the College for at least one year.**

The formula to be used, upon renewal of contract, if any, which is applicable only to enhancement of AMC/FMS rates and not on wages to REs deployed, will be as follows: -

$$Ac=Ap[(15+85(CPIc/CPIp)]x1/100$$

*Where, Ac = Contract Amount for the current year.*

*Ap = Contract amount for the previous year.*

*CPIc = Consumer Price Index for industrial workers for Urban (Chennai) 6 months prior to the commencement date of the contract for the current year.*

*CPIp = Consumer Price Index for industrial workers for Urban (Chennai) 6 months prior to the commencement date of the contract for the previous year.*

**18. Termination of Contract:** -The College reserves the rights to terminate the contract at any time during the course of the contract, if the contractor fails to carry out any of its obligations/ duties in terms of the agreement. In case for any reason, the contractor wants to terminate the contract, a notice in this regard needs to be given 3 months prior to the actual termination. The contractor shall remove all staff/workers deployed by him on termination of the contract or on

expiry of the contract from the premises of the Reserve Bank Staff College, Chennai and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the Reserve Bank Staff College, Chennai either explicitly or implicitly. Termination of contract, on reasons of failure on the part of contractor in complying with its obligations/ duties, etc., in terms of the agreement, shall lead to disqualification of the contractor from participating in the further tender activities of the College.

**19.** Upon being selected as the successful tenderer and being awarded the contract of AMC/FMS, the tenderer shall reply to all queries / complaints that may be raised by the College/Bank from time to time. Evasive attitude by the tenderer would subject the contract being terminated without notice / non-renewal of further contracts with the tenderer.

**20. Terms of Payment: -**

(i) *The successful tenderer should pay wages to its Resident Engineers deployed to the College, not less than the minimum wages as specified in the **extant Central Minimum Wages notification issued by the Ministry of Labour and Employment (Office of the Chief Labour Commissioner (C), Government of India, vide its order File No. 1/6(1)/2025-LS-II dated March 28, 2025 under Category for – Highly Skilled(TL)/Skilled -Area A**. The quoted rate shall also include the amounts payable towards ESI, EPF, Bonus or any other compensation under various labour laws, as applicable. If ESIC contribution and payment of Bonus are not applicable for the REs to be posted to the College, then the tenderer must submit documentary proof in this regard. After opening of price bid, **any deviation found in this regard will lead to cancellation of the bid submitted by the tenderer.***

(ii) The College shall release quarterly payments towards the maintenance charges after the expiry of each quarter and after obtaining certificate of satisfactory performance from the user departments of the College. The quarterly bills, along with necessary certification to the effect that monthly payment to the personnel deployed to the College are made and the payment is made in adherence to Central Minimum wages and in compliance with instructions pertaining to EPF, ESIC, Gratuity, etc., with documentary evidence shall be submitted by 5<sup>th</sup> of the succeeding month of a quarter. The College reserves the right to call for any such documents to check the compliance to ensure that all statutory laws in this respect are met. The College shall make all necessary tax deductions at source, as required by law. The firms/contractor should credit the wages directly to the bank account of their staff deployed and submit monthly bank statement showing payment of wages to the staff deployed. Necessary statutory payments, in this respect, should be ensured by the contractor. The College will normally make all payments due under this Agreement (the payment in respect of the preceding month) latest by 10th of the succeeding month of a quarter provided the bill submitted by the contractor is correct in all respects and submitted within the prescribed time frame. The payment will be made against the printed bill which should be properly signed by the authorised signatory with proper stamp as used by the Contractor. The bill will be settled on actual services provided and not on notional basis.

**21. Taxes: -** The contractor shall pay all the taxes, duties and levies, if any, required to be paid to the relevant authorities as per law and shall furnish to the College every quarter a certificate to the effect that the contractor is complying with the provisions of all statutes and rules applicable to them. The prices quoted shall be deemed to include all applicable taxes (including GST), local

levies, etc., imposed by Central/State Government / Local bodies. If the Tenderer fails to include such taxes and duties in the Tender amount, no claim thereof will be entertained by the College afterwards. As per extant Indian Laws, income tax and all other applicable taxes, at the applicable rates, will be deducted at source and a certificate for the same will be issued to the Contractor.

## **22. Compliance with various Statutes: -**

a) The Contractor shall ensure compliance of the provisions of Contract Labour (Regulation & Abolition) Act 1970, Minimum Wages Act 1948, and any other labour laws wherever applicable and as amended from time to time, while engaging workers as contract labour for the aforesaid work. The Bank/ College shall not be held responsible for acts of commissions or omissions of the Contractor in this respect and shall in no way make liable to the labourers engaged by the Contractor. The Bank/ College will be absolved from any obligations under the various Central Government statutes regarding contract labour / minimum wages and the Contractor shall keep the Bank/ College indemnified against all actions that may be initiated against the Bank/ College by the statutory authorities for failure/delay/non-payment of wages/other benefits (as stipulated by central and state Government), by the Contractor to the Resident Engineers deputed by him/her to the College.

b) The contractor shall be liable for the payment of wages as per the Central Minimum Wages and all other dues to the staff deployed which they are entitled to receive under the various labour laws and other statutory provisions. The contractor shall maintain proper records of the payment of wages, etc. to the persons so deployed to the College and shall on demand furnish copies of wage register/muster roll, etc. to the College for having paid all the dues to the persons deployed by him for the work under the contract. This obligation is imposed on the contractor to ensure that he is fulfilling his commitments, towards his employees so deployed, under various Labour Laws, having regard to the duties of Reserve Bank Staff College, Chennai in this respect as per the provisions of Contract Labour (Regulation and Abolition) Act, 1970. The contractor shall comply with or cause to be complied with the Labour regulations from time to time in regard to payment of wages, wage period deductions from wages, maintenance of wages book, wage slip, publications of scale of wages and terms of employment and submission of periodical returns. The contractor shall not charge any amount from the personnel deployed by him towards recruitment fee, etc. Further, there shall not be any hidden charges in the wages, being paid to the staff deployed.

c) The Contractor shall indemnify and keep indemnified the College/Bank against all losses and claims, damages or compensation for breach of any provisions of the Payment of Wages Act, 1936, Minimum Wages Act, 1948, Contract Labour (Regulation and Abolition) Act, 1970 or any other labour law/statute in force in this regard. The Contractor shall be solely responsible for liabilities, if any, in this regard.

d) The contractor will be mandatorily required to credit salaries, and all pay components only through direct credit to the bank accounts of REs deputed to the College.

e) The College reserves the right to verify compliance in this regard and Contractor should be able to produce evidence, at any point in time, of having paid required minimum wages and all other requisite statutory payments in respect of REs deployed at the College. Also, College may require evidence of having the REs on pay roll of the company/firm as a regular employment. The resident engineers are required to be on the pay roll of the company/firm as regular employment.

**23.** The contractor shall be solely responsible for any violation of provision of the labour laws or any other statutory provisions and shall further keep the Reserve Bank Staff College, Chennai indemnified from all acts of omission, fault, breaches and/or any claim, demand, loss, injury and expenses arising out from the non-compliance of the aforesaid statutory provisions. The College will not be responsible for any accident; injury or death caused to any staff of the Contractor deployed to the College, during the course of their duty/off duty and thus the staff will not be entitled for any compensation from the College. Under the circumstances of the contractor's failure to fulfill any of the obligations hereunder and/or under the said Acts, rules/regulations and/or any bye-laws or rules framed under or any of these, the College shall be entitled to recover any of such losses or expenses, which it may have to suffer or incur on account of such claims, demand, loss or injury, from the contractor's monthly payment and Security Deposit.

