REQUEST FOR PROPOSAL FOR PROCUREMENT INSTALLATION, COMMISSIONING AND MAINTENANCE OF LCD/LED BASED VIDEO WALLS, CONTROLLER, DIGITAL PODIUM AND OTHER RELATED EQUIPMENT FOR BANK'S RESILLIENCE OPERATIONS CENTRE (ROC)

RFP NO: PSB/HO PMO/2026-27/RFP/2 DATED 13/08/2026

Address

PUNJAB & SIND BANK

Project Management Office

Corporate Office, Block 3, NBCC Complex,

East Kidwai Nagar, New Delhi – 110023

DISCLAIMER

The information contained in this Request for Proposal (RFP) FOR PROCUREMENT, INSTALLATION , COMMISSIONING AND MAINTENANCE OF LCD/LED BASED VIDEO WALLS, CONTROLLER, DIGITAL PODIUM AND OTHER RELATED EQUIPMENT FOR BANK'S RESILLIENCE OPERATIONS CENTRE (ROC) are provided to the Bidder(s) on the terms and conditions set out in this RFP document.

The RFP document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services.

The provision of the services is subject to observance of selection process and appropriate documentation being agreed between the Bank and any successful Bidder as identified by the Bank, after completion of the selection process as detailed in this document.

GENERAL INSTRUCTIONS TO BIDDERS

All bidders must note that this being GeM tender, bids received only through online on GeM (Government e-Market) portal https://gem.gov.in/ shall be considered as an offer. Any bid submitted in physical form will not be received or opened and shall be summarily rejected.

1. Participation Methodology:

In this GeM bid either the authorized bidder on behalf of the Principal/OEM/OSD or Principal/OEM/OSD itself can bid but both cannot bid simultaneously for the same item/product.

If a bidder bids on behalf of the Principal/OEM/OSD, the same bidder shall not submit a bid on behalf of another Principal/OEM/OSD in this GeM bid for the same item/product/service.

If any product of Principal/OEM/OSD is being quoted in this GeM bid, the Principal/OEM/OSD cannot bid for any other Principal's/OEM's/ OSD's Product.

In the event of the bidder being not able to perform the obligations as per the provisions of the contract, the OEM/OSD/principal should assume complete responsibility on behalf of the bidder for providing i.e., technology, personnel, financial and any other infrastructure that would be required to meet intent of this GeM bid at no additional cost to the bank. To this effect bidder should provide a dealer/distributor OEMs certificate as per Annexure-K.

NOTE: Submission of any bid document through offline mode will not be accepted and bids should be submitted on or before last date & time of bid submission.

Schedule of Events & Bid Details

Particulars	Details
RFP Number and Date	GEM/2026/B/7866197 : 13-08-2026
RFP Title	RFP for Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC)
Security Deposit / Earnest Money deposit	Rs 3,00,000/-
Bid validity	180 days from the date of opening of the bid.
Performance Bank Guarantee	5 % of the total project cost. The selected System Integrator shall be responsible for providing the PBG for the duration of the contract (Including the extension) + claim period (12 months) of the Bank guarantees
Date of Publishing the tender on Bank's Website	13-08-2026
Last Date for submission of Pre-Bid Query	19-08-2026(By 17:00 Hrs) Pre bid queries should be submitted as per Annexure G in MS- excel format. a. Queries must be mailed to *'ho.tp@psb.bank.in*' only quoting tender reference number in the subject. Subject of the email should be given as "Pre-Bid Queries for <RFP Title> dated 13-08-2026". Queries reaching afterwards will not be entertained.
Date and Time for Pre-Bid Meeting	21-08-2026 (12:00 Hrs) Pre-Bid meeting will be held Online, and participants are requested to attend the meeting Online. Those who are interested in participating the Prebid meeting should share the participant details to ho.tp@psb.bank.in Upon perusal of the same, the link / meeting ID will be shared to the participant to participate in the virtual meeting.

Last Date and Time for submission of Bids	03-09-2026 14:00:00
Date and Time of Opening of Technical Bids	03-09-2026 14:30:00
Date and Time of opening Commercial Bids	To be notified later to the qualifying bidders only.
Place of Opening of Bids	Punjab and Sind Bank, Corporate Office, Block 3, NBCC complex, East Kidwai Nagar, New Delhi -110023
Submission of Bids	https://gem.gov.in/
Contact Persons for any clarifications	Name: Manish Kumar, Manager Contact No.: 8800099492 Name: Jasleen Kaur, Sr. Manager Name: K B Manikantan, Deputy General Manger Email ID: ho.tp@psb.bank.in
Project Office Location	Punjab & Sind Bank, Corporate Office, Block 3, NBCC complex, East Kidwai Nagar, New Delhi -110023
Other Details	1. Subsequent changes made based on the suggestions and clarifications as per pre-bid meeting shall be deemed to be part of the RFP document and shall be published. 2. No suggestions or queries shall be entertained after the pre-bid meeting. 3. This document can be downloaded from https://punjabandsind.bank.in/ , https://gem.gov.in/, and https://eprocure.gov.in/ 4. Any Amendments, Modifications, Pre-Bid Replies, Clarifications & any communication etc. will be uploaded on the GeM Portal i.e. https://gem.gov.in/. No individual communication will be sent to the individual System Integrators. 5. An announcement regarding the publication of the RFP will also be made in newspapers, informing System Integrators that the document can be downloaded from the following websites: https://punjabandsind.bank.in/ ,https://gem.gov.in/, and https://eprocure.gov.in/
Information for Online Participating: The following activities will be conducted online through the https://gem.gov.in/ website: 1. Purchase of RFP document including all Annexures. 2. Addendums to the RFP.	

3. Submission of Technical Bid & Commercial Bid by the System Integrator.
4. Opening of Technical Bid & Commercial Bid by the Bank.
5. Announcement of results, if any.

Instructions:

1. Bidders who wish to participate will have to register with Government e-Marketplace (GeM) Portal and follow the respective guidelines.
2. In case of any clarification/ queries regarding online registration/ participation, Bidders may reach out to: Email: ho.tp@psb.bank.in

Note: Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid. Bids will be opened in presence of the bidders‟ representative who chooses to attend.

Table of Contents

1. Glossary

S No	Acronym	Abbreviation
1	FHD	Full High Definition
2	LED	Light Emitting diode
3	OSD	Original Software Developer
4	RFP	Request for Proposal
5	GEM	Government e-Marketplace
6	LCD	Liquid Crystal Display
7	ROC	Resilience operation Center
8	OEM	Original Equipment Manufacturer
9	ISO	International Organization for Standardization
10	MAF	Manufacturer Authorization Form
11	AMC	Annual Maintenance Contract
12	BIS	Bureau of Indian Standards
13	EMD	Earnest Money Deposit
14	PBG	Performance Bank Guarantee
15	LLP	Limited Liability Partnership
16	GST	Goods and Services Tax
17	TDS	Tax Deducted at Source
18	BOQ	Bill of Quantities
19	CVC	Central Vigilance Commission
20	INR	Indian Rupee
21	IPS	In-Plane Switching
22	UHD	Ultra High Definition
23	MII	Make in India
24	TLS	Transport Layer Security
25	DNS	Domain Name System
26	NTP	Network Time Protocol
27	GUI	Graphical User Interface
28	HDD	Hard Disk Drive
29	SSD	Solid-State Drive
30	NOC	Network Operations Center
31	SOC	Security Operations Center
32	DVI	Digital Visual Interface
33	COB	Chip on Board
34	UPS	Uninterruptible Power Supply
35	DSP	Digital Signal Processor
36	PDU	Power Distribution Unit

37	TCO	Total Cost of Ownership
38	KYE	Know Your Employee
39	ABP	Authorized Business Partner
40	RBI	Reserve Bank of India
41	IBA	Indian Banks' Association
42	SLA	Service Level Agreement
43	IEM	Independent External Monitor
44	NSIC	National Small Industries Corporation
45	MSME	Micro, Small and Medium Enterprises
46	HDMI	High-Definition Multimedia Interface
47	IGMP	Internet Group Management Protocol
48	DHCP	Dynamic Host Configuration Protocol
49	DNS	Domain Name System
50	FQDN	Fully Qualified Domain Name
51	NEFT	National Electronic Funds Transfer

2. Introduction

Punjab & Sind Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980, one of the nationalized banks of India, has a national presence through a widespread network of 1686 branches, 33 Regional Offices & 5 Zonal Offices. With 119 years of customer services, the Bank has a large, satisfied clientele throughout the country. For enhancing customer convenience levels and overall inter-branch efficiency, the Bank has been a frontrunner in implementing various IT enabled products.

The Bank intends to select vendor for complete installation, commissioning, maintenance of 5*2 FHD LCD/LED video wall, controller, admin console, Digital podium, speaker system, Microphones & other related equipment for 24*7 Resilience Operations Centre.

3. Invitation of Tender Bids

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

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

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the Bank shall be binding between the Bank and such Bidder.

This invitation of Bids is limited to vendor(s) having presence in India or their Authorized Representative in India, provided firms fulfill the minimum qualification criteria. The successful bidders would be selected, prices would be finalized through this RFP process and an agreement would be entered into with the successful bidder/s

The RFP Document can be downloaded from GEM Portal https://gem.gov.in/. The response should be uploaded online at the GEM Portal https://gem.gov.in/.

In order to meet the IT hardware requirements, the Bank proposes to invite online Bids from eligible

Bidders to undertake supply, installation, testing, commissioning and maintenance of IT hardware as per details/scope of work mentioned in Appendix C of this RFP.

4. Objectives of the RFP

Bank intends to purchase Professional/Industrial grade LCD/ LED Video wall High Definition (FHD) display System for 5X2 matrix wall mounted 55" LCD with necessary accessories at 21, Bank House, 8th Floor, Punjab & Sind Bank, Rajendra Place, New Delhi – 110008 for operating Resilience Operations Centre (ROC) as per Technical specifications mentioned in Annexure-C and as per terms and conditions mentioned in forthcoming clauses of this RFP document. The ROC shall operate as a 24*7 setup for real time monitoring of Bank's critical digital infrastructure. The technical specification given in RFP is our minimum specification requirement and vendors are allowed to quote equivalent higher specification from all OEMs and each product can be from different OEM also.

The successful bidder shall furnish, install and integrate a fully functional and operational LCD LED video wall display system and ancillary hardware, software and wiring within the premises of Punjab & Sind Bank, Head Office, Rajendra Place, New Delhi.

Video wall design shall be fully configurable, scalable, and capable of supporting agency control and matrixing of video sources onto any video monitor devices in a completely flexible and extensible manner through the provided equipment and software. In addition, the video wall system shall support and allow for future functionality with the continued addition of multiple video sources, without separate, cost by the device. The video wall shall also be capable to connect with digital podium.

5. Eligibility Criteria

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

5.1. The bidder should be a company/partnership/LLP incorporated in India. (Certificate of incorporation/Registration along with documents for experience is to be submitted)

5.2. The bidder must have experience in providing/maintaining Video wall (LCD LED Display) setup in commercial organizations with a minimum period of 5 years as on 30.06.2026. copy of reference site details and work order/s completed should be submitted along with client reference formant as per Annexure F.

5.3. The bidder/OEM should be in operating-profit for any two years from last three financial years i.e., 2023-2024, 2024-2025 & 2025-26 and last financial year must be profitable and minimum turnover should not be less than Rs. 2.00 Crore in each financial year(Average should be 3.00 Crore). This must be the individual company turnover and not that of any group of companies. (Copies of the audited balance sheet and P&L Statement of the company showing the same is to be submitted)

5.4. The proposed High Definition display system should have been implemented in minimum two organizations out of which one should be Govt. Organization/PSU/scheduled commercial bank in India/NPCI/RBI during last 3 years i.e. from 01.04.2021 to 31.03.2026. Client references to be submitted as per Annexure-F

5.5. Bidder/OEM should have ISO 9001/2015, 14001, 27001 certificate for video wall solution.

5.6. The Bidder/system integrator should have MAF (Manufacturer's Authorization Form) as per Annexure-K to be submitted.

5.7. The bidder shall provide a formal undertaking confirming that they are not currently blacklisted by any Government Authority or Public Sector Undertaking (PSU). Bidders previously blacklisted by any such entity shall be eligible only if their name has been officially removed from the blacklist on or before the tender submission date. Failure to meet this requirement shall result in the rejection of the bid.

5.8. The Bidder should have office in Delhi-NCR and the proof of office location with address & contact details should be submitted and also attach a self declaration by the bidder on its letter head duly signed seal / stamped .

5.9. The selected Bidder and/or OEM shall guarantee enterprise-level support by maintaining an adequate team of on-roll, specialized support staff within the Delhi/NCR jurisdiction. This local presence is mandatory to meet stipulated response and resolution times, as well as to facilitate rapid, on-site troubleshooting for any system complaints.

5.10. Bidder should submit proof in support, of above-mentioned criteria while submitting the proposal. Vendors who do not fulfill the above criteria or who fail to submit proof will be rejected ab initio. The cut off date will be the date of submission of RFP.

5.11. Documents for eligibility criteria to be submitted as per Annexure N

6. Broad Scope of Work

a) Video-Wall Setup

6.1. Supply, installation, testing, and commissioning of an indoor 5x2 LCD/LED video wall display system. The configuration must utilize 55-inch commercial display panels with a total layout footprint spanning a maximum width of 20 feet and a height between 4.50 feet and 5.00 feet.

6.2. Mounting kit & other accessories should be provided by the bidder as per site conditions. Civil, Electrical Work, and Networking to be provided by Bank. However specific requirements to be advised by vendor, if any.

6.3. The Solution should provide video along with collaborative capabilities such as document, presentation, video sharing from external sources such as Desktop PCs, mobiles, iPad & Laptops.

6.4. The vendor should supply, install and commission the necessary hardware and software at 21, Bank House, 8th Floor, Punjab & Sind Bank, Rajendra Place – 110008.

6.5. In the event that the Bank decides to relocate or shift the setup/infrastructure during the contract period, the Vendor shall be responsible for dismantling, packing, transporting, and re-building the complete setup at the new location, anywhere in India. This activity shall be executed by the Vendor at no additional cost to the Bank. The entire re-installation and commissioning must be completed within 15 days of receiving the mandate from the Bank, or as per the specific timelines requested by the Bank. In case the vendor fails to relocate with the agreed timelines, penalties shall be applicable as per Appendix Q

6.6. The vendor should support within 24 hrs of the date of complaint.

6.7. Minimum manufacturing warranty period required for video wall system is 3 years (with AMC of 2 years).

6.8. The vendor shall bear sole responsibility for the comprehensive maintenance of the entire system throughout the stipulated warranty period.

6.9. The vendor must deliver comprehensive training to the Bank's operations team and designated personnel.

6.10. The vendor must provide back-to-back OEM support throughout the warranty period covering system maintenance, technical assistance, hardware replacement, software upgrades, and vulnerability management driven by periodic OEM security bulletins. The OEM must maintain a 24/7/365 help desk for all system components, accessible directly by the Bank via web portal, telephone, and email.

6.11. Videowall, controller and switcher units should have BIS (Bureau of Indian Standards) Certification.

6.12. After expiration of the standard warranty period, continuous 24/7 technical support must remain available directly from the OEM.

6.13. Every core infrastructure component of the system must be fully covered under the 24x7 OEM support framework.

6.14. Physical installation must be executed neatly, cleanly, and up to professional standards. All data, power, and signal cabling must be strictly organized using structured cabling methodologies.

6.15. The bidder has to supply and install the necessary licenses, software and to meet the specifications of the RFP. Bank will not pay any additional cost/charges for the same.

6.16. Proposed solution's hardware and software should be upgradable to meet the future requirement without any degradation in the quality of videowall.