#### **24. Insurance and Indemnity.**

(i) The contractor shall at all times hold the College/Bank harmless and indemnify from/ against all actions, suits, proceedings, works, cost, damages, charges, claims and demands of every nature and description brought or procured against RBI, its officers, and officials and forthwith upon demand and without protest or demur to pay to the Bank any and all losses and damages and cost (inclusive between attorney and client) and all costs incurred in endorsing this or any other indemnity or security which the Bank may now or at any time have relative to the work or the contractor's obligations or in protecting or endorsing its right in any suit or other legal proceedings, charges and expenses and liabilities resulting from or incidental or in connection with injury, disease or disablement to or death of any person(s), including employees of the contractor or damage to property resulting from or arising out of or in any way connected with or incidental to the operations caused by the contract documents. In addition, the contractor shall reimburse to the College or pay to the College forthwith on demand without protest or demur all costs, charges and expenses and losses and damages otherwise incurred by it in consequence of any claims, demands and actions which may be brought against the College/Bank arising out of or incidental to or in connection with the operation covered by the contract until the virtual completion of the contract. The contractor shall at his/her own cost at College/Bank's request defend any suit or other proceeding asserting a claim covered by this indemnity, but shall not settle, compound or compromise such suit or other finding without first consulting the College/Bank.

ii) The contractor shall keep the Reserve Bank Staff College, Chennai indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor to settle/contest the same. In case Reserve Bank Staff College, Chennai is made party and is supposed to contest the case, the Reserve Bank Staff College, Chennai will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to Reserve Bank Staff College, Chennai on demand. Further, the contractor shall ensure that no financial or any other liability comes on the College, Chennai in this respect of any nature whatsoever and shall keep the College indemnified in this respect. The contractor shall further keep the Reserve Bank Staff College, Chennai indemnified against any loss to the College property and assets. The College shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

iii). The Contractor shall ensure that the instructions / directions issued by Central and State Governments and also the College in connection with Covid Pandemic are followed scrupulously by the workmen deployed at the College. The Contractor must deploy their staff in such manner that they are preferably in proximity to the College and can attend to duties on their own, even in emergency situations like Covid pandemic or such other situations and no staff from containment area or under quarantine should be deployed for work. Further, the Contractor shall closely monitor the staff deployed at the College and in case of any of his / her staff / family member of staff is found to be 'Covid' or such other communicable infection affected, action may be taken to replace the staff at once. The Contractor's staff should be sensitized to follow strict social distancing norms while they remain deployed. The Contractor shall provide them with necessary gloves, masks, sanitizer, etc., and personal protective equipment (PPE), if necessary, at no extra cost to the College. Further, the Contractor shall indemnify and keep indemnified the College / Bank from any financial / legal liability arising out of his / her failure, fault or negligence in complying with the above instructions. Any specific medical / insurance or other requirements arising out of such emergencies must be met by the Contractor

iv). The contractor shall take workmen compensation insurance for the workers engaged in the work as required by law and undertake to indemnify and keep indemnified the College from and against all manner of claims and demands and losses and damages and cost (including between attorney and clients) charges and expenses that may arise in regard to the same or that the College/Bank may suffer or incur with respect to and/or incidental to the same policy. The Insurance policy will be valid / Co-terminus with the period of contract. The contractor shall indemnify the College/Bank for any loss or damage that occurs to persons or third party while executing the work. Public liability policy shall be minimum ₹2.00 lakh per person for any one accident or occurrence and minimum ₹5.00 lakh in respect of damage to property for any one accident or occurrence. The Contractor shall also indemnify the College against all claims which may be made upon the College, whether under the Workmen's Compensation Act or any other statute in force, during the currency of this contract or at Common Law in respect of any employee of the Contractor and shall be at his own expense effect and maintain until the Virtual Completion or the Contract with an Insurance Company approved by the College a policy of Insurance against such risks and deposit such policy or policies with the College from time to time during the currency of this contract. The workmen/engineers or their legal heirs shall not claim any insurance /job benefit from the College/Bank incase workmen/engineers suffer any loss or damage to their life or person or property while working in the College premises and other locations specified. In default of the Contractor insuring as provided above, the College may so insure and may deduct the premiums paid from any money due or which may become due to the Contractor.

v). Whenever any claim, which may not be covered by the insurance policies referred to above, against the contractor for the payment of a sum or money arises out of or under the contract, the College shall be entitled to recover such sum by appropriating in part or whole, the security deposit of the Contractor. In the event of the security deposit being insufficient the balance or the total sum recoverable as the case may be, shall be deducted from any sum then due or which at any time thereafter may become due to the contractor under this or any other contract with RBI. Should this sum be not sufficient to cover the full amount recoverable, the contractor shall pay to the College on demand the balance remaining due.

**25.** The persons deployed by the contractor for the services mentioned in this contract shall be the employees of the contractor for all intents and purposes and that the persons so deployed

shall remain so and in no case, shall a relationship of employee and employer between the said persons and the College/Bank shall accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the College/Bank in respect of staff deployed by him.

**26.** The Contractor shall ensure that none of the persons deployed by him/her will contact the Reserve Bank Staff College or the Bank's Central Office/other Offices of the Bank in the matter relating to payment of their dues, wages, leave relievers, etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him/her.

**27.** The contractor shall deploy his staff in such a way that they get weekly rest. The working hours / leave, for which the work is taken from them, do not violate relevant provisions of Shops and Establishment Act, or any other act in force. The contractor shall in all dealings with the persons in his employment have due regards to all recognized festivals, days of rest and religious or other customs. In the event of the contractor committing a default or breach of any of the provisions of the Labour Laws including the provisions of Contract Labour (Regulation and Abolition) Act, 1970 as amended from time to time or in furnishing any information, or submitting or filling any statement under the provisions of the said regulations and rules which is materially incorrect, he/she shall without prejudice to any other liability pay to the Principal, Reserve Bank Staff College, Chennai, a sum as may be claimed by any person/client/statutory authority.

**28.** The contractor shall be required to maintain permanent attendance register/roll within the building premises either manually or through biometric access system, installed at the College which will be open for inspection and checking by the authorized officers of College. The contractor shall ensure that the required number of staff is deployed for duty on every day. In case of absence of any person, suitable substitute arrangement, at no extra cost to the College, shall be made by the contractor, failing which appropriate deductions shall be made from the payment due to the Contractor. Penalty on pro-rata basis as per the quoted rates will be levied in case of shortfall of persons deployed. If any complaint is received from the Bank's Executives, Participants or guests/visitors, the same will be viewed seriously and the College reserves the right to terminate the contract or recover damages/penalty.

**29.** The contractor shall pay the employer's contribution in respect of the REs deployed at the College with regard to Provident Fund and Employee State Insurance Fund as per the provisions of the 'Employees Provident Fund and Miscellaneous Provisions ACT, 1952 and Employees State Insurance Act, 1948". Contractor has to deposit the ESI & EPF contribution locally in Chennai only and he has to ensure that all his employees are given ESI Card and EPF Card.

**30.** The contractor shall submit to the College the proof of having deposited the amount of ESI & EPF contributions towards the REs deployed at the College in their respective names, before submitting the bill for the subsequent quarter. In case the contractor fails to do so, the amount towards ESI & EPF contribution will be withheld till submission of required documents.

**31.** The contractor shall submit details, such as names, parentage, residential address, age etc. along with recent photograph of the REs deployed by him. For the purpose of proper identification of the staff of the contractor deployed for the work, the contractor shall issue identity cards bearing their photographs/identification, etc, and such employees shall display their identity cards at the time of duty.