6.17. Only the format in the RFP should be used for bids.

6.18. Bidder should adhere to the following timelines for completion of the scope of work.

i. **Delivery Schedule:** The successful bidders shall deliver Video wall system (video panels, controller, etc.) and digital podium setup within a maximum period of 3 weeks from the date of issuance of purchase order.

ii. **Installation timeline:** The installation needs to be completed within 1 weeks from the date of delivery. If Successful bidder fails to deliver any or all of the Service(s) or perform the Services within the time period(s) specified in the Bid/ Contract Agreement/ Purchase order, penalty will be charged as mentioned in Appendix Q.

iii. **Delivery Location:** Punjab & Sind Bank, 21, Bank House, 8th Floor, Rajendra Place – , New Delhi, 110008

6.19. Bidder The bidder must arrange site visits to at least one location in Delhi/NCR where their proposed technology or solution is currently operational.

b) Digital Podium

The digital podium with microphone must feature seamless video wall connectivity. It must support real-time content sharing and interactive displays to facilitate dynamic presentations and instructional demonstrations

7. Locations to be covered

The LCD/LED Video Wall Display System shall be deployed at the Bank’s Head Office located at Rajendra Place, New Delhi. The exact, definitive site address will be detailed within the final Purchase Order (PO). The Bank reserves the absolute right to alter, modify, or relocate the deployment site at any time to meet its operational requirements.

Bidders are permitted conduct a voluntary site inspection at before Bid Submission to assess physical conditions, structural layouts, and specific installation requirements. While this site visit is highly encouraged to ensure accurate bidding, it remains optional and non-mandatory. The selected bidder bears sole and complete responsibility for delivering an end-to-end, fully functional solution that aligns with the Bank's requirements. All costs associated with engineering site surveys, physical installation, technical deployments, and structural modifications must be built into the commercial bid. The Bank will entertain no claims for additional charges or hidden fees. If the selected bidder fails to execute the contract, complete the installation, or meet the performance standards specified in this RFP due to site conditions, the Bank reserves the right to terminate the Purchase Order immediately, at any stage, by issuing an appropriate written reason & recover all direct and indirect expenditures incurred by the Bank as a result of the project failure.

8. Language of Bid

All bid responses, official correspondence, and operational communications with the Bank must be submitted exclusively in written English. Any supporting literature, certificates, or documentation provided in a language other than English must be accompanied by an official, attested English translation. For the purpose of evaluation and interpretation of the bid, the attested English translation shall strictly govern and prevail.

9. Instructions for Bid Submission

9.1. Bid Security/ EMD

a) The bidder should deposit bid security / Earnest money deposit (EMD) of Rs.3,00,000.00/- (Rupees Three Lakhs Only) in the form of a demand draft favoring Punjab & Sind Bank payable at New Delhi or a Bank Guarantee issued by Scheduled Commercial Bank other than Punjab & Sind Bank. Bank Guarantee should be valid for minimum 12 months from the date of issuance of tender with claim period of one month. Bidder has to upload scanned copy / proof of the DD along with bid in GEM portal website https://gem.gov.in and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

b) EMD/Bank guarantee should be deposited with Mr. Manish Kumar (+91-8800099492), Corporate Office, Punjab & Sind Bank, East Kidwai Nagar, New Delhi.

c) Bidders registered under NSIC or Udyog Aadhaar (MSME) qualify for a complete EMD waiver. To claim this exemption, bidders must upload a valid NSIC/MSME Certificate explicitly stating their registration under the Single Point Registration Scheme. Other terms & conditions relating to Bid security is as under:

   i. No interest will be payable on the Bid Security amount.
   ii. Unsuccessful Bidders' Bid security will be returned after completion of tender process. Unsuccessful Bidders should submit the Letter for Refund of EMD/Bid Security for returning of the bid security amount as per Annexure M.

d) Bid Security will be forfeited in the following cases:
   i. If a bidder withdraws its bid during the period of bid validity; or
   ii. If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract.
   iii. In case of a successful Bidder, if the Bidder fails:
      1) To execute Contract within the stipulated time or

2) To furnish Performance Bank Guarantee as mentioned in Performance Bank Guarantee herein.

e) The successful Bidders Bid security will be discharged upon the Bidder signing the Contract Agreement and against submission of performance bank guarantee (other than Punjab & Sind Bank) with the claim period of three months as per the format mentioned in Annexure L, for 5% of contract value/TCO, valid for contract period.

9.2. Performance Bank Guarantee (PBG)

i. **Submission Timeline and Format**

The successful bidder must submit a PBG within 30 days from the date of acceptance of Purchase Order. The submission must strictly follow the format provided in **Annexure L**.

ii. **Value and Validity**

- **Duration**: The PBG must remain valid for 5 years.
- **Claim Period**: It must include an additional 6-months claim period, subject to any extensions decided by the Bank.

Issuing Institution: Must be issued by a Scheduled Commercial Bank, excluding Punjab & Sind Bank.

iii. **Bank Rights and Invocation Conditions**

- **Default Invocation**: The Bank may invoke the PBG without notice or right of demur if the bidder fails to meet tender terms or project obligations.
- **Forfeiture for Delay:** Failure to submit the PBG within the 30-day window entitles the Bank to cancel the contract and forfeit the Earnest Money Deposit (EMD).
- **Recovery of Dues:** The Bank reserves the right to recover outstanding dues by withholding pending invoice payments, deducting from the remaining contract value (for missed milestones), or invoking the PBG.

iv. Contract is extended, the selected bidder has to submit fresh PBG for 5% of the extended Contract value and period along with claim period and also execute fresh/extension of Contract with the Bank within 15 days from the date of issuance of Purchase Order for renewal.

v. The Bank Guarantee issued by the issuing Bank on behalf of bidder in favor of Punjab & Sind Bank shall be in paper form as well as issued under the "Structured Financial Messaging System" (SFMS) sent to Punjab & Sind Bank, Defence Colony, New Delhi, IFSC PSIB0000250. Any Bank guarantee submitted in physical mode, including EMD/bid guarantee which cannot be verifiable through SFMS will be summarily rejected.

9.3. Period of Validity of Bids

Bids should remain valid for the period of at least 180 days from the last date for submission of bid prescribed by the Bank. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of bid is reckoned from modified date for submission. Further extension of the validity of the bid will be decided by the bank in case of need. The price quoted in Final Commercial Offer will be valid for at least 90 days from the date of offer/commercial bid opening.

9.4. Price Validity

Prices payable to the successful bidder as stated in the contract shall be firm and not subject to any changes under any circumstances during the contract period or period of deliverables under this contract whichever is later from the date of placing purchase order.

9.5. Amendment of Bidding Documents

Before the bid submission deadline, the Bank can amend the RFP contents based on its own initiative or bidder feedback. All updates will be published exclusively on the GeM portal (https://gem.gov.in), with no direct notifications sent to individual bidders. To ensure participants have sufficient time to incorporate these changes into their proposals, the purchaser may choose to extend the submission deadline.

9.6. Bid Authorization

Submitted bids constitute a binding commitment on the Bidder. Accordingly, all bid documents must be executed by authorized personnel, duly empowered by a senior official possessing corporate signing authority. All pages of the bid shall be initialed by the person or persons signing the bid.

a) All pages of the bid submission must be initialed by the authorized signatory or signatories.
b) The official Bid Form must be signed in full and stamped with the Bidder's official corporate seal.
c) Any inter-lineation, erasure, or overwriting will be deemed valid only if verified and initialed by the authorized signatory.
d) All initials must be accompanied and supported by a legible rubber stamp impression of the Bidder's firm.

The proposal must include a formal undertaking letter signed by the authorized signatory, explicitly stating the bid commitment. This letter must clearly display the full name and official corporate designation of the signatory.

9.7. Two-part Bid

The Bid should be submitted online at the GEM portal site https://gem.gov.in by the Bidder. It should comprise the following components:

i. The proposal must include a formal undertaking letter signed by the authorized signatory, explicitly confirming the bid commitment. This letter must clearly state the full name and official corporate designation of the signing authority.

ii. Technical bid – Part I: "Technical Bid for Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC)" of width of 20 feet and a height between 4.50 feet and 5.00 feet.

iii. Commercial bid – Part II: "Commercial Bid for Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC)" of 20 feet & height between 4.50 feet and 5.0 feet.

iv. **Technical Evaluation:** The Technical Bid will be opened online and evaluated first. Only bidders that meet all technical requirements and unconditionally accept the terms and conditions of this RFP will be shortlisted for commercial evaluation.

v. **Commercial Evaluation:** Commercial Bids will be opened and evaluated exclusively for technically qualified Bidders. This stage determines the lowest priced (L1) bidder for final selection.

vi. Any bid submission that fails to conform to any of the specified terms and conditions will be rejected automatically.

10. Technical Bid

10.1. Technical Proposal Requirements

The Technical Bid (Part I) must be complete, exhaustive, and submitted online. It must contain all information requested in this RFP but strictly omit any pricing or commercial information.

10.2. Submission Compliance

The Technical Bid (Part I) must be submitted exclusively via the online portal. Bidders must thoroughly review all terms, conditions, and instructions. Failure to furnish complete information as requested is at the Bidder's sole risk and may result in the outright rejection of the proposal.

10.3. Mandatory Online Documents

The following documents must be uploaded to the GeM portal (https://gem.gov.in):

9.3.1 Annexure A – Letter of Acceptance
9.3.2 Annexure B – Bidder Profile Format
9.3.3 Annexure C – Technical Specifications/Bid

9.3.4 Annexure D - Commercial Bid
9.3.5 Annexure E – Confidentiality / Non-Disclosure Agreement
9.3.6 Annexure F – Reference Site Details
9.3.7 Annexure G – Bid Query Format
9.3.8 Annexure H – Know Your Employee (KYE) Clause
9.3.9 Annexure I – Undertaking of Information Security
9.3.10 Annexure J – List of Supportive Applications / Software Required
9.3.11 Annexure K – Manufacturer's Authorization Form (MAF)
9.3.12 Annexure L – Format of Performance Bank Guarantee
9.3.13 Annexure M – Letter for Refund of EMD
9.3.14 Annexure N - Bidder's Eligibility Criteria
9.3.15 Annexure O – Certificate of Local content
9.3.16 Annexure P – Bid form (Technical Bid)
9.3.17 Appendix Q – Other Terms & Penalties
9.3.18 Appendix R – Pre-Contract Integrity Pact
9.3.19 Appendix S

10.4. Document Execution and Verification

a) The complete bid submission must be signed by the authorized signatory of the Bidder.

b) All annexures must be printed on the Bidder's official letterhead, bearing the authorized signature and official corporate seal.

c) Bidders must provide complete product brochures, documentation, testing plans, product roadmaps, workflows, and operational procedures for the proposed solution.

d) Submissions must strictly follow the formats prescribed by the Bank. Non-conforming or altered formats will face immediate rejection.

10.5. Bank's Rights and Reserved Privileges

a) **Right to Re-Tender**: The Bank reserves the absolute right to cancel this process and resort to re-tendering at any stage without assigning reasons. The Bank bears no financial or legal liability for such actions.

b) **Right to Reject:** The Bank reserves the right to reject any or all proposals based on its internal evaluation, including assessments of the Bidder's stability, operational capabilities, past track record, and market reputation.

c) **Right to Modify (Corrigendum):** The Bank may amend any terms, conditions, or technical specifications of this RFP prior to the bid submission deadline.

10.6. Amendments and Post-Bid Clarifications

a) **Notification:** All amendments, modifications, or corrigenda will be published exclusively on the GeM portal (https://gem.gov.in). These updates are legally binding, and no separate individual communications will be issued.

b) **Deadline Extension:** The Bank may, at its sole discretion, extend the bid submission deadline to allow Bidders reasonable time to incorporate updates into their proposals.

c) **Finality of Bids:** No post-bid clarifications, modifications, or requests initiated by the Bidder will be entertained after the submission deadline.

11. Commercial Offer

11.1. Commercial Proposal Requirements

Commercial Offer must align completely with the Technical Offer. It must comprehensively include the cost of all items, components, and services proposed in the technical bid. Any contradiction or mismatch between the technical and commercial submissions may result in disqualification.

11.2. Pricing Format and Currency

The Commercial Bid (Part II) must be submitted exclusively through the GeM portal (https://gem.gov.in) by entering the commercial values in the prescribed online format. All price quotes must be denominated strictly in Indian Rupees (INR).

11.3. Prohibition of Conditional or Alternative Offers

Bidders must not submit alternative options, variable pricing models, or conditional offers to the Bank. The commercial submission must strictly conform to the specifications and items outlined by the Bank. Any deviation, qualification, or conditional clause in the commercial bid will lead to the immediate disqualification of the entire submission.

12. RFP Clarifications & Queries

12.1. Query Submission Protocol

The Bank will not entertain any queries or requests for clarification via telephone. Bidders must submit all queries and clarifications exclusively via email to **ho.tp@psb.bank.in** and **manish.kumar5@psb.bank.in**

12.2. Email Formatting Requirements

All communication regarding clarifications must be sent with the exact subject line: **"Tender for Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC) of width (20ft) X Height (≥4.50 ft ≤ 5.0 ft) indoor"** and must strictly utilize the format prescribed in **Annexure G**.

12.3. Deadline and Consolidation

Bidders must collate and submit all their queries in a single, comprehensive communication. The Bank will only review queries received on or before the cut-off date specified in the Schedule of Events of this RFP. Late submissions will not be evaluated.

12.4. Issuance of Addendum / Corrigendum

Any modifications to the RFP specifications, terms, or conditions resulting from bidder queries will be issued solely at the Bank's discretion. Such updates will be published exclusively as an Addendum or Corrigendum on the GeM portal (https://gem.gov.in). No separate individual communications will be sent

13. Other Terms and Conditions of RFP

13.1. Receipt of responses to this RFP does not constitute a commitment or obligation on the part of the Bank to award a purchase contract for any services, components, or combinations thereof. The Bank reserves the right to reject any or all bids, in part or in full, at its sole discretion and without assigning any reason whatsoever. Bidders shall have no claim, legal recourse, or right to compensation against the Bank for non-selection.

13.2. By submitting a proposal, the selected Bidder agrees to execute a definitive contract with the Bank promptly upon award. Failure or refusal by the successful Bidder to execute a valid contract within the stipulated timeframe will absolve the Bank of all obligations to said Bidder. In such an event, the Bank reserves the right to terminate the selection and award the contract to an alternative Bidder based on the evaluation process.

13.3. The Bidder formally represents, warrants, and acknowledges that it possesses the requisite professional experience, technical expertise, and operational capability to fulfill all obligations under this RFP. Furthermore, if any services, functions, or responsibilities not explicitly detailed in this RFP are inherent, necessary, or customary for the successful delivery of the proposed solution, they shall be deemed included within the scope of work and must be provided by the Bidder at no additional cost to the Bank.

13.4. All terms and conditions, payments schedules, time frame for expected service levels as per this tender will remain unchanged unless explicitly communicated by the Bank in writing to the bidder. The Bank shall not be responsible for any judgments made by the bidder with respect to any aspect of the Service. The bidder shall at no point be entitled to excuse themselves from any claims by the Bank whatsoever for their deviations in confirming to the terms and conditions, payments schedules, expected service levels etc. as mentioned in this tender document.

13.5. No Commitment to Accept Lowest bid or Any Tender – The Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase. The Bank further reserves the right to reject any or all offers based on its own evaluation of the offers received, or on the basis of stability, capabilities, track records, reputation among users and other similar credentials of a bidder. When the Bank makes any such rejection, the Bank will not be bound to give any reason and/or justification in this regard to bidder.

13.6. Erasures or Alterations – The offers containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure manual” is not acceptable. The Bank may treat the offers not adhering to these guidelines as unacceptable.

13.7. The price payable to the Bidder shall be inclusive of carrying out any modifications changes / upgrades to the application and other software that is required to be made in order to comply with any statutory or regulatory requirements or any industry-wide changes arising during the subsistence of the contract/ agreement, and the Bank shall not pay any additional cost for the same. The Bidder needs to provide with the details about all such items considered in the RFP.

14. Technical Bid Evaluation

14.1. As a part of the evaluation process, Bank will carry out the exercise of substantial responsiveness of each bid to the bidding document. Substantial responsiveness means that the bid conforms to all the terms and conditions of bidding document without material deviation. It will also constitute of reference site visits in Delhi/NCR where their proposed technology or solution is currently operational.

14.2. The Bank may, at its discretion, waive any minor informality, nonconformity, or irregularity in a bid which does not constitute a material deviation and financial impact, provided such waiver does not prejudice or affect the relative ranking of any bidder. Wherever necessary, observations on such ‘minor’ issues (as mentioned above) may be conveyed to the bidder, asking them to respond by a specified date also mentioning therein that, if the bidder does not respond by the specified date, their bid will be liable to be rejected.

14.2.1. On the basis of technical evaluation, the Bank shall take a decision for short listing of the bidders for Commercial Evaluation. If the technical evaluation is not found to be satisfactory, further evaluation will not be done. No separate information will be sent to the disqualified bidders. Any decision of the Bank in this regard shall be final, conclusive and binding on the bidder.

14.2.2. The bidder must also ensure that the details sought in the annexure as specified in the RFP are aptly covered. The bidder may share any other information or highlight their key achievements related to the scope of work. The bidder is expected to substantiate /validate the achievements / recognition through relevant data / documentary evidence.

14.2.3. During the period of evaluation, bidders may be asked to provide more details and explanation about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/emails seeking explanation, if the bidder does not comply or respond by the date, their bid will be liable to be rejected. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in details there as of their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer and it should be compatible to our application.

14.3. Bidders must acquaint themselves fully with the conditions of the bids. No plea of insufficient information will be entertained at any time.

14.3.1. Bidders satisfying the technical requirements as determined by the Bank and accepting the terms and conditions of this document shall be short-listed for further process.

14.3.2. During the period of evaluation, bidders may be asked to provide more details and explanation about information provided in the proposals. Bidders should respond to such requests within the time frame indicated in the letter/emails seeking explanation, if the bidder does not comply or respond by the date, their bid will be liable to be rejected. If any part of the technical specification offered by the bidder is different from the specifications sought in our RFP, the bidder has to substantiate the same in details there as of their quoting a different specification than what is sought for, like higher version or non-availability of the specifications quoted by us, invariably to process the technical offer and it should be compatible to our application.

14.3.3. Setting of evaluation criteria for selection purposes shall be entirely at the discretion of the Bank. The decision of the bank in this regard shall be final and no correspondence shall be entertained in this regard.

14.3.4. On the basis of technical evaluation, the Bank shall take a decision for short listing of the bidders for Commercial Evaluation. If the technical evaluation is not found to be satisfactory, further evaluation will not be done. No separate information will be sent to the disqualified bidders. Any decision of the Bank in this regard shall be final, conclusive and binding on the bidder.

14.4. The technical bid submitted by the bidder will be evaluated only if they fulfil the eligibility criteria as defined in **Annexure N** Bidder Qualification Criteria. The technical bid evaluation will be done with a total score of 100 marks. Bidders scoring at least the minimum score of 70 marks or more will be declared technically qualified. The bidders scoring less than 70 marks (cut-off score) out of 100 marks in the technical evaluation criteria defined in the below table shall not be considered for further selection process and their offers will be dropped at this stage.

Sl. No	Technical score Criteria	Total Score
1.	Existence of the bidder as per agency incorporation certificate: a) From 5 years to 10 years = 5 marks. b) Beyond 10 years = 10 marks. **Note:** Copy of Certificate of LLP registration (OR) Copy of Certificate of Incorporation and Certificate of Commencement of business in case of Public Limited Company OR Certificate of incorporation in case of Private Limited Company Or Partnership firm	10
2.	Annual average turnover for the last three financial years (2023-24, 2024-25 and 2025-26). a) From Rs. 3.00 Cr but less than or equal to Rs. 5 Cr = 5 marks. b) More than Rs. 5 Cr = 10 marks **Note: -** Bidder/OEM must produce a certificate from the Company's Chartered Accountant to this effect along with audited balance sheets.	10
3.	The bidder must have a proven track record of successfully implementing projects of similar nature for Supply, Installation & maintenance of video wall for Govt. Organization/ PSU/scheduled commercial bank in India/NPCI/RBI/Listed Entity(BSE/NSE) in India not earlier than the year 2022 & the same should be under active support. 2.5 Marks per project. Maximum 10 Marks Note: The Bidder must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects **and** Completion/ Satisfactory ongoing Certificate from Client. Bidder should also submit latest photographs of the setup. Note: Similar Service include LCD/LED Videowalls along with controller setup.	10
4	Presence of bidder with established office setup in Delhi/NCR with minimum 20 manpower on its payroll. 2 marks per 20 staff. Maximum 4 marks	4

5	Similar experience in Security operation Centre and/or Network Operation Centre and/or Resilience Operation Centre. 5 marks per project with maximum 10 Marks Note: The Bidder must submit Work orders confirming year and area of activity, the value of services delivered to each of the projects **and** Completion/ Satisfactory ongoing Certificate from client. Bidder should also submit latest photographs of the setup.	10
6	Site Visit for similar proposed solution in Delhi/NCR only Vendors to demonstrate: 1. 6 or more independent dashboards (2 marks) 2. Full 3*2 or More unified wall or similar (2 marks) 3. Ratio Split (2 marks) 4. Dynamic switching (2 Marks) 5. Digital Podium and digital whiteboard (2 marks)	10
7	The Bidder should have Positive Net Worth as on 31/03/2026. Note: The Bidder must produce a certificate from the Company's Chartered Accountant to this effect.	6
8	Quality Certification: The bidder should have a valid ISO 9001:2015,14001 & ISO 27001:2022 certificate alongwith BIS Certification. Note: Necessary certification to be submitted	10
9	Suitability of the technical proposal Complete compliance to the technical parameters/features as demonstrated during the PoV. Technical Bid Evaluation Committee will decide suitability of the product and provide the marks Note: Datasheet to be submitted	20
10	The bidder should submit valid undertaking letter for Hardware and System Software confirming that OEM undertake that the support including spares, updates, patches, security patches, fixes, bug fixes, for the quoted products shall be available for minimum 5 years.	10
	Total	100

15. Commercial Bid Evaluation

15.1. Commercial bids will be opened and evaluated exclusively for technically qualified and shortlisted bidders to determine the final assessment.

15.2. The final selection decision rests entirely with the Bank, which reserves the absolute right to reject any or all proposals at its discretion.

15.3. The Bank retains the unilateral right to exclude any bidder from the final shortlist without assigning any reason or incurring liability.

15.4. The entire procurement, evaluation, and award process shall strictly adhere to all applicable government guidelines and public procurement notifications.

The Commercial Bid (CB) with the lowest value will be awarded a financial score (Sf) of 100 points. The financial scores for all other bids will be calculated using the following formula:

Sf = 100 x CB /F

(F = amount of Commercial Bid (Last value quoted/entered by the bidder).

16. Final Evaluation – Weighted Techno-Commercial Evaluation

The Proposals will be finally ranked according to their combined Technical Score(s) and Financial Score as follows:

S = ST x Tw + SF x Fw

Where S is the combined score, and Tw and Fw are weights assigned to Technical Proposal and Financial Proposal that shall be 0.70 and 0.30 respectively.

ST and SF will be calculated for individual bidders, as per description mentioned in Evaluation Criteria Section respectively.
Bidder with the highest Final score shall be considered for award of the Contract.

For example:
Three bidders, namely A, B and C, participated in the bid process and their technical scores are as below:

A=70, B=85, C= 90

After converting them into percentile, we get
ST for A= (70/90)*100 = 77.77
ST for B= (85/90)*100= 94.44
ST for C= (90/90)*100=100

The Final prices of the bidders are as under: A= Rs. 8500, B= Rs. 9000, C= Rs. 12000

The final cost quoted by the bidders converted into percentile score shall be as under:

SF for A = (8500/8500)*100 = 100
SF for B= (8500/9000)*100 = 94.44
SF for C= (8500/12000)*100 = 70.83

As the weightage for technical parameter and cost are Tw = 70% and Fw = 30% respectively, the final scores shall be calculated as below:

S for A= (77.77*0.7) + (100*0.3) = 84.439
S for B= (94.44*0.7) + (94.44*0.3) = 94.44
S for C= (100*0.7) + (70.83*0.3) = 91.25

Hence, the offer of 'B' (being highest score) will be considered and the contract shall be awarded B' at Rs. 9000 being the final price quoted by B.

Note:

1. The Bank will at its own discretion decide to either –
   - Open commercial bids in front of the bidders after the technical evaluation is complete, and calculate the TCO, Or
   - The highest technical bidder shall not automatically qualify for becoming selected bidder and for the award of contract by the Bank.
2. The Successful Applicant shall be the first ranked Applicant (having the highest combined score). The final decision on the successful bidder will be taken by the Bank. The implementation of the project will commence upon acceptance of purchase order and signing of Contract by the selected bidder.
3. If for some reason, the successful bidder fails to execute an agreement within a specified timeline, the Bank reserves the right to award the contract to the next most eligible bidder based on the final evaluation scope of technical evaluation scores and commercial prices quoted.
4. In case of a tie of Total Score between two or more bidders, the Bid with higher technical score would be chosen as the successful bidder.

The Bank will calculate the scores up to two decimal points only. If the third decimal point is greater than .005 the same shall be scaled up else, it shall be scaled down to arrive at two decimal points.

17. Right to Accept or Reject any Bid or all Bids

The Bank is under no obligation to accept the lowest priced (L1) bid or any other proposal received. The Bank reserves the right to reject any offer, including those received late or submitted with incomplete information, without assigning reasons. The Bank retains the absolute right to modify any terms and conditions of purchase prior to finalization. The Bank will not hold discussions or entertain representations from bidders unless terms and conditions are explicitly altered. The Bank reserves the unilateral right to cancel the entire bidding process at any time before awarding the contract. Cancellation of the bidding process or rejection of proposals will be executed without incurring any liability toward affected bidders.

18. Award of Contract

On completion of evaluation of Technical & commercial bids, Bank will determine the H1 bidder based on the weighted score.

However, the Bank shall be under no obligation to accept the lowest price bid or any other offer received in response to this Tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. The Bank reserves the right to make any changes in the terms and conditions of purchase before the submission of the bid proposal by the Bidders. The Bank will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations unless there is change in the terms and conditions of purchase.

19. Price Break-up

Bidders must submit prices exactly matching the structure and format provided in the GeM Portal commercial bid; deviations will result in bid rejection

19.1. All prices must be quoted in Indian Rupees (INR) as fixed, firm rates that remain unaffected by external variables

19.2. Total cost ownership (TCO) must exclude GST (CGST/SGST/IGST), which the Bank will pay at actual rates during invoicing based on detailed itemized breakdowns provided in every invoice.

19.3. Any line items left blank, or marked as zero or nil, will be legally treated as complimentary services or goods provided to the Bank at no charge

19.4. Separate payments will not be issued for labor, freight, forwarding, delivery, installation, transit insurance, or transportation; the bidder must factor all incidental expenses directly into the TCO

19.5. Bidders are solely responsible for all Indian corporate and income taxes levied on profits earned from this contract.

19.6. The Bank will deduct applicable Tax Deducted at Source (TDS) from payouts as required by law, subsequently remitting the funds and issuing the necessary tax deduction certificates.

20. Bid Rejection

The Bid is liable to be rejected if:

20.1. The document does not bear signature of authorized person in each page and duly stamped.

20.2. It is received through Fax/E-mail.

20.3. It is received after expiry of the due date and time stipulated for Bid submission.

20.4. Incomplete Bids, including non-submission or non-furnishing of requisite documents /

20.5. Conditional Bids/ Bids not conforming to the terms and conditions stipulated in this Request for proposal (RFP) are liable for rejection by the Bank. It is evasive or contains incorrect information.

20.6. Any bidder is found to be engaged in any form of canvassing/ lobbying/ influence/ query regarding short-listing, status etc.

20.7. Any bidder found to not comply with the all the points mentioned in the scope of work. As per this RFP.

21. Modification and Withdrawals of Bid

21.1. The Bidder may modify or withdraw its Bid after the Bid's submission, provided modification, including substitution or withdrawal of the Bids, is received on GeM portal, prior to the deadline prescribed for submission of Bids.

21.2. No modification in the Bid shall be allowed, after the deadline for submission of Bids.

21.3. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified in this RFP. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the Bidder

22. RFP Response

Every submitted proposal automatically becomes the exclusive property of the Bank upon receipt. Applicants grant the Bank an absolute license to reproduce any part of their submission for screening, share details with other registered bidders, and use the contents to build subsequent RFP frameworks, overriding any existing copyrights.

Bid properly documented should be submitted by uploading at https://gem.gov.in on or before stipulated date & time mentioned in RFP.

23. Patent Rights

The Supplier must act immediately to resolve any third-party claims alleging infringement of copyrights, patents, trademarks, or industrial design rights arising from the Bank's use of the procured goods or services in India.

If the Supplier fails to resolve the claim, they must fully reimburse the Bank for all resulting third-party compensation, legal expenses, court costs, and attorney fees.

The Bank will notify the Supplier in writing without delay upon becoming aware of any such intellectual property claim.

24. Delivery, Installation and Commissioning:

i. Service Provider shall provide such packing of the Products as is required to prevent its damage or deterioration during transit thereof to the location given by the Bank. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Size and weight of packing cases shall take into consideration, where appropriate, the remoteness of the Products final destination and the absence of heavy handling facilities at all transit points.

ii. Service Provider will have to supply the Product(s) in 'Factory Sealed Boxes' with System OEM seal.

iii. Delivery, installation and commissioning of the Products shall be made by Service Provider in accordance with the system approved / ordered and within the time schedule given in the Scope of work given in Pint number 6, Broad scope of work of this document.

iv. The delivery will be deemed complete when the Products/ components/ associated software/firmware are received in good working condition at the designated locations, mentioned in this RFP.

v. The installation will be deemed to be completed, when the Product including all the hardware, accessories/components, firmware/system software, and other associated software have been supplied, installed and operationalised as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as required, on the systems, to the satisfaction of the Bank. Service Provider has to resolve any problem faced during installation and operationalisation.

vi. In addition, Service Provider will supply all associated documentation relating to the Products/hardware, system software/firmware, etc. The Product(s) are considered accepted (commissioned and operationalised) after signing the acceptance test plan document jointly by the representative of the Bank and the engineer from Service Provider on the lines of format/certificate on the lines of Appendix-S of this RFP. The component level checking for individual item may be included during the acceptance test. The acceptance test plan document shall be deemed to form a part of the agreement, to be signed between Service Provider and the Bank. On the evaluation of the acceptance test results, if required, in view of the performance of the Products (including hardware equipments/ components/ software), as observed during the acceptance test, Service Provider shall take remedial measures including upgradation of any of the components thereunder, including replacement thereof, at no additional cost to the Bank within a fortnight from the date of notification of the same to Service Provider. Service Provider should ensure that the Product meets the requirements of the Bank as envisaged in the RFP.

vii. The details of the documents to be furnished by Service Provider are specified hereunder:-

(a) 2 copies of Vendor's Invoice showing contract number, products description, quantity, unit price and total amount.

(b) Delivery Note or acknowledgement of receipt of Products from the consignee or in case of products from abroad, original and two copies of the negotiable clean Airway

Bill.

(c) 2 copies of packing list identifying contents of each of the package.

(d) Insurance Certificate.