- 32.** The contractor shall take all reasonable precautions to prevent any unlawful riot or disorderly conduct or acts of his employees so deployed and ensure preservation of peace and protection of persons and property of the College.
- 33.** The Contractor shall agree and undertake that the staff/ service provided by the staff, deployed by him/her to the College, shall be to the entire satisfaction of the College and the Contractor should make it clear to the staff that they are the employees of the Contractor and they shall have no claims against the College and the College shall not be liable to wages, salary, compensation and any statutory benefits due to the staff under the labour laws and other litigations and the Contractor shall be responsible for providing such amenities as admissible under the law/rules/service conditions to the staff deployed by the Contractor for providing AMC/FMS service to the College.
- 34.** The persons deployed by the contractor for the services mentioned above shall be the employees of the contractor for all intents and purposes and that the persons so deployed shall remain under the control and supervision of the contractor and in no case, shall a relationship of employer and employee between the said persons and the College shall accrue/arise implicitly or explicitly. It will be the responsibility of the Contractor to ensure that no liability on this count should come on the College/Bank in respect of staff deployed by him.
- 35.** The Contractor shall ensure that none of the persons deployed by him/her will contact the College or the Bank's Central Office/other Offices of the Bank in the matter relating to payment of their dues, wages, bonus, leave relievers and uniforms, etc. The Contractor shall be responsible for the discipline, loyalty and conduct of the staff deployed by him/her.
- 36.** The Contractor shall obtain licence as contemplated under Contract Labour (Regulation and Abolition) Act 1970, if required, or any other law as applicable, failing which he/she alone will be responsible for actions/proceedings ensuing thereto. The College shall not be held responsible for acts of omissions or commissions of the contractor and shall in no way make liable to the staff engaged by the Contractor.
- 37.** In case any of the persons so deployed by the contractor does not come up to the mark or does not perform his/her duties properly or commits misconduct or indulges in any unlawful riots or disorderly conduct, the contractor shall immediately withdraw and take suitable action against such person/s on the report of the College in this respect. Further, the contractor shall immediately replace the particular person so deployed on the demand of the College in case any of the aforesaid acts on the part of the said person/s.
- 38.** The Contractor shall ensure that no employee of his/her company/agency/firm will enter or remain in the College's premises beyond the specified time limits unless necessary for fulfilling the company/agency/firm's obligations and with the permission of the College.
- 39.** The contractor shall remove all staff/workers deployed by him on termination of the contract or on expiry of the contract from the premises of the College and ensure that no such persons shall create any disruption/hindrance/problem of any nature in the College either explicitly or implicitly.
- 40.** The contractor shall keep the College indemnified against all claims whatsoever in respect of the employees deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the contractor



to settle/contest the same. In case College is made party and is supposed to contest the case, the College will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the contractor to the College on demand. Further, the contractor shall ensure that no financial or any other liability comes on the College/Bank in this respect of any nature whatsoever and shall keep the College/Bank indemnified in this respect.

**41.** The contractor shall further keep the College indemnified against any loss to the College's property and assets. The College shall have further right to adjust and/or deduct any of the amounts as aforesaid from the payments due to the contractor under this contract.

**42. Penalty.** If preventive maintenance schedule of equipment and stipulated uptime of hardware and system software is not adhered to, a penalty per day of ₹200/- for peripherals, ₹500/- for PCs/Laptops/I-Pad/Macbook may be imposed, at the discretion of the College. Completion of preventive maintenance schedule will entail updating of anti-virus patches, Operating System patches and carrying out of diagnostics tests. Penalty @ ₹ 500/- per day for non-rectification of complaint within 24 hours will be deducted in the subsequent quarterly payment.

**43.** The contractor shall ensure 99.5% uptime for PC & peripherals covered under the AMC. If during any quarter, the contractor does not maintain the uptime of the equipment/s, proportionate maintenance charges shall be deducted from the amount to be paid to the contractor in the beginning of the next quarter.

**44.** Absence of engineers at work will attract a proportional deduction from the charges in the subsequent quarterly payment if alternate arrangements are not made. Non-adherence of at least 60% of scheduled engineer visit in a month will attract a further penalty of ₹ 5000/- which will be deducted from subsequent quarterly payment.

**45.** The College/Bank reserves the right to claim damages from the contractor to the extent of loss suffered by it on account of any omission or commission by the contractor. The damage could be to the equipment/property either covered or not covered under AMC.

**46. This contract is not transferable.** The tenderer shall not assign the contract. He shall not subcontract any portion of the contract except with the written consent of the College. In case of breach of these conditions, the College may serve a notice in writing on the tenderer rescinding the contract whereupon the security deposit shall stand forfeited to the College, without prejudice to other remedies against the contractor. The College will be at liberty to realize all the expenses it had to incur in this connection, either by adjusting from the payments due to the Contractor or through other means.

**47. Non-disclosure Clause: -**

**a)** The Contractor must acknowledge that all materials and information which has or will come into its possession or knowledge in connection with this AGREEMENT or performance thereof whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to the College/Bank, will at all times be held by it in the strictest confidence and it shall not make use thereof other than for the performance of its obligations described in this Agreement and to release it only to employees requiring such information for the purpose of performing obligations described herein and not to any other party.

The Contractor agrees to take appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this Agreement are fully satisfied.

b) The Contractor should undertake that it and its personnel will at all times comply with all the security regulations in effect from time to time at the College's premises and externally for materials of the Bank. The Contractor should further undertake to hold in strict confidence any information, whether consisting of confidential and proprietary data or not which has or will come into its possession in connection with this contract and that it shall not make use of such information other than for fulfillment of its obligations under this contract.

**48. The Contractor and the Resident Engineers should adhere to the IS Policy guidelines of the Bank.**

a) The Contractor agrees to comply with the guidelines of the Bank's Information Security Policy in letter and spirit while accessing information systems with high level of access privilege.

b) The Contractor assures that its staff and/or agents shall follow sound codes of practice in handling information systems as per the Information Security sub policies of the Bank. The staff posted should maintain confidentiality of the IS policy of the bank and not disclose the same in public.

**49. Prevention of Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013.**

a) The contractor / Tenderer shall be solely responsible for full compliance with the provisions of "the Sexual Harassment of women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employees within the premises of the bank, the complaint will be filled before the Internal Complaints Committee constituted by the Contractor / Tenderer and the Contractor / Tenderer shall ensure appropriate action under the said Act in respect of the complaints.

b) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.

c) The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employees of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved.

d) The contractor shall be responsible for educating its employees about prevention of sexual harassment at work place and related issues.

e) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.

**50. Force majeure:**

a) If at any time during the continuance of this agreement, the performance in whole or part, is delayed by reason of any war, hostility, acts of public enemy, civil commotion, terrorist activities,

disturbed law and order situation, sabotage, fires, floods, explosions, epidemics, pandemics, quarantine restrictions, natural calamities, strikes, lock-outs or acts of god (hereinafter referred to as Event), provided notice of happening of any such event is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this agreement nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the agreement. The agreement shall be resumed as soon as practicable after the event has come to an end or ceased to exist; provided further that if the performance in whole or part of an obligation under this agreement is prevented or delayed by reason of any such event for a period exceeding 180 days, either party may exercise its option to terminate the agreement.

b) During the continuance of any such event, each party shall make reasonable efforts to avoid or remove the causes of such non-performance or delayed performance.

**51. Dispute Resolution:** -The College and the contractor shall make every effort to resolve amicably, by direct informal negotiations, in case of any disagreement or dispute arising between them in connection with the contract. In case of any unsettled disputes, the same shall be referred to the Arbitrator appointed by the Principal / Officer-in-Charge, Reserve Bank Staff College, Chennai - 600 018 and the provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings. The Contractor has no objection to any such appointment to the effect that the Arbitrator so appointed is the College's own Officer or that he was a part to the Contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer he had expressed views on all or any of the matters in dispute or difference. The award of the Arbitrator so appointed shall be final and binding on both the parties in regard to such dispute or disputes. The arbitration proceedings shall take place at Chennai only. The provision of Arbitration and Conciliation Act 1996 and the rules framed thereunder and in force shall be applicable to such proceedings.

**52. Jurisdiction:** -All legal suits, actions or proceedings relating to or arising out of the agreement shall be subject to jurisdiction of courts in Chennai only.

I / We accept all the Terms & Conditions, Specifications and Guidelines as indicated in the Tender Document including the penalty clauses.

(Signature and Name of the authorized  
person of the firm /  
tenderer with office seal)

Name: \_\_\_\_\_

\*-----\*



**RESERVE BANK STAFF COLLEGE, CHENNAI  
INFORMATION TECHNOLOGY CELL**

**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank Staff College (RBSC), Chennai**

**FINANCIAL/PRICE BID- PART II (Schedule of Quantities)**

**The format given below is only for illustrative purpose. The Financial/PRICE Bid - to be submitted only online in the price - bid format available on MSTC portal.**

SI No	LOT NAME	DESCRIPTION	QUANTITY	UNIT	Half yearly AMC/FMS RATES - INCLUSIVE OF GST	Amount per unit Inclusive of GST For half year
1	AMC & FMS- Desktop Computers	Desktop PCs –Annual Charges for Comprehensive AMC- PCs of make:- HP, Lenovo, Dell, Hitachi, Acer, etc.	117	No	Amount not to quote here	Amount not to quote here
2	AMC & FMS- Desktop Computers	Desktop PCs –Annual Charges for FMS- (Warranty)- PCs of make:- HP, Lenovo, Dell, Hitachi, Acer, etc.	130	No		
3	AMC & FMS - Printers.	Printers - Annual Charges for Comprehensive AMC Make:- HP, Canon, Brother, Epson, etc.	19	No		
4	AMC & FMS - Printers	Printers - Annual Charges for FMS- (Warranty) - Make:- Make:- HP, Canon, Brother, Epson, etc.	35	No		
5	AMC & FMS - Scanners.	Scanners - Annual Charges for Comprehensive AMC Make- HP, Epson, etc.	03	No		
6	AMC & FMS - Scanners.	Scanners - (Warranty)Annual Charges for Comprehensive AMC Make- HP, Epson, etc.	00	No		

7	AMC & FMS - Laptops	Laptops - Annual Charges for Comprehensive AMC - Make:- Lenovo, DELL, oneplus HP, etc.	29	No		
8	AMC & FMS - Laptops, I Pad	Laptops - Annual Charges for FMS (Warranty)-Make:- Lenovo, DELL, HP, Mac book Air, I-Pad, oneplus, etc.	72	No		
9	AMC & FMS - Tablets	One plus Tablets (Warranty)	50			
10	AMC & FMS – Interactive panel, Projectors and Peripherals	Projector / Interactive panel - Annual Charges for Comprehensive AMC: - Epson Ultra Short Throw, Epson EB_X 36, Epson EB 595 Wi-Ultra Short Throw, etc.	03	No		
11	AMC & FMS - Kindle e-Book Reader	Kindle e-book Readers-Annual Charges for Comprehensive AMC	02	No		
12	AMC & FMS - Sato Bar Code Printer	Sato Bar Code Printer Charges for Comprehensive AMC	01	No		
13	Direct-to-Card Printer	Direct-to-Card Printer-Annual Charges for Comprehensive AMC-Make : HID FARGO	00	No		
14	Direct-to-Card Printer	Direct-to-Card Printer-Annual Charges for Comprehensive AMC-Make : HID FARGO(Warranty)	01	No		
	TOTAL					AA

<b>(ii) FMS Charges</b>							
Sl. No.	Category of Resident Engineer (RE)	Required no. of Manpower (Auto-filled)	Salary Per Engineer Per Month in ₹ excluding GST <b>(To be filled by the Vendor)</b>	FMS Charges for each category of Engineer per month in ₹ excluding GST Auto Calculated as [(C)* (D)]	FMS Charges for each category of Engineer in Six months (Oct 2025 -March 2026) Auto Calculated as [(E)*6]	GST (@ 18%) for each category of Engineer in ₹ in Six months Auto Calculated as [(F)* 0.18]	Total FMS Charges for each category of Engineer Six months (Auto Calculated as [(F)+ (G)]
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1	Team Leader	01 (highly skilled)					
2	Engineer	03 (skilled)					
<b>Total</b>							<b>BB</b>

<b>(iii) Total Charges</b>		
Sl. No.	Description	Rate (₹)
1	Amount towards Comprehensive AMC Charges (including GST) for six months	AA
2	Amount towards FMS Charges for six months (including GST)	BB
3	Total Charges (AMC + FMS)	#

**Note:**

- (i) While quoting rates at FMS charges of Price Bid the salary must not be less than the minimum rates of wages fixed for their categories of employment from time to time by the Central Government under the Minimum Wages Act, 1948. Commercial Bid evaluation will be done on the amount of total half-yearly charges Sl. No-3 (indicated as #) of the above table. The amount will be automatically calculated. Tenderer should quote half yearly AMC/FMS rates for total quantity, under each category, specified from Sl No. 1 to 14 in the price bid format in MSTC Portal, **including GST**.
- (ii) Rates should be quoted only on-line in the price bid format provided in MSTC portal and should not be indicated anywhere in the tender or uploaded along with Part –I documents, which act may lead to disqualification of tender.
- (iii) Before quoting Financial/Price bid, the tenderer should take note of all requirements as specified in Section – III- Nature and Scope of Work-
- (iv) Replacement of Assets: - **Tenderer should also note that replacement of IT Assets with new ones may also take place during the contract period, resulting in reduction of number of assets under AMC category, as new IT assets purchased will be under Warranty and the same will be transferred to AMC category after warranty period. Further, the assets under AMC list may also undergo disposal during the tenure of contract which also cause to reduce the assets to be serviced/maintained.**

**(Articles of Agreement- Format)**

THIS AGREEMENT is made at Chennai on \_\_\_\_\_ between the Reserve Bank of India (hereinafter called the “Bank” which expression shall unless repugnant to the context, be deemed to include its successors and assigns) constituted under the provisions of the Reserve Bank of India Act, 1934, having its Central Office at Shahid Bhagat Singh Marg, Fort, Mumbai - 400 001, represented by the authorized official \_\_\_\_\_, of the Reserve Bank Staff College (hereinafter called ‘the Employer’ or ‘RBSC’ or ‘the College’), Anna Salai, Teynampet, Chennai – 600 018, of the one part and \_\_\_\_\_, incorporated as company under the provisions of the Companies Act, 1956, having its Corporate Office \_\_\_\_\_ (hereinafter referred to as ‘the Contractor’) which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assigns) of the SECOND PART, represented by \_\_\_\_\_, who is duly authorized by the Board of Directors of the company.

**WHEREAS**

**The Bank having its Central Office at Mumbai and Regional Offices / Branches on various places all over India, established a College, the Reserve Bank Staff College, the first party to the agreement, for the purpose of imparting necessary training to its officers working in various places all over India.**

**The College is desirous of availing the services of the contractor for the purpose of “Providing Annual Maintenance Contract (AMC)/ Facility Management Service (FMS) for Computer Hardware/Software and Peripherals at Reserve Bank Staff College, Chennai” (hereinafter called “the Services”).**

**The College wants to engage the Contractor to provide the Services at the College and the Contractor (the second party to the agreement) has approached the management of the College to provide the said Services.**

**The Contractor has represented that he / she / firm / company is in the business of providing the Services to reputed establishments like banks, Central Government, Financial Institutions & Corporate Houses, etc and having eligibility as per the specified eligibility criteria and offered to the College to provide the said Services, upon and subject to the Conditions set forth in the Tender document (Sections I to IV and the Annexures II to XXI) and at the respective rates therein set forth in the Schedule of Quantities of the Tender ([Annexure – I](#)).**

**The Contractor has agreed to execute this Contract upon and subject to the conditions set forth in the Tender document (Sections I to IV and the Annexures II to XX) and at respective rates therein set forth in the Schedule of Quantities ([Annexure – I](#)), all of which are collectively hereinafter referred to as “the said**

Conditions". The amount payable thereunder is referred to as "the said Contract Amount", which shall be the quoted rate.

The parties hereto being desirous of reducing into writing the terms and conditions of the Contract and of the work to be carried out by the Contractor, have agreed hereinafter that the Form of Tender, General Instructions of the Tender – Eligibility Criteria, Scope and Nature of Work, Terms and Conditions of the Contract set forth in the Tender Document (Sections I to IV and the [Annexures I to XX](#)), subsequent correspondences and letter of intent and the respective rates therein set forth in the Schedule of Quantities of the Tender shall be read as part and parcel of this agreement. This agreement shall also not restrain the parties from mutually setting forth such further or other Terms and Conditions, modifying or altering this Agreement to ensure due execution of the Services contemplated under this Agreement; provided no such modification or alteration shall be in derogation to the Terms and Conditions of this Agreement.

Upon and subject to the said Conditions (Sections I to IV and the [Annexures I to XX](#)) and at the respective rates therein set forth in the Schedule of Quantities ([Annexure – I](#)) amounting to the payable there under, this contract has been signed by or on behalf of the parties hereto.