(e) Manufacturer's warranty certificate.

viii. The above documents shall be received by the Bank before arrival of Products (except where it is handed over to the Consignee with all documents). If these documents are not received, Service Provider will be responsible for any consequent expenses.

ix. For the system & other software/firmware required with the hardware ordered for, the following will apply:-

(a) Service Provider shall supply standard software/firmware package published by third parties in or out of India in their original publisher-packed status only, and should have procured the same either directly from the publishers or from the publisher's sole authorized representatives only.

(b) Service Provider shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software/firmware, licensed utility software and other licensed software. Service Provider shall also provide licensed software for all software/firmware whether developed by them or acquired from others.

(c) In case Service Provider is providing software/firmware which is not its proprietary software then Service Provider should have valid agreements with the software/firmware vendor for providing such software/firmware to the Bank, which includes support from the software/firmware vendor for the proposed software for the entire period required by the Bank.

(d) The ownership of the supplied hardware shall be that of the Bank from the date of delivery of the same. In other words, wherever the ownership of the hardware is indicated, the name "Punjab And Sind Bank" must appear to indicate that the Bank is the perpetual owner of the hardware including use of software license embedded to the hardware in perpetuity. Evidence to this effect must be submitted before the payment can be released.

25. Services:

(a) Service Provider shall ensure that key personnel with relevant skill-sets are available at designated locations for installation and commissioning of the Product.

(b) Service Provider shall ensure that the quality of methodologies for delivering the Products/Services, adhere to quality standards/timelines stipulated thereof.

(c) Service Provider shall be willing to transfer skills to relevant personnel of the Bank, by means of training and documentation.

(d) Service Provider shall provide and implement patches/ upgrades/ updates for Products (software/ firmware/ OS) as and when released by Service Provider/ OEM free of cost. Service Provider should bring to notice of the Bank all releases/ version changes.

(e) Service Provider shall obtain a written permission from the Bank before applying any of the patches/ upgrades/ updates. Service Provider has to support older versions of the OS/firmware/middleware etc in case the Bank chooses not to upgrade to latest version.

(f) Service Provider shall provide maintenance support for the Product including embedded software/ OS/ middleware etc over the entire period of Contract.

(g) All product updates, upgrades & patches shall be provided by Service Provider free of cost during warranty and AMC/ ATS/ S&S period.

(h) Service Provider shall provide legally valid firmware/software. The detailed information on license count and type of license should also be provided to the Bank.

(i) Service Provider shall keep the Bank explicitly informed the end of support dates on related Products including embedded software/ OS/ middleware etc should ensure support during warranty and AMC/ATS/S&S.

26. Warranty and annual maintenance contract:

a) Service Provider shall support the Product and its associated items/components including OS/firmware during the period of warranty and AMC (if included in the RFP) as specified in Scope of Work in this RFP.

b) During the warranty and AMC period (if included in the RFP), Service Provider will have to undertake comprehensive support of the entire Product (hardware/components/ operating software/firmware) supplied by them at no additional cost to the Bank. During the support period (warranty and AMC), Service Provider shall maintain the Product (hardware/ software, etc.) to comply with parameters defined for acceptance criteria and Service Provider shall be responsible for all costs relating to labour, spares, maintenance (preventive and corrective), compliance of security requirements and transport charges from and to the designated site(s) in connection with the repair/ replacement of the Product (hardware/ equipment/ components/ software or any component/ part thereunder), which, under normal and proper use and maintenance thereof, proves defective in design, material or workmanship or fails to conform to the specifications, as specified.

c) During the support period (warranty and AMC), Service Provider shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the Product and its components as per the Bank's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the system as per the RFP, reloading of firmware/software, compliance to security requirements, etc. when required or in the event of system crash/malfunctioning, arranging and configuring facility as per the RFP, fine tuning, system monitoring, log maintenance, etc. Service Provider shall provide services of expert support staff Punjab & Sind Bank, Rajendra Place New Delhi or at any other location specified across India wherever the equipment is installed or relocated under this Contract. In case of failure of Product (hardware, system software or any of its components), Service Provider shall ensure that Product is made operational to the full satisfaction of the Bank within the given timelines. Service Provider shall provide preventive maintenance schedules as per periodicity defined in RFP.

d) On site comprehensive warranty for the Product would include free replacement of spares, parts, kits, resolution of problem, if any, in Product.

e) Warranty/ AMC (if included in the RFP) for the system software/ off-the shelf software will be provided to the Bank as per the general conditions of sale of such software.

f) Support (Warranty/ AMC, if included in the RFP) would be on-site and comprehensive in nature and must have back-to-back support from the OEM/Service Provider. Undertaking on the lines of **Annexure K** of this RFP document is required to be submitted by Service Provider, duly endorsed by the OEM that in case Service Provider fails to provide Services then OEM shall provide the same at no extra cost, to the satisfaction of the Bank. Service Provider warrants Products against defect arising out of faulty design, materials, etc. during the specified support period. Service Provider will provide support for operating systems and other pre-installed software components/system software during the specified period of the hardware on which these software and operating system will be installed. Service Provider shall repair or replace worn out or defective parts including all plastic parts of the Equipment at his own cost including the cost of transport.

g) In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.
- Diagnostics for identification of systems failures
- Protection of data/ Configuration
- Recovery/ restart facility
- Backup of system software/ Configuration

h) Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by the Bank.

i) Service Provider support staff should be well trained to effectively handle queries raised by the employee(s) or authorized user(s) of the Bank.

j) Updated escalation matrix shall be made available to the Bank once in each quarter and each time the matrix gets changed.

27. Penalties/SLA Conditions:

As mentioned in **Appendix Q** of this RFP.

28. Right to verification:

The Bank reserves the right to verify any or all of the statements made by the Bidder in the Bid document and to inspect the Bidder's facility, if necessary, to establish to its satisfaction about the Bidder's capacity/capabilities to perform the job.

29. Inspection and Testing:

I. The Bank reserves the right to carry out pre-shipment inspection or demand a demonstration of the Product on a representative model at Service Provider's location.

II. The inspection and tests prior to dispatch of Products / at the time of final acceptance would be as follows:

(a) Service Provider shall intimate the Bank before dispatching Products for conducting inspection and testing.

(b) Inspection / pre-shipment acceptance testing of Products as per quality control formats including functional testing and burn-in tests at full load, quality control tests etc., as per the standards / specifications and may be done at factory site of Service Provider by the Bank or its authorized agency before dispatch of Products. In case of failure by Service Provider to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging and other incidental expenses of the Bank's representatives to be borne by Service Provider.

(c) Successful conduct and conclusion of inspection and testing shall be the sole responsibility of Service Provider. However, the Bank may at its sole discretion, waive inspection of Products.

(d) In the event of Product failing to pass the inspection and tests, as per the specifications given, Service Provider shall rectify and deliver the product after re-inspection within the timeline mentioned in the RFP.

(e) The inspection and tests may also be conducted at the point of delivery and / or at the Products' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished, at no charge to the Bank.

(f) Nothing stated herein above shall in any way release Service Provider from any warranty or other obligations under this RFP.

III. The Bank's right to inspect, test and where necessary reject the Products after the Products arrival at the destination shall in no way be limited or waived by reason of the Products having previously being inspected, tested and passed by the Bank or its representative prior to the Products shipment from the place of origin by the Bank or its representative prior to the installation and commissioning.

IV. Nothing stated hereinabove shall in any way release Service Provider from any warranty or other obligations under this RFP.

30. Right to audit

i. The Selected Bidder (Service Provider) shall be subject to annual audit by internal/ external Auditors appointed by the Bank/ inspecting official from the Reserve Bank of India or any regulatory authority, covering the risk parameters finalized by the Bank/ such auditors in the areas of products (IT hardware/ Software) and services etc. provided to the Bank and Service Provider is required to submit such certification by such Auditors to the Bank. Service Provider and or his / their outsourced agents / sub – contractors (if allowed by the Bank) shall facilitate the same The Bank can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by Service Provider. Service Provider shall, whenever required by the Auditors, furnish all relevant information, records/data to them. All costs for such audit shall be borne by the Bank. Except for the audit done by Reserve Bank of India or any statutory/regulatory authority, the Bank shall provide reasonable notice not less than 7 (seven) days to Service Provider before such audit and same shall be conducted during normal business hours.

ii. Where any deficiency has been observed during audit of Service Provider on the risk parameters finalized by the Bank or in the certification submitted by the Auditors, Service Provider shall correct/resolve the same at the earliest and shall provide all necessary documents related to resolution thereof and the auditor shall further certify in respect of resolution of the deficiencies. The resolution provided by Service Provider shall require to be certified by the Auditors covering the respective risk parameters against which such deficiencies have been observed.

iii. Service Provider further agrees that whenever required by the Bank, it will furnish all relevant information, records/data to such auditors and/or inspecting officials of the Bank/Reserve Bank of India and/or any regulatory authority(ies). The Bank reserves the right to call for and/or retain any relevant information /audit reports on financial and security review with their findings undertaken by Service Provider. However, Service Provider shall not be obligated to provide records/data not related to Services under the Agreement (e.g. internal cost breakup etc.).

iv. Service provider shall grants unrestricted and effective access to a) data related to the outsourced activities; b) the relevant business premises of the service provider; subject to appropriate security protocols, for the purpose of effective oversight use by the Bank, their auditors, regulators and other relevant Competent Authorities, as authorised under law.

31. Sub-Contracting

As per the scope of this RFP, sub-contracting is not permitted.

32. Insurance

32.1. The insurance shall be for an amount equal to 100 percent of the value of the Products from place of dispatch to final destination on "All Risks" basis, valid for a period of one month after delivery of Products at the defined destination.

32.2. Should any loss or damage occur, Service Provider shall:

a) Initiate and pursue claim till settlement and

b) Promptly make arrangements for repair and / or replacement of any damaged item to the satisfaction of the Bank, irrespective of settlement of claim by the underwriters.

33. Payment Terms

The terms of payment for procurement made will be as follows:

33.1. Bank will not issue any advance payments against purchase orders.

33.2. TDS on payments will be deducted as applicable.

33.3. All the payments will be made to bidder electronically in Indian Rupees only. Disbursal requires original invoices and delivery challans explicitly acknowledged and signed off by authorized Bank officials

33.4. Hardware-related payments require original invoices, milestone certificates, and the Bank's formal acceptance letter confirming the active installation of the Videowall setup.

33.5. Final milestone payouts remain conditional upon the Bank issuing an official Final Acceptance and comprehensive project sign-off letter.

33.6. The Bank will directly deduct any service non-compliance penalties or liquidated damages from invoice values or the Earnest Money Deposit (EMD).

33.7. The Bank holds no liability toward the successful bidder, its personnel, or agents for direct, indirect, incidental, special, consequential, or exemplary damages resulting from contract termination.

33.8. The Bank assumes zero liability for third-party claims, demands, suits, or legal actions brought against the bidder or its engaged personnel during service execution.

33.9. Bank reserves the rights to dispute/deduct payment/withhold payments/further payment due to the successful bidder under the Contract, if the successful bidder has not performed or rendered the Services in accordance with the provisions of the Contract which the Bank at its sole discretion adjudge.

33.10. Successful bidder shall permit Bank to hold or deduct the amount from invoices, for non-performance or part performance or failure to discharge obligations under the Contract.

33.11. It is clarified that any payments of the charges made to and received by successful bidder in the account number provided by successful bidder / online payment shall be considered as a full discharge of Bank's obligations for payment under the Agreement.

33.12. Invoices shall be raised post milestone sign off for services billing.

33.13. The Bank shall release 75% of the cost of part 1 of the BOQ upon complete delivery, installation, commissioning/ mounting of the BOQ and receipt of a Performance Bank Guarantee (issued by any bank other than Punjab & Sind Bank). Remaining payment of 25% percent shall be released 3 months of satisfactory performance from the date of implementation.

33.14. 100 % of one time implementation / commissioning cost shall be paid after successful delivery, installation, commissioning/ mounting of the BOQ.

33.15. AMC fees shall be payable on a yearly (in advance) basis. Bank will not entertain any requests for upfront or advance payments.

34. Signing of Pre-Contract Integrity Pact

To ensure transparency, equity, and competitiveness and in compliance with the CVC guidelines, this tender shall be covered under the Integrity Pact (IP) policy of the Bank. The pact essentially envisages an agreement between the prospective bidders/vendor(s) and the Bank committing the persons/officials of both the parties, not to exercise any corrupt influence on any aspect of the contract. The format of the agreement is enclosed as Appendix R on stamp paper.

The Pre-Contract Integrity Pact Agreement submitted by the bidder during Bid submission will automatically form a part of the Contract Agreement till the conclusion of the contract, including extended period.

35. Order Cancellation/Termination of Contract

The Bank reserves the right to cancel the Purchase Order at any time for cause. Upon cancellation, the Bank will recover all incurred expenditures and enforce liquidated damages if the bidder triggers any termination events. Contract termination may occur in case of one or more below mentioned conditions:

35.1. Project commencement is delayed by more than two weeks from the assignment order date or beyond the specific deployment date mandated in the Purchase Order.

35.2. The Bank may terminate the contract if formal quality inspections reveal serious discrepancies or non-compliance.

35.3. The selected bidder must formally submit their acceptance of the order within 7 days of the issuance date; failure to do so constitutes grounds for immediate cancellation.

35.4. Excessive delays in order execution or consistently unsatisfactory progress during implementation will entitle the Bank to terminate the contract.

35.5. Any breach of the terms, conditions, or statutory covenants detailed in the bid or final order serves as a valid ground for termination.

35.6. The Bank retains the right to cancel the Purchase Order if the bidder enters liquidation, bankruptcy, or receivership—whether voluntarily or involuntarily—during contract execution.

35.7. Providing evasive, fraudulent, or materially incorrect information at any stage will lead to order cancellation and potential blacklisting

35.8. If the bidder fails to perform satisfactorily or delays execution, the Bank may reassign the remaining scope of work to an alternative service provider of its choice by serving a 30-day written notice. The selected bidder is legally bound to reimburse the Bank for any additional, reasonable expenditures incurred to complete the work at prevailing market rates. This reimbursement clause applies to contract cancellations under any other default scenario.

35.9. The Bank reserves the right to offset and recover any dues, penalties, or excess costs owed by the bidder by deducting them directly from outstanding bills, milestone payments, or the performance security deposit held under this contract.

36. Product and Spares availability

36.1. The offered product and configuration must remain available in its latest version throughout the purchase order validity and any extended Annual Maintenance Contract (AMC) period. If a model is discontinued during the contract, the vendor must supply the upgraded successor model of the LCD/LED Videowall at no additional cost to the Bank.

36.2. The bidder must guarantee the availability of original spare parts for at least seven (7) years from the final installation date

36.3. All software, operating system kernels, and firmware upgrades released during the warranty and AMC periods must be provided and installed without any additional cost to the Bank.

36.4. The bidder guarantees that all delivered hardware, components, and accessories are brand new. The vendor further warrants that all supplied software, security solutions, and peripheral applications are fully licensed and legally obtained.

36.5. The bidder must maintain the latest security measures and patches for all licensed software for a seven-year lifecycle. Operating System (OS) patches must be updated during scheduled Preventive Maintenance (PM). To secure the system, only essential services required for LCD/LED

Videowall operations may run on the machines. The bidder to assume full liability for security breaches caused by poor or outdated configurations and must completely reimburse the Bank for any resulting financial losses.

36.6. The system includes comprehensive warranty covering all site engineering visits and component replacements at zero cost to the Bank. The vendor remains fully responsible for the manufacturer's warranty regarding design, quality, and workmanship against all manufacturing defects.

36.7. Bidders must verify and ensure proper earthing voltage at the installation site to prevent hardware damage. The LCD/LED Videowall must feature built-in electrical cut-off capabilities to protect components from voltage fluctuations or uneven earthing. The vendor must replace any parts damaged by electrical or grounding issues free of cost.