**NOW IT IS HEREBY AGREED AS FOLLOWS:**

1. In consideration of the said Contract Amount to be paid at the time and in the manner set forth in the said Conditions, the Contractor upon and subject to the said Conditions shall execute and complete the Services described in the Tender Document (**Sections I to IV and the [Annexures I to XX](#)**) and at respective rates therein set forth in the Schedule of Quantities ([Annexure – I](#)).
2. The College shall pay the Contractor the said Contract amount or such other sum as shall become payable, at the times and in the manner specified in the said Conditions in the Tender Document (**Sections I to IV and the [Annexures I to XX](#)**) and at respective rates therein set forth in the Schedule of Quantities ([Annexure – I](#)).
3. The said conditions and all subsequent correspondence hereto shall be read and construed as forming part of this Agreement and the parties hereto shall respectively abide by and submit themselves to the said Conditions and correspondence and perform the agreement on their part respectively in the said Conditions and correspondence contained.
4. This Contractor is to be paid for according to the completion of work as contained in Schedule of Quantities ([Annexure – I](#)) or as provided in the said conditions and as per the conditions specified in the Tender (**Sections I to IV and the [Annexures I to XX](#)**).
5. The Contractor hereby agrees to commence work from October 01, 2025 as provided for in the said conditions (**Sections I to IV and the [Annexures I to XX](#)**) and at respective rates therein set forth in the Schedule of Quantities ([Annexure-I](#)).
6. All payments by the College under this Contract will be made only at Chennai.
7. All disputes arising out of or in any way connected with this Agreement shall be deemed to have arisen at Chennai and only Courts in Chennai shall have the jurisdiction to determine the same.
8. That the several parts of this contract have been read by the Contractor and fully understood by the Contractor.
9. Penalty. If preventive maintenance schedule of equipment and stipulated uptime of hardware and system software is not adhered to, a penalty per day of ₹200/- for peripherals, ₹500/- for PCs/Laptops/I-Pad/Macbook may be imposed, at the discretion of



the College. Completion of preventive maintenance schedule will entail updating of anti-virus patches, Operating System patches and carrying out of diagnostics tests. Penalty @ ₹ 500/- per day for non-rectification of complaint within 24 hours will be deducted in the subsequent quarterly payment.

**10. Disputes Resolution:**

All disputes arising under this agreement shall be settled amicably through discussions between the parties. In case of any unsettled disputes, the same shall be referred to the Arbitrator appointed by the Principal / Officer-in-Charge, Reserve Bank Staff College, Chennai - 600 018 and the provisions of the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings and the decision of the Arbitrator shall be final and binding on both the parties. The Contractor has no objection to any such appointment to the effect that the Arbitrator so appointed is the College's own Officer or that he was a part to the Contract or that he had to deal with matters which relate to this arrangement or that in the course of this duties as such Officer he had expressed views on all or any of the matters in dispute or difference. The award of the Arbitrator so appointed shall be final and binding.

**11. Indemnity Clause:**

- i. The Contractor shall keep the College indemnified against all claims whatsoever in respect of the employees deployed by him / her. In case, any employee of the Contractor so deployed enters in dispute of any nature whatsoever, it will be the primary responsibility of the Contractor to settle / contest the same. In case, the Reserve Bank Staff College, Chennai is made party and is supposed to contest the case, the College will be reimbursed the actual expenses incurred towards Counsel fee and other expenses, which shall be paid in advance by the Contractor to the College on demand. Further, the Contractor shall ensure that no financial or any other liability comes on the College in this respect of any nature whatsoever and shall keep the Reserve Bank Staff College, Chennai indemnified in this respect. The Contractor shall indemnify and keep indemnified, defend and hold good the College, its Directors, its officers, employees and agents against any loss, damage or claims arising out of any violations of applicable laws, regulations, guidelines during the Contract period and for the breach committed by the Contractor or their services personnel on account of misconduct, omission and negligence by the Contractor or his service personnel.
- ii. The Contractor shall further keep the College indemnified against any loss to the property and assets of the College. The College shall have further right to adjust and / or deduct any of the amounts as aforesaid from the payments due to the Contractor under this contract.

**12. Non-Disclosure Clause:**

- i. The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure / systems / equipment, etc., which may come to the possession or knowledge of the Contractor during the course of discharging his / her contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the Contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with the applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Employer. The Contractor shall indemnify the Employer for any loss suffered by the Employer as a

result of disclosure of any confidential information. Failure to observe the above shall be treated as breach of Contract on the part of the Contractor and the Employer shall be entitled to claim damages and pursue legal remedies.

- ii. The Contractor shall take all appropriate action with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.

**13. Prevention of Sexual Harassment of Women at Work place:**

- i. The Contractor / Agency shall be solely responsible for full compliance with the provisions of the "Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee/s within the premises of the Bank / College, the complaint will be filed before the Internal Complaints Committee constituted by the Contractor / Agency and the Contractor / Agency shall ensure appropriate action under the said Act in respect of the complaint.
- ii. Any complaint of sexual harassment from any aggrieved employee of the Contractor against any employee of the Bank or any employee of any other firm working in the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.
- iii. The Contractor shall be responsible for any monetary compensation that may need to be paid in case the incident involves the employee/s of the Contractor, for instance, any monetary relief to the Bank's employee or other firm's employee, if sexual violence by the employee of the Contractor is proved.
- iv. The Contractor shall be responsible for educating its employees about the prevention of sexual harassment at work place and related issues.

IN WITNESS WHEREOF the Employer and the Contractor have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.  
(If the Contractor is a partnership or an individual)

IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Contractor has caused its common seal to be affixed hereunto and the said two duplicates has caused these presents and the said two duplicates hereof to be executed on its behalf, the day and year first herein above written.  
(If the Contractor is a Company)

Signature Clause

SIGNED AND DELIVERED by the Reserve Bank of India by the hand of  
Shri .....

(Name and designation)

.....  
..... in the presence of

(1)  
Address

(2)  
Address

.....  
.....  
.....

#### Witnesses

SIGNED AND DELIVERED BY If the part is a partnership firm or any individual  
..... should be signed by all or on behalf of all the  
(1)..... partners.  
Address

.....  
.....

2)

.....  
Address  
.....  
.....

#### Witnesses

#### THE COMMON SEAL OF

Was hereunto affixed pursuant to the If the Contractor signs under its common Seal the  
resolutions passed signature clause should tally with their sealing  
By its Board of Directors at the meeting clause in the Articles of Associations.  
held on

.....  
.....

In the presence of

( 1 )

.....  
( 2 )

..... The Contractor is signing by the hand of power of  
Directors who have signed these attorney whether a company or individual.  
presents in taken thereof in the

presence of

(1) .....

(2) .....

SIGNED AND DELIVERED BY the  
Contractor by the hand Of

Shri .....

and duly constituted attorney. The  
Contractor is signing by the hand of  
power of attorney whether a company  
or individual.

**FORMAT FOR POWER OF ATTORNEY FOR SIGNING OF  
Application/Proposal and Documents**

(On Non-Judicial Stamp Paper of appropriate value)

Know all persons by these presents,

We..... (Name of the Tenderer and address of their registered office) do hereby constitute, appoint and authorise Mr. / Ms. .... (Name and residential address of Power of Attorney holder) who is presently employed with us and holding the position of .....as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our tender for '**Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank Staff College (RBSC), Chennai-600018**' including signing and submission of all documents and providing information / responses to RBSC, representing us in all matters before RBSC, and generally dealing with RBSC in all matters in connection with our proposal for the said AMC/FMS.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

**Note**

Power of Attorney should be properly stamped and notarized  
Power of Attorney furnished shall be irrevocable.

Signature/(s) of the Tenderer

Name/(s)

Stamp/Seal of the Tenderer

(NB: This guarantee will require stamp duty as applicable in the state, where it is executed and shall be signed by the official whose signature and authority shall be verified).

**Proforma for Bank Guarantee In Lieu of Earnest Money Deposit**

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing Bank).