36.8. The vendor must maintain all equipment on-site. Defective components must be repaired or replaced directly at the installed location within a maximum of two (2) calendar days from the time a service level management (SLM) call is logged via phone or electronic channel.

37. Liquidated Damages

37.1. Without prejudice to the Bank's termination rights, any delay in executing the purchase order attributable to the vendor will attract liquidated damages at 0.5% of the system value per week of delay beyond the specified delivery or installation schedule. Any partial or fractional week will be excluded from the calculation and treated as a no-delay period. Total accumulated liquidated damages for project delays are capped at a maximum of 10% of the total value of the systems ordered for that specific site.

37.2. Bank reserves its right to recover liquidated damage amount by any mode including but not limited to adjusting from any payments to be made by the Bank to the bidder.

37.3. If the vendor claims that Bank is not in a position to accept the delivery of the Videowall (LCD/ LED Display), the Vendor should submit the documentary proof by the Bank Officials or the copy of mail to Punjab & Sind Bank, NBCC Building, East Kidwai Nagar, New Delhi.

37.4. During the warranty period, the bidder must respond to and attend to all Service Level Management (SLM) or component replacement calls for the LCD/ LED Videowall within 48 hours of log time. The required repair or part replacement work must be fully completed within the subsequent 24 hours. Failure to resolve the issue within this combined window will attract a penalty of ₹1,000 per day of continued downtime, capped at a maximum of ₹10,000 per service instance.

38. Preventive Maintenance

38.1. The vendor must conduct mandatory on-site Preventive Maintenance (PM) once every calendar month during both the warranty and AMC periods. PM activities must include checking earthing voltages, diagnosing the LCD/LED Videowall systems, verifying the LED Controller status, and fine-tuning audio/video outputs to ensure peak performance.

38.2. In the event of frequent hardware failures or recurring system errors, the Bank reserves the right to demand additional, ad-hoc PM visits for the videowall, controller, or switcher at no extra cost.

38.3. Preventive maintenance must comprehensively cover systematic inspection, testing, diagnostics, and proactive repairs necessary to guarantee uninterrupted, trouble-free equipment operations.

38.4. The vendor must provide a comprehensive maintenance framework spanning seven (7) years, split into a three (3) year comprehensive warranty and a two (2) year AMC, renewable for an additional two (2) years. The service quality, response times, and performance standards must remain identical across both the warranty and AMC tenures.

38.5. AMC charges must be fixed between 3% and 10% per annum of the base hardware cost (excluding taxes). Payments will be disbursed quarterly in arrears upon successful service delivery, with applicable taxes paid at actual rates.

38.6. The vendor must guarantee spare parts availability for the entire 7-year project lifecycle. If support services are to be discontinued after this period, the vendor must issue a formal written notice at least twelve (12) months in advance.

38.7. If any components or peripherals become obsolete or delayed in procurement during the warranty or AMC periods, the vendor must immediately substitute them with parts of equivalent or superior capacity at zero additional cost to the Bank.

38.8. Maintenance services, fault corrections, and the replacement of worn-out or defective parts must be available 24 hours a day, 7 days a week, 365 days a year (including Sundays and public holidays) to ensure a fully operational videowall setup.

38.9. No separate fees, travel expenses, or engineer visit charges will be entertained for routine, preventive, or corrective maintenance. All replacement parts, kits, software updates, and component fixes necessitated by product malfunctions must be provided entirely free of charge.

38.10. All diagnostic, repair, and maintenance activities must be performed exclusively by certified engineering personnel who are fully trained and familiar with the specific LCD/ LED videowall architecture.

38.11. The Bidder must fully indemnify, defend, and hold Punjab & Sind Bank harmless against all claims, financial losses, damages, legal suits, and administrative proceedings arising from the infringement of any patents, trademarks, copyrights, or statutory rights related to the supplied materials or services.

39. Adherence to Information & Cyber Security Systems

39.1. The bidder is fully liable for meeting all security standards and architecture mandates prescribed in the Bank's IT, Information Security, and Cyber Security Policies, which will be shared with the successful bidder. The bidder must strictly guarantee comprehensive data security and robust protection for all managed applications and physical facilities

39.2. The bidder must formally agree to safeguard all proprietary Bank data, maintain absolute confidentiality as per the Bank's internal policies, and execute a standard "Non-Disclosure Agreement" (NDA) provided by the Bank prior to project commencement.

39.3. All information resources, operational data, and systems managed by the vendor or its partners must be made fully accessible to the Reserve Bank of India (RBI) immediately upon request. Furthermore, the bidder must maintain detailed logs and credentials of all personnel accessing the Bank's critical assets, ensuring strict alignment with background-vetting policies.

39.4. Bank retains the absolute right to evaluate, assess, review, and monitor the operational risks and materiality of all outsourced vendor activities. To support this oversight, the bidder must comply with baseline system security configuration standards and cooperate fully with the Bank's ongoing third-party due diligence and management reviews.

40. Confidentiality Undertaking and Data Security

The bidder must formally commit to holding all Bank information received under this Contract/Agreement in the strictest confidence, treating it as a trust. The bidder must agree to:

40.1. Maintain and use the Information solely for the purposes of this Contract/Agreement and only as authorized by the Bank.

40.2. Only create copies of the Information with the Bank's prior written consent, ensuring all original confidential or proprietary notices are replicated.

40.3. Limit access and disclosure of the Information to only those employees and agents who have a demonstrable "need to know." Such personnel must also agree to maintain the confidentiality of disclosed Information as per this clause and treat all Information as Confidential.

40.4. The Selected Bidder must execute a Non-Disclosure Agreement (NDA) with the Bank, using the prescribed format in **Annexure E**, within **seven (7) days** of the Purchase Order/Letter of Intent issuance.

41. Digital Personal Data Protection Compliance

The Selected Vendor/Service Provider shall comply with all applicable provisions of the Digital Personal Data Protection Act, 2023 and any rules, regulations, or guidelines issued thereunder while collecting, processing, storing, or handling any personal data in connection with this Agreement. The Service Provider shall implement appropriate technical and organizational security measures to ensure protection of personal data against unauthorized access, disclosure, alteration, or loss. The Selected Vendor/Service Provider shall immediately notify the Bank of any actual or suspected data breach involving personal data. The Selected Vendor/Service Provider shall ensure that personal data is used solely for the purposes of performance of the contract and shall not disclose the same to any third party without prior written consent of the Bank. The Selected Vendor/Service Provider shall indemnify and hold the Bank harmless against any loss, liability, penalty, or damage arising out of any breach or non-compliance with the Digital Personal Data Protection Act, 2023.

41.1. The Selected Vendor/service provider shall assist the Bank in complying with obligations relating to

Data Principal Rights such as access, correction, erasure of data, and grievance redressal under the Act.

41.2. The Selected Vendor/service provider shall not engage any sub-contractor or sub-processor for processing personal data without prior written permission of the Bank.

41.3. Upon termination or expiry of the contract, the service provider shall return or securely delete all personal data and confirm the same to the Bank.

The selected vendor(s)/Service provider undertakes not to keep this data with its company after the end of this agreement. This clause will outlive the agreement date. The Selected vendor/service provider shall sign a Non-disclosure Agreement as stated in the Agreement

42. Indemnity

42.1. Service Provider agrees and hereby keeps the Bank indemnified against all claims, actions, loss, damages, costs, expenses, charges, including legal expenses (Attorney, Advocates fees included) which the Bank may suffer or incur on account of (i) Services Provider's breach of its warranties, covenants, responsibilities or obligations; or (ii) breach of confidentiality obligations mentioned in this Agreement; or (iii) any willful misconduct and gross negligent acts on the part of employees, agents, representatives or sub-contractors (if allowed) of Service Provider. Service Provider agrees to make good the loss suffered by the Bank.

42.2. Subject to clause 41.2.1 and 41.2.2 of this Agreement, Service Provider, at its own expenses without any limitation, indemnify and keep fully and effectively indemnified the Bank against all costs, claims, damages, demands, expenses and liabilities of whatsoever nature arising out of or in connection with all claims of infringement of Intellectual Property Rights, including patent, trade mark, copyright, trade secrets or industrial design rights of any third party arising from the Services or use of software/product under this Agreement.

42.2.1. The Bank will give (a) notice to Service Provider of any such claim without delay/provide reasonable assistance to Service Provider in disposing of the claim; (b) sole authority to defend and settle such claim and; (c) will at no time admit to any liability for or express any intent to settle the claim provided that (i) Service Provider shall not partially settle any such claim without the written consent of the Bank, unless such settlement releases the Bank fully from such claim; (ii) Service Provider shall promptly provide the Bank with copies of all pleadings or similar documents relating to any such claim; (iii) Service Provider shall consult with the Bank with respect to the defense and settlement of any such claim; and (iv) in any litigation to which the Bank is also a party, the Bank shall be entitled to be separately represented at its own expenses by counsel of its own selection.

42.2.2. Service Provider shall have no obligations with respect to any infringement claims to the extent that the infringement claim arises or results from: (i) Service Provider's compliance with the Bank's specific technical designs or instructions (except where Service Provider knew or should have known that such compliance was likely to result in an Infringement Claim and Service Provider did not inform the Bank of the same); or (ii) any unauthorized modification or alteration of the product by the Bank.

43. Compliance with Laws

Service Provider hereby agrees and declares that it shall be the sole responsibility of Service Provider to comply with the provisions of all the applicable laws, concerning or in relation to rendering of Services by Service Provider as envisaged under this agreement.

Service Provider shall procure and maintain all necessary licenses permissions, approvals from the relevant authorities under the applicable laws throughout the currency of this Agreement.

Service Provider shall be solely liable & responsible for compliance of applicable Labour Laws in respect of its employees, agents, representatives and sub-Contractors and in particular Laws relating to terminal benefits such as Pension, Gratuity, Provident Fund, Bonus or other benefits to which they may be entitled and the Laws relating to Contract Labour, Minimum Wages, etc., and the Bank shall have no liability in these regards. Further, the Service Provider would indemnify/make good for the losses to the Bank for non-compliance or any claims against the Bank arising out of any non-compliance as above.

44. Limitation of Liability

44.1. The maximum aggregate liability of bidder, subject to below mentioned sub-clause 42.3, in respect of any claims, losses, costs or damages arising out of or in connection with this RFP/Agreement shall not exceed the total Project Cost.

44.2. Under no circumstances shall either Party be liable for any indirect, consequential or incidental losses, damages or claims including loss of profit, loss of business or revenue.

44.3. The limitations set forth herein shall not apply with respect to:

(a) claims that are the subject of indemnification pursuant to infringement of third party Intellectual Property Right;

(b) damage(s) occasioned by the Gross Negligence or Willful Misconduct of Service Provider,

(c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,

(d) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to the Bank, provided such guidelines were brought to the notice of Service Provider.

For the purpose of abovementioned sub-clause 42.3 (b) “Gross Negligence” means any act or failure to act by a party which was in reckless disregard of or gross indifference to the obligation of the party under this Agreement and which causes injury, damage to life, personal safety, real property, harmful consequences to the other party, which such party knew, or would have known if it was acting as a reasonable person, would result from such act or failure to act for which such Party is legally liable. Notwithstanding the foregoing, Gross Negligence shall not include any action taken in good faith. "Willful Misconduct" means any act or failure to act with an intentional disregard of any provision of this Agreement, which a party knew or should have known if it was acting as a reasonable person, which would result in injury, damage to life, personal safety, real property, harmful consequences to the other party, but shall not include any error of judgment or mistake made in good faith.

45. Force Majeure

45.1. "Force Majeure" means any event or circumstance that is beyond the reasonable control of either the Bank or the selected Bidder, which could not have been foreseen or prevented using reasonable diligence, and which substantially prevents or delays a party from performing its obligations under this Contract.

45.2. Force Majeure events include, but are not limited to:

(a) Natural Disasters: Floods, droughts, earthquakes, epidemics, pandemics, or other severe natural phenomena.

(b) Government Actions: War (declared or undeclared), government priorities, quarantines, lockdowns, or trade embargoes.

(c) Civil Disruptions: Terrorist attacks, riots, civil commotion, or public unrest within the work area.

45.3. Neither party shall be liable for any delay or failure to perform its contractual obligations caused by a Force Majeure event, provided that the affected party gives written notice to the other party within ten (10) days of the start of the event. If the event of Force Majeure continues for a period more than 30 days, the Bank shall be entitled to terminate this Agreement at any time thereafter.

46. Exit Clause

The Bank reserves the right to cancel this Contract immediately, without liability, upon the occurrence of one or more of the following events:

46.1. Delivery Delays: The selected Bidder fails to deliver the products or services within the agreed contract period.

46.2. Testing Delays: The selected Bidder fails to complete system testing, customization, or final acceptance tests within the specified timelines.

46.3. Termination for Convenience: The Bank reserves the right to terminate this Contract at any time during its term, for any reason, by providing thirty (30) days' prior written notice to the selected Bidder.

46.4. Budget and Pricing Adjustments: If the lowest bid (L1 Rate) exceeds the Bank's budget or estimated cost, the Bank reserves the right to negotiate the price with the L1 bidder. If a mutually acceptable price cannot be agreed upon, the Bank reserves the right to reject the bid and re-float the tender.

47. RFP Ownership

This RFP and all supporting documentation are the sole property of Punjab & Sind Bank. Bidders shall not redistribute or disclose these materials to any third party without the prior written consent of Punjab & Sind Bank. Any unauthorized distribution constitutes a breach of trust and may result in the irrevocable disqualification of the bidder, in addition to any other legal remedies available to the Bank. Upon submitting their proposals, or immediately upon the Bank's request, bidders must return all RFP materials to Punjab & Sind Bank. However, bidders are permitted to retain one (1) copy for their internal reference.

48. Proposal Ownership

All proposals and supporting documentation submitted by bidders shall become the sole property of Punjab & Sind Bank. The Bank is under no obligation to return any submitted materials unless it expressly agrees to a bidder's specific written request to do so.

49. Conflict of Interest

49.1. The Bidder shall provide professional, objective, and impartial advice at all times, prioritizing the Bank's interests above all else. The Bidder must strictly avoid conflicts with its other assignments, business operations, or corporate interests, and must perform its duties without any expectation of, or consideration for, future contract awards from the Bank.

49.2. The Bidder must immediately disclose any actual, potential, or perceived conflicts of interest arising from its activities, relationships, or commitments that could compromise its ability to serve the Bank's best interests. Failure to disclose such situations shall entitle the Bank, at its sole discretion, to disqualify the Bidder during the bidding process or terminate the Contract immediately if discovered during its execution.

50. Tender/RFP Cancellation

The Bank reserves the right to cancel the Tender/RFP at any time without assigning any reasons whatsoever. In case of such cancellation the payment will be made to the extent of satisfactory delivery of products & services. The value of such payment shall be governed by completion certificates report and decision of Bank shall be final and binding on the bidder.

51. Termination of Contract

51.1. The Bank shall be entitled to terminate this Contract, without incurring any liability or cost, and recover all related expenditures incurred, if the successful Bidder fails to perform its obligations under this RFP or commits a material breach of this Contract.

51.2. Except in cases of immediate termination specified in Clause 51.4, the Bank shall serve a thirty (30) day written "Cure-cum-Termination" notice detailing the default. If the Bidder fails to remedy the breach or improve performance to the satisfaction of the Bank within this thirty (30) day period, the termination shall take effect automatically upon expiry of the notice.

51.3. The Bank may issue a Cure-cum-Termination notice upon the occurrence of any of the following events:

(a) The selected Bidder commits a breach of any terms and conditions of this bid or Contract.

(b) The progress or execution of the order is unsatisfactory, or project delivery is delayed.

(c) Non-satisfactory performance by the selected Bidder during system implementation or operations.

(d) Failure to integrate or implement the project according to the Bank's requirements specified in this RFP.

(e) Material discrepancies discovered in the deliverables or services provided.

(f) Any negligent act or omission by the Bidder, its employees, agents, or consortium partners during the performance of services.

51.4. The Bank reserves the right to terminate this Contract immediately, without prior notice and without a cure period, upon the occurrence of any of the following events:

(a) The selected Bidder is found to be engaging in fraudulent, corrupt, or coercive practices.

(b) The selected Bidder goes into liquidation, bankruptcy, or receivership, whether voluntary or involuntary.

(c) An attachment or execution is levied upon the assets of the Bidder and continues undischarged for a period of seven (7) days.

(d) The Bank suffers financial or reputational loss, or faces regulatory penalties levied by a statutory authority due to any action or omission of the successful Bidder.

(e) The Bidder subcontracts or assigns any part of this Contract contrary to the terms of this Agreement.

51.5. If the Contract is cancelled or terminated under this section, the Bank reserves the right to have the remaining balance of the contract executed by an alternate source or third party of its choice. In this event:

(a) For partial terminations under Clause 51.3, the Bank will provide one (1) month's notice before stepping in.

(b) The selected Bidder shall be strictly bound to bear and make good all additional expenditures, risks, and costs incurred by the Bank in securing the alternate fulfillment of the contract

52. Publicity

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

53. Arbitration

53.1. All disputes, differences, controversies, or claims of any kind whatsoever arising out of, or in connection with, this Purchase Order or its performance shall be referred to and resolved by binding arbitration

53.2. The arbitral tribunal shall be appointed through one of the following procedures:

(a) The parties may mutually agree upon and appoint a Sole Arbitrator.

(b) If the parties fail to agree on a Sole Arbitrator, each party shall appoint one (1) arbitrator, and the two (2) appointed arbitrators shall jointly appoint a third arbitrator, who shall act as the Presiding Arbitrator before entering upon the reference.

53.3. The arbitration proceedings shall be governed by the provisions of the Indian Arbitration and Conciliation Act, 1996, along with any statutory amendments or re-enactments currently in force. The seat and venue of the arbitration shall be strictly at New Delhi, India only, and the language of the proceedings shall be English. The decision of the arbitral tribunal shall be final and binding on both parties.

54. Dispute Resolution, Governing Law & Jurisdiction

Notwithstanding any other provision contained in this RFP, all disputes, claims, and legal actions arising out of or related to this procurement process shall be governed by, and construed in accordance with, the laws of India. The parties explicitly agree that the courts located at New Delhi, India shall have exclusive jurisdiction over all such matters.

55. Submission of Bids

55.1. Bidders must submit their entire response to this RFP online. All required response documents, as specified in this RFP, must be uploaded directly to the Government e-Marketplace (GeM) portal at https://gem.gov.in/. Physical or offline submissions will not be accepted.

55.2. Bank reserves the right, at its sole discretion, to extend the deadline for the submission of bids. Any such extension will be officially communicated to all bidders through the issuance of a corrigendum on the designated procurement portal

56. Annexure A – Letter of Acceptance

(Letter to the bank on the bidder's letterhead)

(GEM BID NO: ____________________)

To,

Punjab & Sind Bank,
Project Management Office,
NBCC Building, Block 3,
East Kidwai Nagar,
New Delhi - 110023.

Dear Sir,

Sub: INVITATION FOR SUPPLY, INSTALLATION , COMMISSIONING AND MAINTENANCE OF LCD/LED BASED VIDEO WALLS, CONTROLLER, DIGITAL PODIUM AND OTHER RELATED EQUIPMENT FOR BANK'S RESILLIENCE OPERATIONS CENTRE (ROC).

With reference to the above subject, having examined and understood the instructions, terms and conditions forming part of it, we hereby enclose our offer for the desired solution as detailed in your above referred RFP.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP and all required information as mentioned is enclosed.

We also confirm that the offer shall remain valid for 180 days from the date of the offer.

We hereby undertake that supporting software supplied, if required will be licensed, legally obtained and with latest version.

We understand that the Bank is not bound to accept the offer either in part or in full and that the Bank has right to reject the RFP in full or in part without assigning any reasons whatsoever.

We understand that

a. You are not bound to accept the lowest or any bid received by you, and you may reject all or any bid.
b. If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

c. If our bid is accepted, we are to be responsible for the due performance of the contract.
d. You may accept or entrust the entire work to one Bidder or divide the work to more than one Bidder without assigning any reason or giving any explanation whatsoever.
e. Bidder means the bidder who is decided and declared so after examination of commercial bids.
f. We enclose demand draft/bank guarantee for Rs.(________________only) favoring Punjab & Sind Bank and payable at New Delhi, towards Bid security, details of the same is as under:
   NO:
   Date :
   Name of issuing bank:
   Dated at____________this_______________day of _________2025.
   OR
   MSME/Udyog Aadhaar Certificate No:____________________

We hereby declare that all the information & Statements made in this RFP are true and accept that any misinterpretation contained in it may lead to our disqualification. We agree to all terms & conditions of the RFP.

This Letter of Acceptance is issued on the express condition that we shall strictly adhere to all terms, conditions, specifications, and schedules stipulated in this RFP and its subsequent amendments. It is explicitly understood and agreed that any qualifications, modifications, or deviations contained in your bid submission dated ………. or any subsequent correspondence are hereby rejected and shall have no legal force or effect. The contract price and execution shall remain unconditional and absolute.

Yours faithfully,

Date:

For ____________________________

Signature _______________________

Name __________________________

Authorized Signatories
(Name & Designation, seal of the firm)

57. Annexure B – Bidder Profile Format

(GEM BID NO:_________________)

Serial No.	Parameters	Response	
1	Name of the Firm/Company..		
2	Year of Incorporation in India		
3	Names of the Partners/Directors		
4	Name and Address of the Principal Banker		
5	Addresses of Firm/Company		
	a) Head Office		
	b) Local Office in Delhi/NCR		
6	Authorized Contact person		
	a) Name and Designation		
	b) Telephone number		
	c) E-mail ID.		
7	Financial parameters		
	Business Results (last three years)	Annual Turnover (Rs. In Crores)	Operating Profit (Rs. In Crores)
	2023-24		
	2024-25		
	2025-26		

	(Only company figures need to be mentioned. Not to include group/subsidiary Company figures)	(Mention the above amount in INR only)

<u>Attach copies of Audited Balance Sheet along with enclosures</u>

Dated this........ Day of 2026
(Signature)
(In the capacity of)
Duly authorized to sign bid with seal for & on behalf of (Name & Address of the Bidder)

58. Annexure C – Technical Specifications / Bid

(GEM BID NO: ______________________)

TECHNICAL SPECIFICATIONS OF VIDEO DISPLAY SYSTEM			
S No	**Parameters**	**Mandatory Specifications**	**Compliance**
1	Video Wall configurations	Qty-10 display of diagonal size 55" or above each to form data wall in 5X2 Grid	
2	Panel Technology	IPS (In plane Switching)	
3	Back Light Type	Direct LED	
4	Aspect Ratio	16:09	
5	Native Resolution	1,920 X 1,080 (FHD) or High, display should support UHD @60Hz.resolution in signal loop through connection in Videowall	
6	Brightness	Min. 500 nits or higher	
7	Brightness Uniformity	98% or above	
8	Contrast Ratio	Min. 1100:1	
9	Color Depth	Min. 10 bits/Color	
10	Color Temp.	10,000 Kelvin or above	
11	Screen Haze	Min. 28% or above	
12	Viewing Angle (HxV)	178° | 178° or more	
13	Response Time	8 MS or less	
14	Life time (Typ.)	60,000 h or above to ensure full performance of LCD for long duration	
15	Operation Hours	24 x 7 Hrs. grade panel to ensure heavy duty cycle if required	
16	Orientation 16	Portrait & Landscape suitable format to ensure zero gravity effect in case of customized installation for long period.	
17	Input Ports	2 x DP1.2 (4K@60Hz), 2 x HDMI 2.0 (4K @60 Hz.)	
18	Output ports	1 x DP1.2 (support UHD @ 60 Hz) for daisy chain to run FHD content @ 60Hz.	
19	Communication Ports	2 x RJ-45 (Ethemet Ports) with Loop-in feature	
20	Visible seam	Bezel Less / Narrow Bezel Display with Active-to-Active Pixel gap between two panels not more than 0.88 mm	

21	Display Panel Design	Fan-less & Modular	
22	Content Protection	Full hardware support for HDCP 2.2	
23	Videowall Mounts	OEM Mounts must be supplied with Display - Mounts Designed & produced by Display OEM to cover the physical damage of display in case of mount quality issues during warranty period.	
24	Mounting system	Complete front accessible mounting system must have feature of Auto alignment in X-Y-Z direction using gravity/hydraulics to ensure minimum efforts & fast replacement of display or faulty components.	
25	Display Control	Display panels must have Integrated Webserver to manage the display from remote using any web browser of any system in network or via dedicated controller	
26	Key Feature required	Temp. sensors, Brightness and color sensors, Wake on LAN, ON/Off time scheduling, Source sensing & auto switch feature (Failover) in case of primary signal failure. In-built ability to scale and project single source display on the full video wall.	
27	Color & Brightness Calibration	Auto - using Integrated sensors with Option of Manual control as well	
28	Operating Temp.	0°C-40°C	
29	Operation Humidity	20%-80% (non-condensing)	
30	Input Power	100-240V, 50/60Hz	
31	Power Consumption	Not more than 250 Watt at Max. Brightness	
32	CERTIFICATION	BIS - To clearly show Indian Manufacturing	
33	Product Certifications	EMC: CE, FCC, UL, RoHS	
34	Make In India	Make in India Scheme. Declaration format to clearly mention Local Content percentage, place of value adds and other information as per latest MII Order by GoI	

35	Accessories	Any cables or accessories required to make the videowall functional must be supplied along with videowall display system	
36	HDMI Switcher	Should be able to remotely switch between 4 different input display sources, with one output. Should be compatible with offered Display System to enable seamless operations. Should come with Remote Control for switching.	
37	**Workstation (Optional)	High-End PCs with 512 GB SSD, 4K UHD Output, 32 GB RAM, i7 processor with 5 years warranty, if required.	

****Note**: Bank will provide Desktops computers with minimum configuration required to run daily banking operation. Bidder may quote workstation if the same is required for running video wall solution

TECHNICAL SPECIFICATIONS FOR CONTROLLER

1	System Architecture & Core Hardware	Network-based video wall controller designed for mission-critical visualization and multi-display applications.	
		System shall be built on an industrial-grade, rack-mountable chassis.	
		System motherboard/backplane shall feature a minimum of six (6) PCI Express expansion slots.	
		Powered by a high-performance Intel® Core™ i9 processor.	
		Equipped with a minimum of 64 GB DDR4 RAM.	
		Equipped with a minimum of 480 GB M.2 NVMe Solid State Drive (SSD).	
		Preloaded with a fully licensed, professional Microsoft Windows operating system.	
2	Video Capture, Inputs & Outputs	Shall provide a minimum of twelve (12) native HDMI video inputs.	
		Shall provide a minimum of twelve (12) native HDMI video outputs.	
		Capable of capturing and displaying multiple Full HD and Ultra HD (4K) sources simultaneously.	

		Video processing must deliver ultra-low latency and pixel-accurate scaling across all screens.	
3	Advanced Windowing & Content Manipulation	Supports flexible video wall layouts, including unrestricted windowing and multi-source rendering.	
		Supports dynamic window layout controls: roaming, resizing, cropping, and layering (Z-ordering).	
		Supports display source rotation (e.g., portrait/landscape orientation setup) and source duplication.	
		Capable of executing real-time content management across multiple independent display walls.	
4	Software Management & Connectivity	Includes dedicated Video Wall Controller software for centralized configuration, scheduling, monitoring, and control over an IP network.	
		Software must support the creation of multiple wall layouts, customizable user profiles, and operational presets.	
		Supports diverse source types: local/network content, IP video streams, web pages, HDMI inputs, desktop applications, and multimedia playback.	
		Provides native compatibility with third-party control systems via standard Ethernet-based APIs (REST, TCP/IP, or UDP).	
5	Interfaces, Power & Reliability	Includes standard physical connectivity: Gigabit Ethernet port(s), USB interfaces, and dedicated audio support.	
		Features advanced hardware monitoring for real-time system health, internal temperature, and fan status.	
		Internal power subsystem must feature a minimum of a 500 W ATX power supply.	
		Hardware component selection must be rated for continuous 24x7 mission-critical operations.	

6	Flexible Control & Collaboration	Multiple operators can manage the videowall simultaneously via a drag-and-drop interface, using either a PC file system or a fully functional iPad mobile console	
7	Interactive Application Management	Operators can launch, control, and interact with desktop applications (like MS Office and PDFs) and active communication streams (like Zoom sessions) directly on the wall.	
8	Software-Based KVM	The system provides full KVM control over remote displays via standard VNC Remote Desktop over IP, removing the need for physical KVM hardware.	
HDMI 2.0 HDBaseT Extender Set			
1	High-Performance Transmission	Extends uncompressed 18 Gbps HDMI 2.0a video, audio, and bidirectional IR signals over a single shielded CAT6 cable up to 70m for 1080p and 40m for 4K UHD @60Hz (4:4:4)	
2	Advanced Video & HDR	Fully supports HDCP 2.2, CEC, and crystal-clear image rendering with native compatibility for HDR10, as well as pass-through capabilities for lower-bandwidth HDR10+ and Dolby Vision formats.	
3	Immersive Audio Support	Provides seamless pass-through for embedded multi-channel audio setups, including up to 8-channel PCM, Dolby TrueHD, Dolby Atmos, DTS-HD Master Audio, and DTS:X cinema-grade formats	
4	Smart Power & Protection	Features flexible bidirectional Power over Cable (PoC) to power both units from one side, a secure locking 18 VDC connector, signal re-clocking circuitry, and built-in surge protection	
5	Robust I/O & Enclosure	Equipped with HDMI connections, HDBaseT RJ45 ports, dedicated IR control lines, and diagnostic LEDs, all housed in compact metal enclosures built for rack or surface mounting	

6	Certified Reliability	Operates efficiently under 12.8W maximum power draw with standard CE, FCC, and RoHS certifications, making it ideal for 24/7 mission-critical commercial and corporate AV deployments.	
Master Device Controller			
1	All-in-One Software Engine	Features the Virtual Brain-1 pre-installed with one BRAINware license on a secure Linux platform for cloud-managed room automation without traditional hardware processors.	
2	Flexible Networking Options	Outfitted with native Gigabit Ethernet alongside dual-band Wi-Fi (802.11ac/b/g/n) to guarantee versatile, high-speed wired and wireless network deployments.	
3	Integrated AV & Media Interfaces	Incorporates dedicated physical HDMI inputs, HDMI outputs, and multi-purpose USB connectivity for streamlined local media routing and localized UI management	
4	Central Cloud Management	Supports centralized configuration, live diagnostic monitoring, custom event-based scheduling, and script automation through a fully customizable graphical user interface.	
5	Comprehensive 10-Port Gateway	Includes the FC-28 PoE Control Gateway providing bidirectional RS-232, programmable IR, isolated relays, and configurable GPIO ports for extensive third-party device control	
6	Universal AV Integration	Built to seamlessly command displays, projectors, matrix switchers, audio DSPs, lighting systems, motorized screens, HVAC units, and security sensors via Telnet and TCP/IP	
7	Industrial Build & Certification	Operates reliably from a 12 VDC power source across a 0°C to 40°C thermal range, holds CE/FCC safety certifications, and bundles all standard installation accessories.	
Ceiling Mount Speakers			

1	Premium Acoustic Performance	Features a 4.5-inch full-range transducer delivering a 70 Hz to 17,000 Hz frequency range, 40W continuous power handling, and a wide 145° uniform conical coverage pattern.	
2	Dual-Mode System Flexibility	Supports both standard 8-ohm bypass low-impedance configurations and distributed 70V/100V constant-voltage operations via an accessible, front-baffle multi-tap thumbwheel selector	
3	Advanced Signal Protection	Safeguards internal components using an integrated, self-resetting resistor-network overload circuit alongside a mandatory external 70 Hz high-pass filter constraint.	
4	Robust Commercial Enclosure	Built using an engineered plastic front baffle, a heavy-gauge protective steel backcan, and a detachable, powder-coated perforated steel grille with removable logos.	
5	Standard Industrial Dimensions	Requires a 249 mm ceiling cutout to accommodate its 163 mm physical depth, featuring an external diameter of 272 mm and a total net weight of 3.47 kg.	
Amplifier & Digital signal processor			
1	High-Output Distributed Power	Delivers a robust 2 × 160 W rated output optimized for 70V/100V high-impedance commercial loudspeaker systems, backed by a wide 20 Hz to 20 kHz frequency response.	
2	Advanced Loudspeaker DSP	Utilizes 48 kHz/24-bit digital processing featuring Dynamic EQ, Opti-Voice paging, and over 30 tailored EQ presets pre-optimized for premium Bose Professional speaker lines	
3	Versatile Multi-Source Connectivity	Combines wireless Bluetooth® 5.0 streaming with balanced microphone/line paging inputs, dual balanced/unbalanced stereo inputs, and a routing matrix supporting up to two independent zones.	