This deed of guarantee made this \_\_\_\_\_ day of \_\_\_\_\_ two thousand \_\_\_\_\_ between \_\_\_\_\_ (Name of Banker) having its registered office at \_\_\_\_\_ (place) and one of its local offices at \_\_\_\_\_ (hereinafter referred to as the Surety), and Reserve Bank Staff College, constituted by the Reserve Bank of India Act, 1934, having its Central Office at Central Office Building, Shahid Bhagat Singh Road, Mumbai-400 001 INDIA (hereinafter referred to as the Bank). WHEREAS \_\_\_\_\_ (Tenderer's name hereinafter referred to as 'Tenderer') a Company registered under \_\_\_\_\_ and having its registered office at \_\_\_\_\_ is bound to deposit with the Bank by way of earnest money INR 39,000/- \_\_\_\_\_ (INR thirty nine thousand only \_\_\_\_\_ only) in connection with its Tender for providing '**Annual Maintenance Contract (AMC)/ Facility Management Service (FMS) for Computer Hardware/Software and Peripherals at Reserve Bank Staff College at Teynampet, Chennai, 600018**' and the specifications and terms and conditions enclosed therein.

WHEREAS the tenderer as per clause No. \_\_\_\_\_ Section IV of Instructions to tenderers and special conditions has agreed to furnish a Bank Guarantee valid up to \_\_\_\_\_ instead of deposit of earnest money in cash.

**NOW THIS WITNESSETH:**

1 That the Surety in consideration of the above Tender made by the Tenderer to the Bank hereby undertakes to guarantee payment on demand without demur to the Bank the said amount of INR \_\_\_\_\_ (INR \_\_\_\_\_ only) within one week from the date of receipt of the demand from the Bank on presentation of this deed of guarantee, which the Tenderer is bound to deposit with the Bank by way of earnest money in connection with his Tender.

2 This guarantee shall not be affected by any infirmity or irregularity on the part of the Tenderer or by the dissolution or any change in the constitution of the Bank, Tenderer or the Surety.

3 The Bank shall be eligible to make any claim under this guarantee if the Tenderer after submitting his Tender, rescinds from his offer or modifies the terms and conditions thereof in a manner not acceptable to the Bank or expresses his unwillingness to accept the order after the Bank has decided to place order with the Tenderer for providing '**Annual Maintenance Contract (AMC)/ Facility Management Service (FMS) for Computer Hardware/Software and Peripherals at Reserve Bank Staff College at Teynampet, Chennai, 600018**'. The Banks' decision in this regard shall be final and binding.

4 The Surety shall not and cannot revoke this guarantee during its currency except with previous consent of the Bank in writing.

5 Notwithstanding anything contained in the foregoing, the Surety's liability under the guarantee is restricted to INR \_\_\_\_\_ (INR \_\_\_\_\_ only).

6 This guarantee shall remain in force and effective up to (six months) and shall expire and become ineffective on intimation thereof being given to the Surety by the Bank in which event this guarantee shall stand discharged.

7 The Surety will make the payment pursuant to the demand notice issued by the Bank, notwithstanding any dispute that may exist or arise between the Tenderer and the Bank or any other person.

8 Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said tender or showing of any indulgence by the Bank to the tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.

9 Notwithstanding anything contained hereinabove, unless a demand or claim under this guarantee is made on the Surety in writing on or before \_\_\_\_\_, the Surety shall be discharged from all liabilities under guarantee thereafter.

10 The Surety has the power to issue this guarantee under its Memorandum and Articles of Association and the person who is hereby executing this deed has the necessary powers to do so under the Power of Attorney granted to him by the Surety.

SIGNED AND DELIVERED For and on behalf of or and on behalf of above-named Bank.  
(Banker's Name and Seal)

**Bank Manager**

**(Banker's seal)**

**Proforma of Bank Guarantee for Security Deposit**

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

No. \_\_\_\_\_ Date \_\_\_\_\_

To:

The Principal  
Reserve Bank Staff College  
Teynampet  
Chennai

Dear Sir

In consideration of your agreeing to accept the security deposit of INR \_\_\_\_ (INR \_\_\_\_\_ only) furnishable to you by Messrs \_\_\_\_\_ (hereinafter referred to as “the Contractor”) in terms of their Contract with you for providing ‘**Annual Maintenance Contract (AMC)/ Facility Management Service (FMS) for Computer Hardware/Software and Peripherals at Reserve Bank Staff College at Teynampet, Chennai, 600018**’ as per their Tender dated \_\_\_\_\_ and your Special Conditions of Contract and other Tender documents relating thereto and subject to the conditions and alterations mutually agreed upon the set forth or referred to in your Contract dated \_\_\_\_ in the form of guarantee from us in the manner hereinafter contained, we \_\_\_\_ (Name of the Bank) do hereby covenant and agree with you as follows :

1. We undertake to indemnify you and keep you indemnified from time to time to the extent of INR \_\_\_\_ INR (\_\_\_\_ only) against any loss or damage caused to or suffered by or that may be caused to or suffered by you by reason of any breach or breaches on the part of the Contractor of any of the terms and conditions contained in the said Contract and in the event of the Contractor making any default or default in carrying out any of the work under the said Contract or otherwise in the observance and performance of any of the terms and conditions relating thereto in accordance with the true intent and meaning thereof, we shall forthwith on demand pay to you such sum or sums not exceeding in total the said sum of INR \_\_\_\_ (INR \_\_\_\_\_ only) as may be claimed by you as your losses and / or damages, costs, charges or expenses by reason of such default on the part of the Contractor.
2. Notwithstanding anything to the contrary, your decision as to whether the Contractor has made any such default or defaults and the amount or amounts to which you are entitled by reasons thereof will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Guarantee but will pay the same forthwith on your demand without any protest or demur.
3. This guarantee shall continue and hold good until it is released by you on the application

by the Contractor after expiry of the relative guarantee period of the said Contract and after the Contractor had discharged all his obligations under the said Contract and produced a certificate of due completion of the work under the said Contract and submitted a "No Demand Certificate", provided always that this guarantee shall in no event remain in force after the day of \_\_\_\_\_ without prejudice to your claim or claims arisen and demanded from or otherwise notified to us in writing before the expiry of six months from the said date which will be enforceable against us notwithstanding that the same is or are enforced after the said date.

4. Should it be necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this Guarantee on your request till such time as may be required by you. Your decision in this respect shall be final and binding on us.
5. You will have the fullest liberty without effecting this guarantee from time to time to vary any of the terms and conditions of the said Contract or extend the time of performance of the Contractor or to postpone for any time or from time to time any of your rights or powers against the Contractor and either to enforce or forbear to enforce any of the terms and conditions of the said Contract and we shall not be released from our liability under this guarantee by the exercise of your liberty with reference to matters aforesaid or by reason of any time being given to the Contractor or any other forbearance, act or omission on your part or any indulgence by you to the Contractor or by any variation or modification of the said contract or any other act, matter or things whatsoever, which under the law relating to sureties would but for the provisions hereof have the effect of so releasing us from our liability hereunder provided always that nothing herein contained will enlarge our liability hereunder beyond the limit of INR \_\_\_\_\_ (INR \_\_\_\_\_ only) as aforesaid.
6. This guarantee shall not in any way be affected by your taking or varying or giving up any securities from the Contractor or any other person, firm or company on its behalf or by the winding up, dissolution, insolvency or death as the case may be, of the Contractor.
7. In order to give full effect to the guarantee herein contained you shall be entitled to act as if we were your principal debtors in respect of all your claims against the Contractor hereby guaranteed by us as aforesaid and we hereby expressly waive all our rights of surety-ship and other rights, if any, which are in any way inconsistent with any of the provisions of this guarantee.
8. Subject to the maximum limit of our liability as aforesaid, this guarantee will cover all your claim or claims against the Contractor from time to time arising out of or in relation to the said Contract and in respect of which your claim in writing is lodged on us before expiry of six months from the date of expiry of this guarantee.
9. Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax or registered post to our local address as aforesaid and if sent by post, it shall be deemed to have been given when the same has been posted.
10. This guarantee and the powers and provisions herein contained are in addition to and not by way of limitation of or substitution for any other guarantee or guarantees heretofore given to you by us (whether jointly with others or alone) and now existing un-cancelled and that this guarantee is not intended to and shall not revoke or limit such guarantee or guarantees.



11. This guarantee shall not be affected by any change in the constitution of the Contractor or us nor shall it be affected by any change in your Constitution or by any Amalgamation or Absorption thereof or therewith but will ensure to the benefit of and be available to and enforceable by the absorbing or amalgamated company or concern.
12. Any forbearance, act or omission on the part of the Bank in enforcing any of the conditions of the said Tender or showing of any indulgence by the Bank to the Tenderer shall not discharge the Surety in any way and the obligations of the Surety under this guarantee shall be discharged only on the intimation thereof being given to the Surety by the Bank.
13. This guarantee is irrevocable during the period of its currency and shall not be revoked without your previous consent in writing.
14. We further agree and undertake to pay you without demur the amount demanded by you in writing notwithstanding any difference or dispute or controversy that may exist or arise between you and the Contractor or any other person.
15. Notwithstanding anything contained herein above our liability under this guarantee is restricted to INR \_\_ (INR \_\_\_\_\_ only). Unless a written claim is lodged on us for payment under this guarantee within six months from the date of expiry, including extensions if any, of this guarantee, all your rights under the guarantee shall be forfeited and we shall be deemed to have been released and discharged from all liabilities there under, irrespective of whether or not the original guarantee is returned to us.
16. We have power to issue this guarantee in your favour under the Memorandum and Articles of Association of our Bank and the undersigned has full powers to execute this Guarantee under the Power of Attorney granted to him by the Bank.

SIGNED AND DELIVERED

(For & on behalf of the above named Bank)

For & on behalf of

(Banker's Name & Seal)

BRANCH MANAGER  
(Banker's Seal)

Address \_\_\_\_\_

**Profile of Tenderer:**

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

<b>A. BASIC INFORMATION OF COMPANY/FIRM</b>	
<b>Particulars</b>	<b>Response</b>
1) The registered name of the Tenderer	
2) Name and designation of the authorized official responding to the request (copy of Power of Attorney as per Format – <a href="#">Annexure III</a> - shall be uploaded by the tenderer)	
3) Contact telephone, fax number and E-mail Address	
4) Registration and other numbers	
5) Registered Office (address)	
6) Legal form of organization	
7) Name and address of parent company/firm, if any.	
8) Whether the Tenderer has registered with:-(i) GST ( If yes, provide Regn. No)  (ii) ESI ( If yes, provide Regn. No)  (iii) EPF ( If yes, provide Regn. No)  (iv) PAN No.	
9) ISO Certification: The tenderer must have valid ISO certifications for: -  a) Quality Management- Valid ISO 9001:2015/latest certification b) IT services- Valid ISO 20000- 1: 2018/latest series certificate relating to Information Technology-service management. c) IT security- Valid ISO 27001:2022/latest certification relating to Information Security	
10) Brief description of the entity including date of incorporation, list of major business areas and divisions, list of products and services provided, key milestones in its development.	



**Details of similar works executed prior to September 30, 2020)**

<b>Sr. No.</b>	<b>Name and address of the firm</b>	<b>Value of the work</b>	<b>Period of Work</b>

(Attach separate sheet if required)

**Note: Copies of the work orders or completion certificate in proof of the above shall be enclosed**

**Signature of the Authorized Official with Seal**

**Details of similar qualifying works executed during the last 5 years**  
**ie; On or After October 01, 2020)**

Sr. No.	Name and address of the firm	Work Order No/date	Value of the work	Period of work	Whether work was completed or not?	Phone number & name of contact person of the firm

(Attach separate sheet if required)

**Note: Copies of the work orders and performance certificate should be enclosed**

**Signature of the Authorized Official with Seal**

**Date:**

**Details of similar works currently being undertaken by the bidder**

Sr. No.	Name and address of the firm	Work Order No/date	Value of the work	Period of work	Phone number & name of contact person of the firm

(Attach separate sheet if required)

**Note: Copies of the work orders and performance certificate should be enclosed****Signature of the Authorized Official with Seal****Date:**

Annual Turnover for the last three years

Years	Total Annual Turn -over	Turn over from only AMC/FMS
2022-23		
2023-24		
2024-25		

(Attach sheet if required)

**Signature of the Authorized Official with Seal**

**Date:**

**Maintenance and Service Support Centre/Set-up available in Chennai**

- 1) Whether the tenderer is having any Office at Chennai: (If Yes, please provide Address, name of contact persons and details of contact (e-mail Id / Phone, etc.).
- 2) Please indicate the status of the Office: (Full-fledged regional Office/Branch Office)
- 3) Whether the tenderer is having any maintenance / service support centre/set-up in Chennai: - (If Yes, please provide Address, name of contact persons and details of contact (e-mail Id / Phone, etc.)
- 4) Please indicate the status of the maintenance/service support centre/set-up in Chennai.
- 5) No. of Permanent staff at the Centre:
- 6) Of which Technical staff permanently stationed at the above Centre/s
- 7) Arrangement to stock spares and time required: furnish details separately Locations wise:-
  - a. Hardware engineers:
  - b. Software engineers
  - c. Network engineers:

***(The tenderer should have its own maintenance/service support centre/set-up in Chennai with sufficient qualified technical personnel in providing maintenance/service to computer hardware/software)***

**Signature of the Authorized Official  
with Seal**

**Date:**



# **CLIENT's CERTIFICATE REGARDING PERFORMANCE OF TENDERER (FORMAT)**

Name & address of the Client

Details of Works executed by M/s

- 1 Name of work with brief particulars
- 2 Agreement No. and date
- 3 Agreement amount
- 4 Date of commencement of contract
- 5 Stipulated date of completion
- 6 Period of contract
- 7 Details of compensation levied for delay (indicate amount) if any
- 8 Gross amount of the contract completed and paid
- 9 Name and address of the authority under whom contract executed
- 10 Whether the contractor employed qualified Engineer/Overseer during execution of contract?
11. i) Quality of work (indicate grading) Outstanding/Very Good/  
Good/Satisfactory/poor
- ii) Amt. of work paid on reduced rates, if any
12. i) Did the contractor go for arbitration?
- ii) If yes, total amount of claim
- iii) Total amount awarded
13. Comments on the capabilities of the contractor.
- a) Technical proficiency Outstanding/Very Good/  
Good/Satisfactory/poor
- b) Financial soundness Outstanding/Very Good/  
Good/Satisfactory/poor
- c) Mobilization of manpower Outstanding/Very Good/  
Good/Satisfactory/poor
- d) General behaviour Outstanding/Very Good/  
Good/Satisfactory/poor

Note: **All columns should be filled in properly and signed"**

Signature of Reporting Officer with Office seal

**The details of Tenderer's Banker:**

<b>Sr. No.</b>	<b>Particulars</b>	<b>To be filled by Tenderer</b>
1.	Name of the Bank	
2.	Branch Address	
3.	IFSC Code (cancelled cheque may be enclosed)	
4.	Telephone and fax number	
5.	Name of the contact person	
6.	Amount of credit facility / overdraft facility enjoyed by Tenderer from the Bank	
7.	The period from which the Tenderer has been Banking with Bank	
8.	Bank Account Number	
9.	Type of A/c	
10.	Account Holder Full Name	
11.	Permanent Account Number (PAN)	

**I / we hereby agree and confirm to disburse the salary of the staff deployed at Reserve Bank Staff College through NEFT directly into their bank account and also accept the payment in respect of the above works, if awarded to our firm / company, through NEFT.**

***Signature of Tenderer with stamp / date***

**Form Of Bankers' Solvency Certificate From A Scheduled Bank**

This is to certify that to the best of our knowledge and information M/s \_\_\_\_\_, having address as reproduced below, a customer of our bank, are / is respectable and can be treated as good for any engagement up to a limit of ₹..... (Rupees .....). This certificate is issued without any guarantee or responsibility on the bank or any of the officers.

(Signature)  
For the Bank

**Note:**

1. Bankers' certificates should be on the letter head of the bank, sealed in a cover addressed to The Principal, Reserve Bank Staff College, No. 359, Anna Salai, Teynampet, Chennai – 600 018.
2. In case of Partnership Firm being the Successful Tenderer, the certificate to include the names of all partners as recorded with the Bank.