4	Operator-Centric Control Interfaces	Equipped with an intuitive front-panel OLED display with an encoder dial, embedded setup QR codes, rear configuration toggles, and multi-brand remote wall controller compatibility	
5	Compact, Industrial-Grade Chassis	Housed in a durable 1U, 19-inch rack-mountable frame weighing 4.4 kg, featuring universal 100–240 VAC power conversion and comprehensive internal circuit overload protections	
6	High-Performance Audio Architecture	Employs a 32-bit fixed/floating-point ARM 456 MHz core providing 3.6 GIPS / 2.7 GFLOPS processing power, 48 kHz/24-bit conversion, a 115 dB dynamic range, and an 8-channel low-latency AmpLink digital output	
7	Flexible Analog I/O & Control	Features 8 balanced mic/line inputs supporting software-selectable 48V phantom power and up to 64 dB pre-gain, alongside 8 balanced analog outputs, 5 control inputs, and 5 digital control outputs	
8	Comprehensive Processing Library	Provides an extensive toolkit programmable via ControlSpace Designer software, featuring automatic mic mixing, feedback suppression, matrix mixing, AGC, crossovers, and loudspeaker optimization	
9	Enterprise-Grade Network Integration	Supports standard Ethernet and RS-232 communication protocol layers to ensure seamless operational compatibility with native wall controllers, dedicated remote apps, and third-party control systems	
10	Compact, Efficient Hardware Build	Enclosed in a 1RU, 19-inch rack-mountable chassis with active side-vent cooling, operating on a wide 85–264 VAC power range with a highly efficient power consumption under 37 VA	
Digital Podium			

1	Ergonomic Premium Structure	Constructed with a rugged metal frame and a wooden top surface, housing a motorized tilting 21.5-inch interactive display with an integrated keyboard tray, a gooseneck microphone mount, and secure internal housing for a PC and AV equipment.	
2	Hybrid Precision Touch Technology	The built-in 21.5-inch operator panel combines capacitive multi-touch with electromagnetic resonance (EMR) tracking, allowing seamless operation via a cordless, pressure-sensitive, battery-less pen	
3	High-Fidelity IPS Display	Features a native Full HD (1920 × 1080) resolution IPS LED screen delivering vibrant visuals with a 16:9 aspect ratio, 300 cd/m² brightness, a sharp 1000:1 contrast ratio, and support for 16.7 million colors	
4	Integrated 4K Matrix Switchin	Equipped with an internal 4×2 HDMI 2.0 matrix switcher and auto-switcher that handles ultra-high-definition signals up to 4K@60Hz (4:4:4, 8-bit), 16-bit Deep Color, HDR, 3D content, and HD audio	
5	Dedicated Audio De-Embedder	Features a built-in hardware audio de-embedder to break out digital audio from the HDMI stream, allowing simple routing directly into the internal room sound reinforcement system	
6	Dual-Zone Connectivity Plates	Furnished with permanent internal display terminals (HDMI, USB, DC Jack) paired with an accessible top-surface guest plate providing HDMI, dual USB extensions, and a dedicated power socket for laptop hookups.	

NOTES:

1. General Requirements

i. The bidder must clearly mention Make & Model for each quoted item in the compliance sheet.
ii. All quoted specifications must be supported with manufacturer datasheets/brochures.
iii. The solution must be fully compatible and interoperable across all components (Display, Codec, DSP, Microphones, Speakers, Controllers, etc.).
iv. The bidder shall conduct a site survey before submission to validate dimensions,

power availability, mounting feasibility, and cable routing.

v. as proof.

vi. Any Racks if required for mounting of all peripherals must be provided as part of the BOM.

2. Installation & Integration

i. The scope includes supply, installation, testing, commissioning, and configuration of all listed equipment.

ii. All necessary accessories, brackets, wall structures, frames, floor supports, racks, and enclosures must be included in the bid.

iii. Bidder must provide complete structured cabling, signal cabling, HDMI/USB/Network cables, connectors, patch cords, and accessories as required for seamless operation.

iv. Proper cable management and labelling must be ensured.

3. LCD/LED Video Wall installation must include:

- Structural mounting framework
- Power distribution arrangement
- Signal distribution and controller configuration
- Alignment and calibration

ii. All Dante-based systems must be properly configured and tested for seamless audio routing.

iii. Integration with existing AV/IT infrastructure (if any) must be ensured.

4. LED/LCD Video Wall Specific Requirements

i. LED cabinets must be of specified pixel pitch (as mentioned above: 1.56mm and 1.25mm COB or equivalent).

ii. Brightness, refresh rate, and viewing angle must meet or exceed quoted specifications.

iii. Controller cards (HDMI Input, RJ45 Sending Card, Output Cards, etc.) must be fully compatible with the supplied LED panels.

iv. The system must support:

- Minimum 4K input resolution
- Seamless scaling and content management

v. 10% spare LED modules must be included where specified.

vi. Calibration and uniformity adjustment must be performed during commissioning.

5. Power & Networking

i. Bidder must include all PoE switches (Dante compatible) as specified.

ii. Power strips, surge protection, and UPS (if required) may be provisioned as optional.

iii. All devices must operate within standard voltage ranges and comply with local electrical standards.
iv. Network configuration for codecs, controllers, and DSP must be documented.

6. Warranty & Support

i. 3-year comprehensive onsite warranty.
ii. Warranty must cover:
   - Parts
   - Labor
   - LED modules (including dead pixels beyond acceptable limit)
iii. Bidder must provide:
   - Service contact
   - Response time within 2 hours
   - **Preventive maintenance**: Vendor shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repair of the Equipment) once within first 15 days of the installation once within the first 15 days of every alternate month during the currency of the Contract on a day and time to be mutually agreed upon. Notwithstanding the foregoing Vendor recognizes the Bank's operational needs and agrees that the Bank shall have the right to require Vendor to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

7. Training & Documentation

i. <u>Bidder must provide:</u>
   - End-user training for operators
   - Basic troubleshooting training

ii. <u>Submission of:</u>
   - As-built drawings
   - Network diagrams
   - Wiring schematics
   - Configuration backups
   - Operation manuals

8. Acceptance & Testing

i. Final acceptance will be based on:
   - Functional testing of all equipment
   - Audio clarity and coverage test
   - Video wall uniformity and performance test

ii. Acceptance certificate will be issued only after successful commissioning and demonstration.

59. Annexure D Commercial Bid

<On letter head of the bidder>

(GEM BID NO: ________)

Title of the RFP:

Sr. No.	Item	Quantity	Rate per item	Amount in Rs.	Amount in Words
a)	55 inch FHD commercial video wall	10			
b)	Video wall controller with software	1			
c)	Wall mount for video wall	10			
e)	18G HDBaseT Extender Set with TX and RX	15			
f)	Digital Signal Processor	1			
g)	2 channel high-impedance mixer amplifier	1			
h)	HDMI Switcher	1			
i)	Apple 10 inch ipad with software Automation with stand	1			
j)	Digital Podium	1			
k)	Roof or Ceiling mount Speakers	6			
l)	Speaker Cable	100			
m)	50 Feet High Speed HDMI Cable	4			
n)	4K High Speed HDMI Cable 6 Feet	28			
o)	Cat 6 Cable	10			
p)	Audio Amplifier	1			
q)	Server Rack	1			
r)	Connectors and patch cords	1			
s)	**Workstations(optional)	3			
t)	Supply, Installation, Testing, Commisioning, Fabrication, Programming and Training	1			
u)	Any other equipment (i) (ii)				
1	**Total (i)**				
2.	One time Installation/ Commissioning				
3.	Comprehensive Annual Maintenance Cost for products mentioned in items above for 4th year				

4.	Comprehensive Annual Maintenance Cost for products mentioned in items above for 5th year	[redacted]			
Sub-Total (1+2+3+4)					

Note:

1. The prices should include Warranty of the complete setup for three years and AMC for 4th and 5th year after the end of warranty period.
2. TCO must be quoted in Indian Rupees and in WORDS AND FIGURES exclusive of taxes. In case of any discrepancy, TCO quoted in words will be considered. The price quoted should be inclusive of all charges as per Banks requirement as per Commercial Bid.
3. It is recommeded for the bidder to visit the proposed site as the quantity may vary.
4. Bank may negotiate the L1 Rate, if not meeting our budget / estimated cost, Bank may re-float the tender opened, if L1 price is not acceptable to Bank.
5. Payment will be made as per the payment terms mentioned in this RFP.
6. Prices quoted by the bidder are inclusive of all applicable Taxes i.e. GST (CGST/SGST/IGST). GST will be paid on actual on production of original invoice.
7. Bidder has to show the bifurcation/details of applicable GST (CGST/SGST/IGST) in every invoice. Any upward / downward revision in GST will be borne by Bank.
8. Bank will not pay any additional charges other than those mentioned above whatsoever the case may be.
9. All Deliverables to be supplied as per RFP requirements provided in the tender.
10. Bank will not pay any labor charges for transportation, Road Permit, installation of software, items separately. All such costs, if any, should be absorbed in the above TCO.
11. The price quoted should be inclusive of Cost of delivery of software/tool, implementation /commissioning/ mounting, Integration, Maintenance of deliverables as per Bank's requirement.
12. Bank will not bear any additional cost over and above the TCO.
13. Bank will provide Desktops computers with minimum configuration required to run daily banking operation. Bidder may quote workstation if the same is required for running video wall solution

Signature: **Date:**
Name: **Seal of company:**

60. Annexure E – Confidentiality / Non-Disclosure Agreement

(GEM BID NO: ________________________)

This CONFIDENTIALITY AGREEMENT (the "Agreement") entered into on this _ day of 2025 and shall be deemed to have become in full force and effect from (the "Effective Date").

BY and between M/s.____________________a company incorporated under the provisions of the Companies Act, __________ in force in India, having its registered office at ____(hereinafter referred to as "---------------" or "Vendor" which expression shall, unless it be repugnant or contrary to the context or meaning thereof, mean and include its, successors and permitted assigns) of the ONE PART

AND

Punjab & Sind Bank, a corresponding new bank constituted under section 3 of Banking Companies (Acquisition & Transfer of Undertakings) Act 1970 having its Head office at 21, Bank House, Rajendra, New Delhi – 110008 (hereinafter referred to as "Punjab & Sind Bank" or "Bank" which expression shall, unless it be repugnant to the context or meaning thereof, mean and include its successors and permitted assigns), of the OTHER PART:

---------- and the Bank shall hereinafter jointly be referred to as "Parties" and individually as a "Party".

In this Agreement, "**Affiliate**" means any entity which from time to time Controls, is Controlled by or is under common Control with the relevant party or entity, where "Control" means having the ability (including, without limitation, by means of a majority of voting rights or the right to appoint or remove a majority of the board of directors) to control the management and policies of an entity.

WHEREAS:-

i. Vendor inter-alia is engaged in the business of providing AV(Audio/Video) related solutions & services to various business entities in India & abroad.
ii. Punjab & Sind Bank has agreed to disclose, transmit, receive, and/or exchange certain "confidential information" to cover the business transaction between parties for the provision of services related to "____" ("the Purpose") as more particularly described in Purchase Order no , issued by Punjab & Sind Bank of M/s. ---------- -----------

NOW THIS AGREEMENT WITNESS:

1. Interpretation

In this Agreement "**Confidential Information**" means all information belonging to a Party that is or has been disclosed to one Party (the "Receiving Party") by the other Party (the "Disclosing Party") in connection with the business transacted/ to be transacted between the Parties.

Confidential information shall also include any copy, abstract, extract, sample, note or module thereof. The Receiving Party may use the Confidential Information solely for and in connection with the business transacted/ to be transacted between the Parties.

Notwithstanding the foregoing, "Confidential Information" shall not include any information which the Receiving Party can show: (a) is now or subsequently becomes or is in possession of the Receiving Party, legally and publicly available without breach of this Agreement by the Receiving Party, (b) was rightfully in the possession of the Receiving Party without any obligation of confidentiality prior to receiving it from the Disclosing Party, (c) was rightfully obtained by the Receiving Party from a source other than the Disclosing Party without any obligation of confidentiality, (d) was developed by or for the Receiving Party independently and without reference to any Confidential Information and such independent development can be shown by documentary evidence, or (e) is disclosed pursuant to an order of a court or governmental agency as so required by such order, provided that the Receiving Party shall, unless prohibited by law or regulation, promptly notify the Disclosing Party of such order and afford the Disclosing Party the opportunity to seek appropriate protective order relating to such disclosure.

2. Confidentiality:

2.1 Except to the extent as agreed herein, the Receiving Party agrees to regard, preserve and keep as secret and confidential all Confidential Information of the Disclosing Party or its clients or any member of their group disclosed under this Agreement. In maintaining confidentiality here under the Receiving Party agrees and accepts that it shall not, either on its own account or jointly with or for any other person, firm, company or any other entity, without obtaining the written consent of the disclosing party.

I. Disclose, transmit, reproduce or make available any such Confidential Information to any person firm, company or any other entity other than its directors, partners, advisers, agents or employees, who need to know the same for the purpose of evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose aforesaid; or

II. Use the Confidential Information for any purpose other than evaluating, preparing, considering, negotiating, advising in relation to or in furtherance of the purpose for which it is disclosed; or

III. Disclose, announce or otherwise publicize the existence of its association with the Disclosing Party or the existence of the project with the Disclosing Party or any other arrangement (existing or possible) between the disclosing party, its clients or itself in connection with any project/assignment; or

IV. Use any such Confidential Information for its own benefit or the benefit of others or do anything prejudicial to the interests of the Disclosing Party or its clients or any member of their group or their projects.

2.2 The Receiving Party also agrees and accepts that it may endeavor:

I. Use at least the same degree of care in safeguarding such Confidential Information as it uses for its own Confidential information of like importance and such degree of care shall be at least that which is reasonably calculated to prevent such inadvertent disclosure;

II. Keep the Confidential Information and any copies thereof secure and in such a way so as to prevent unauthorized access by any third party;

III. Limit access to such Confidential Information to those of its (including its Affiliates") directors, partners, advisers, agents or employees who are directly involved in the consideration/evaluation of the Confidential Information and bind each of its directors, partners, advisers, agents or employees so involved to protect the Confidential Information in the manner prescribed in this Agreement; and

IV. Upon discovery of any disclosure or suspected disclosure of Confidential Information, to take reasonable effort to as per the circumstances, to inform the Disclosing Party of such disclosure in writing and immediately return to the Disclosing Party all such Information, in whatsoever form, including any and all copies thereof.