(Signature)  
For the bank

**Declaration**

I/We hereby solemnly declare that:

(a) The firm/company/firm is not involved in illegal activities or financial frauds. There are no cases with the Police/ Court/ Regulatory authorities against the tenderer.

(b) The firm/company/firm has not been prosecuted or suffered any penalty for violation of any statutory laws by any Authority.

(c) The firm/company/firm has not been suspended/delisted/ disqualified by any organization including Reserve Bank of India / Reserve Bank Staff College, on any grounds.

(d) The firm/company/firm has not rescinded/abandoned any contract awarded by any of his clients before the expiry of prescribed period of contract. The firm/company/firm shall give details of all disputes it had with its clients and furnish the status thereof.

**Signature and Name of the authorized person of the  
Firm / tenderer with office seal**

**Chennai**

**Date:-**

## Legal Requirements

SI No.	Name	Answer	Answer Type	Pass Criteria
1	Is your company/firm currently involved in any material litigation?		Yes / No	None to be there
2	Are there any petitions, claims, actions, judgments or decisions pending, which are likely to adversely affect your company/firm's performance of work associated with this Tender? If "Yes" please provide detail, additional comments or you may attach related document.		Yes / No	None to be there
3	Have you had any contract terminated for default or cause during the last five (5) years?		Yes / No	None to be there
4	Has your company/firm been cited for any violations by any governmental agencies? If "Yes", provide details on any citations received in the last three years.		Yes / No	None to be there

**Signature of the Authorized Official  
with Seal**

## ANNEXURE-XVI

### Part (a) – Details of approximate number of Computer Hardware items / Peripherals to be covered under AMC and Warranty, currently.

Description	Under AMC	Under Warranty	Total
PC-Lenovo Make	11	02	13
PC-HP Make	40	92	132
PC-Dell Make	66	36	102
<b>PCs -TOTAL</b>	<b>117</b>	<b>130</b>	<b>247</b>
<b>Printers-</b>			
HP	20	31	51
Epson	-	01	01
Cannon	-	02	02
<b>HID Fargo- Direct-to-Card Printer</b>	-	1	1
<b>Printers-TOTAL</b>	<b>20</b>	<b>35</b>	<b>55</b>
<b>Laptops-</b>			
Lenovo Make	-	-	-
HP Make	00	68	68
Dell Make	29	01	30
Mac Book	-	03	03
<b>Laptops-TOTAL</b>	<b>29</b>	<b>72</b>	<b>101</b>
I-pad/Tablets	-	50	50
<b>Scanners</b>	03	00	03
<b>Kindle e-book readers</b>	2	-	<b>02</b>
<b>Sato Bar Code Printer</b>	1	-	<b>01</b>

**Part (b)-Details of Computer Software**

<b>Sr. No.</b>	<b>Description</b>
1	MS Outlook
2	Msoffice (2016) and above
3	Windows 2012 Server and above
4	Windows 7
5	Windows 10 and above
6	Oracle

**Part (c) Technical Support for Operating Systems**

- Windows Server 2012 and above, Windows Server 2016, etc.
- Windows Desktop Operating Systems (Windows7 and 10, Mac OS and above)

**List of Bank's Locations where AMC services shall be provided**

1. Reserve Bank Staff College, 359, Anna Salai, Teynampet, Chennai– 600018 - Including Admin Block, all class rooms, Seminar Hall, Hostel Block and Residential Block
2. Reserve Bank Officers' Quarters, Koyambedu, Chennai –600 107
3. Reserve Bank Officers Quarters, Anna Nagar, Chennai – 600 040
4. Reserve Bank Staff Quarters, PH Road, Chennai –600 010
5. Reserve Bank Staff Quarters, Besant Nagar, Chennai – 600 090
6. Reserve Bank Staff Quarters, K K Nagar, Chennai – 600 078

The College reserves the right to add or delete sites to the list.



**Undertaking / Certificate of Indemnity**

(To be typed/filled with legible handwriting without any overwriting and submitted on the Letter Head of the Company/Firm of Bidder failing which the offer of Bidder is liable to be summarily rejected)

**Tender No:** ----- **Dated:** .....

The Principal  
Reserve Bank Staff College  
Chennai-600018

Dear Sir,

**Sub: Annual Maintenance Contract (AMC) and Facility Management Service (FMS) for Computer Hardware, Software and Peripherals at Reserve Bank Staff College, Chennai.**

We have carefully examined the scope of work and services specified in the captioned tender document and having visited and examined the site of the works specified in the said document and having acquired the requisite information relating thereto as affecting the tender, we hereby offer to execute the works and services mentioned in the Memorandum for the time specified at the rates mentioned in the Price Bid and in accordance with specifications and instructions in writing with such other materials as are provided for, and in all other respects, in accordance with such conditions so far as they may be applicable.

2. We also agree that our tender will remain valid for acceptance by the bank for 90 days from the date of opening of Part I of the tender and this period of validity can be extended for such period as may be mutually agreed between the Bank and us in writing. We also agree to keep the earnest money deposited during the entire period of validity of tender.

3. Should this tender be accepted, I/we hereby agree to abide by and fulfill all the terms and conditions of the tender and in default thereof, to forfeit and pay to you or your successor, or assignees or nominees such sums of money as are stipulated in the conditions contained in the tender together with the written acceptance of the contract.

4. We warrant that the repair and maintenance service do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the Bank from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of the terms and conditions mentioned in this document.

5. I/we understand that you reserve the right to accept or reject any or all the tender either in full or in part without assigning any reason thereof.

6. The Tender is submitted in two separate parts on MSTC portal. Part I (Technical Bid) contains all terms and conditions and technical particulars, but price has not been indicated anywhere in any manner, and Part II (Price Bid) contains only the price bid in the Bank's proforma. We hereby certify that no terms and conditions have been stipulated by us in the Price Bid.

**7. We shall adhere to IS Policy guidelines of the Reserve Bank of India.**

Dated this \_\_\_\_ day of \_\_\_\_ 2025

For and behalf of M/s \_\_\_\_\_

(Signature with Seal)

Name:

Designation:

Date:

Place:

Witnesses:

(1) Signature with name  
Address & date

(2) Signature with name  
Address & date

**Declaration/Undertaking Regarding Compliance to all statutory laws**

(To be typed/filled with legible handwriting without any overwriting and submitted on the Letter Head of the Company/Firm of Tenderer failing which the offer of Tenderer is liable to be summarily rejected)

**Tender No:** ----- **Dated:** .....

We M/s ----- participating in the bid, hereby furnish the self-declaration/undertaking that:

1. Our establishment is registered under Contract Labour(R&A) Act, 1970 and my/our establishment shall comply with all provisions of Contract Labour (R&A) 1970 and rules made thereafter including the conditions of licence, administrative order/s and advisories, if any issued by the Govt. from time to time.

2. Every worker deployed/shall be deployed by our establishment, is being/shall be paid not less than the minimum rates of wages fixed for their categories of employment from time to time by the Central Government under the Minimum Wages Act, 1948 including overtime/weekly off, etc. and the same is/shall be paid through the account payee cheque/ECS/Bank Transfer.

3. We shall ensure that every eligible worker is/shall be covered under the provisions of ESI and EPF Acts and the statutory deductions are deposited in timely manner.

4. We shall ensure that every eligible worker is/shall be paid bonus under the provisions of Bonus Act, 1965.

5. We shall not deploy any minor/child/bonded labour and shall comply with the provisions of the respective legislations.

Verification as under: -

i. That the above declarations and information furnished by us are correct to the best of my/our knowledge and belief and nothing has been concealed in any manner whatsoever.

ii. If any information/undertaking furnished by us is found to be incorrect/ false, in that event I shall be liable for the penal action as provided under the provision of Contract Labour (R&A) Act, 1970, IPC and other relevant laws.

iii. We shall be personally liable and responsible for all acts of omission and commission.

Date: Signature of the authorized person:

Place: Full Name:

Designation:

Company's Seal\*

X-----X