3. **Return or destruction:**

The Receiving Party may, upon completion of the purpose mentioned aforesaid or at any time on receipt of a written demand from the disclosing party: i) immediately return all written Confidential Information and all copies thereof provided to, or produced by, it or its advisers, as the case may be, which is in such party's possession or under its custody and control; ii) to the extent practicable, but without prejudice to the obligations of confidentiality herein, immediately destroy all analyses, compilations, notes, studies, memoranda or other documents prepared by it or its advisers to the extent that the same contain, reflect or derive from Confidential Information relating to the other party; iii) so far as it is practicable to do so (but, in any event, without prejudice to the obligations of confidentiality contained in this Agreement), immediately expunge any Confidential Information relating to the Disclosing Party or its clients or any member of their group or their projects from any computer, word processor or other device in its possession or under its custody and control.

4. **Permitted disclosure:**

The provisions of paragraph 2 shall not restrict any disclosure required by law or by any court of competent jurisdiction, the rules and regulations of any recognized stock exchange or any enquiry or investigation by any governmental, official or regulatory body which is lawfully entitled to require any such disclosure provided that, so far as it is lawful and practical to do so prior to such disclosure, the Receiving Party shall promptly notify the other party of such requirement with a view to providing the opportunity for the Provider to contest such disclosure or otherwise to agree the timing and content of such disclosure.

5. **Ownership of Information:**

Except to the extent as agreed herein, the Confidential Information and copies thereof, in whatsoever form shall at all times remain the property of the Disclosing Party or its clients and its disclosure shall not confer on the Receiving Party any rights (including any intellectual property rights) over the Confidential Information whatsoever beyond those contained in this Agreement.

6. **No Representation:**

Neither the disclosure, transmission receipt or exchange of Confidential Information nor anything else in this Agreement will constitute an offer by or on behalf of the Disclosing Party or be construed as soliciting any business or organization changes or any assurance of any business commitment or an inducement to incur / undertake any obligations not specified herein and neither party will be under any obligation to accept any offer or proposal which may be made by the other or on behalf of such other party.

7. **Remedies and Relief:**

The parties hereto acknowledge that remedies at law may be inadequate to protect the Disclosing Party or its clients against any actual breach of this Agreement by the Receiving Party, and, without prejudice to any other right and remedies otherwise available to the Disclosing Party or its clients, the Receiving Party agrees that Disclosing Party has a right to seek injunctive relief in its favor upon proof of actual damage and upon establishment of the fact that such actual damage has taken place due to reasons directly attributable upon the Receiving Party. Such injunctive relief shall be in addition to any other remedies available hereunder, whether at law or equity. Disclosing Party shall be entitled to recover its cost and fees, including Advocate's fees, incurred in obtaining any such relief. Further, in the event of litigation relating to this Agreement, the prevailing party shall be entitled to recover its cost and expenses including Advocate's fees.

8. **No Assignment**

This Agreement shall not be assigned by either party, by operation of law or otherwise, without the prior written consent of the other party. This Agreement shall inure to the benefit of and will be binding upon the parties‟ respective successors and permitted assigns.

9. **Severability**

In the event that any of the provisions contained in this Agreement is found to be invalid, illegal or unenforceable in any respect by a Court of competent jurisdiction, the validity, legality, or enforceability of the remaining provisions contained in this agreement will not be in any way affected or impaired by such a finding.

10. **Delay or Waiver**

No delay or failure of either Party in exercising any right hereunder and no partial or single exercise thereof shall be deemed of itself to constitute a waiver or an expectation of non-enforcement of such right or any other rights hereunder. No waiver of any provision of this Agreement shall be valid unless the same is in writing and signed by the party against whom such waiver is sought to be enforced. A waiver or consent given by either party on any one occasion is effective only in that instance and will not be construed as a bar to or waiver of any right on any other occasion.

11. **Notices**

Notices as required by this Agreement shall be sent to the Parties at the addresses mentioned first herein above or such other addresses as the Parties may designate from time to time, and shall be sent by certified or registered mail with acknowledgement due on receipt.

12. Term

This Agreement shall commence from the Effective Date of this Agreement and shall be valid for 2 years beyond contract period of 1 year there from. Confidentiality obligations under this Agreement shall continue to be binding and applicable without limit in point in time except and until such information enters the public domain, without breach of the agreement. Either Party may terminate this Agreement for breach, if the defaulting Party fails to rectify the breach within the one month notice period issued by the non-defaulting Party. Upon expiration or termination as contemplated herein the Receiving Party shall immediately cease any and all disclosures or uses of Confidential Information; and at the request of Disclosing Party, the Receiving Party shall promptly return or destroy all written, graphic or other tangible forms of the Confidential Information and all copies, abstracts, extracts, samples, notes or modules thereof.

13. Governing Law

The provisions of this Agreement shall be governed by the laws of India and shall be subject to the exclusive jurisdiction of courts in New Delhi.

14. Indemnity

The Receiving Party agree to indemnify and hold harmless the Disclosures against all costs, liability, losses and claims incurred by the Disclosing Party as a result of a breach of this Agreement.

15. Modification

Modification to any of the provisions of this Agreement shall be void unless it is writing and duly executed by Parties.

16. Headings

The headings given herein above are for ease of reference only and shall not attach or have any effect/ meaning whatsoever contrary to what is stated in the agreement.

17. Review of Contract and performance

Bank shall have the right of periodical /yearly review of the performance of the successful bidder with regard to upgradation of processors, memory and storage space and maintenance support under the contract which would be basis of continuation or termination of the same. Bank shall also have the right to review, either itself or through another agency as it may deem fit, the financial and operating performance of the bidder in order to assess the ability of the bidder to continue to meet its outsourcing/contractual obligations.

18. Proprietary Rights:

The entire work product mentioned in this RFP shall be the sole and exclusive property of the Bank. The successful bidder hereby-irrevocably grants, assigns, transfers to the Bank all rights, title and interest of any kind, in and to the work product produced under RFP contract. All information processed, stored, or transmitted by successful Bidder belongs to the Bank. The Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately. Any information considered sensitive by the bank must be protected by the successful Bidder from unauthorized disclosure, modification or access. The bank's decision will be final.

The successful bidder will ensure strict compliance of all labor laws, insurance, minimum wages to the staff employed /deployed /engaged for the work assigned and the Bank will not be liable for any such persons/personnel of successful bidder and shall not be liable for any levies / penalties etc. that may be imposed by the authorities concerned for their action/inaction. There shall be no employer employee relationship whatsoever between the bank and the successful bidder /their employees and the bidder or his employees, staff, agents will not be entitled to any employment with Bank. In the event of any demand/fines/penalty made by any of the authorities on bank in respect of the conduct/actions taken by the bidder/their employees/labourers, the Bank will be entitled to recover the said amounts from the bills / amount payable or from the performance guarantee and also take appropriate action against said persons of bidder/bidder for their misconduct, if any.

19. Counterparts

This Agreement has been signed in duplicate, each of which shall be deemed to be an original. The exchange of a fully executed Agreement (in counterparts or otherwise) by e-mail (ho.tp@psb.bank.in) shall be sufficient to bind the parties to the terms and conditions of this Agreement. IN WITNESS WHEREOF THE PARTIES HERETO HAVE CAUSED THIS AGREEMENT TO BE EXECUTED BY THEIR AUTHORIZED REPRESENTATIVES ON THIS __DAY OF ____________2026

Signed and delivered by	Signed and delivered by
M/s ___________________________	Punjab & Sind Bank
Signed by: Name ……………………..……….	Signed by: Name ………………….………..………
Title …………………………..………. in the presence of	Title ……………………………..…………. in the presence of
……………………..…………………..….	………………………..………………………

61. Annexure F: Reference Site Details / Client Reference Format

(GEM BID NO: ________)

Format for Submission of Client References

To whosoever it may concern

Particulars	**Details**
Client Information	
Client Name	
Client address	
Name of the contact person and designation	
Phone number of the contact person	
E-mail address of the contact person	
Project Details	
Name of the Project	
Description of the Project (preferably with Photographs)	
Start Date	
End Date	
Current Status (In Progress / Completed)	
Size of Project	
Value of Work Order (In Lakh) (only single work order)	

Name & Signature of authorized signatory

Date:
Seal of Company

62. Annexure G – Bid Query Format

(GEM BID NO: _____________)

Bidders have to provide their queries on scope of work, terms & conditions etc. in excel format as mentioned below. Bidders are requested to categorize their queries under appropriate headings. Bidders are requested to provide a reference of the page number, state the clarification point and the queries/suggestion/deviation that they propose as shown below (all the queries will be entertained in this Microsoft Excel format by e-mail):

Queries will not be accepted in any other format other than Microsoft Excel.

Sl. No.	Clause no.	Page no.	Clause	Query

Place:
Date:
Signature:
Name & Designation:
Business Address:

63. Annexure H: Know Your Employee (KYE) Clause

(GEM BID NO: ___________________)

(Bidder has to submit Undertaking on company letter head as per format given below).

1. We ________________________(name of the company) hereby confirm that all the Resource (both on-site and off-site) deployed/to be deployed on Bank's project for ____

(Name of the RFP) have undergone KYE (Know Your Employee) process and requisite checks have been performed prior to employment of said employees as per our policy.

2. We undertake and agree to save defend and keep harmless and indemnified the Bank against all loss, cost, damages, claim penalties expenses, legal liability because of non compliance of KYE and of misconduct of the employee deployed by us to the Bank.

3. We further agree to submit the required supporting documents (Process of screening, Background verification report, police verification report, character certificate, ID card copy, Educational document, etc) to Bank before deploying officials in Bank premises for __________________(Name of the RFP)."

Name of Authorized Representative ____
Designation of Authorized Representative_______________________________________
Signature of Authorized Representative ____
Date:

64. Annexure I - Undertaking of Information Security

(GEM BID NO: ____________________)
Place:
Date:

To:

Punjab & Sind Bank,
Project Management Office,
NBCC Building, Block 3,
East Kidwai Nagar,
New Delhi - 110023.

Sir,

Subject: INVITATION FOR SUPPLY, INSTALLATION , COMMISSIONING AND MAINTENANCE OF VIDEO WALLS, CONTROLLER, DIGITAL PODIUM AND OTHER RELATED EQUIPMENT FOR BANK'S RESILLIENCE OPERATIONS CENTRE (ROC).

We hereby undertake that the proposed solution / software /setup to be supplied will be free of malware, free of any obvious bugs and free of any covert channels in the code (of the version of the application being delivered as well as any subsequent versions/modifications done)

Yours faithfully,

Authorized Signatory Name:
Designation:
Vendor's Corporate Name
Address
Email and Phone #

65. Annexure J- List of Supportive Applications/Software Required

(GEM BID NO: ____________________)

S.No.	Software Name	Version	Type (Open/Licensed)	Owner	Platform Dependency, if any	Purpose

Authorized Signatory Name: Designation:
Vendor's Corporate Name
Address
Email and Phone #

66. Annexure K – Manufacturer's Authorization Form

(GEM BID NO: ____________________)

To:
Punjab & Sind Bank,
Project Management Office,
NBCC Building, Block 3,
East Kidwai Nagar,
New Delhi - 110023.

Dear Sir

Ref: Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC).

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

We hereby extend our full warranty and support in accordance with the terms of the above RFP for the Products and services offered by the above ABP against the above RFP. Support (Warranty/ AMC) shall be on-site and comprehensive in nature having back to back support from us. In case Service Provider/ABP fails to provide Warranty/AMC/Services or out of service due to any reasons, then we shall either provide ourselves or make alternative arrangement for the Warranty/ Service/AMC of the Product(s) as required in accordance with the terms and conditions of the above RFP, at no extra cost and to the satisfaction of the Bank.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products supplied by the ABP:

a) Such Products as the Bank may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and

b) in the event of termination of production of such Products:

   i. advance notification to the Bank of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and
   ii. Following such termination, furnishing at no cost to the Bank, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

We hereby extend our full comprehensive guarantee and warranty as per Conditions of Contract for the goods and services offered for supply by the above firm against this RFP.

Yours faithfully

(Name)
(Name of manufacturers)

67. Annexure L (Format of Performance Bank Guarantee)

GEM BID NO: ____________________

(Covering Delivery obligations)

NOTE:

4. This guarantee should be furnished by a Nationalized Bank / Scheduled Bank, other than Punjab & Sind Bank, as per the following format.
5. This bank guarantee should be furnished on stamp paper value as per Stamp Act. (not less than Rs. 500/-).
6. The stamp paper should be purchased either in the Name of the Bank executing the Guarantee or in the name of Punjab & Sind Bank.
7. This Bank Guarantee should be furnished within 30 days from the date of purchase order or the delivery period prescribed in the purchase order whichever is earlier.
8. This Bank Guarantee should be directly sent to the Purchaser by the Issuing Bank under Registered Post with Acknowledge Due.

To:

Punjab & Sind Bank,
Project Management Office,
NBCC Building, Block 3,
East Kidwai Nagar,
New Delhi - 110023.

Dear Sir,

In consideration of Punjab & Sind Bank, Project Management Office, NBCC Building, Block 3, New Delhi - 110023 placing an order for Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC) having registered office at _________________________(hereinafter called the vendor) as per the purchase contract entered into by the vendor vide purchase contract no ____ dated _ _ _ _ _ _ (hereinafter called the said contract), we________________________(Name of the Guarantor Bank),a 'schedule bank', issuing this guarantee through its branch at ______________________________ presently located at (hereinafter called the bank), do hereby irrevocably and unconditionally guarantee the due performance of the vendor as to the Request for Proposal for Supply, Installation, Commissioning & Maintenance of LCD/LED based Video walls, Controller, Digital Podium & other related equipment for Bank's Resillience Operations Centre (ROC) as per the said contract entered into by the vendor with you.

If the said vendor fails to implement or maintain the system or any part thereof as per the contract and on or before the schedule dates mentioned therein, we __________________________________ (Name of the Guarantor Bank), do hereby unconditionally and irrevocably agree to pay the amounts due and payable under this guarantee without any demur and merely on demand in writing from you during the currency stating that the amount claimed is due by way of failure on the part of the vendor or loss or damage caused to or suffered / or would be caused to or suffered by you by reason of any breach by the said vendor of any of the terms and conditions of the said contract, in part or in full. Any such demand made on us shall be conclusive as regards the amount due and payable under this guarantee.
We ________________________ (Name of the Guarantor Bank), further agree that this guarantee shall continue to be valid will you unless you certify that the vendor has fully performed all the terms and conditions of the said contract and accordingly discharge is guarantee, or until _______, whichever is earlier. Unless a claim or demand is made on us in writing under this guarantee on or before, we shall be discharged from all our obligations under this guarantee. If you extend the schedule dates of performance under the said contract, as per the terms of the said contract, the vendor shall get the validity period of this guarantee extended suitably and we agree to extend the guarantee accordingly at the request of the vendor and at our discretion, provided such request is served on the bank on or before ____.

Failure on part of the vendor in this respect shall be treated as a breach committed by the vendor and accordingly the amount under this guarantee shall at once become payable on the date of receipt of demand made by you for payment during the validity of this guarantee or extension of the validity period.

You will have fullest liberty without affecting this guarantee to postpone for any time or from time to time any of your rights or powers against the vendor and either to enforce or forebear to enforce any or all of the terms and conditions of the said contract. 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 vendor or any other forbearance act or omission on your part or any indulgence by you to the vendor or by any variation or modification of the said contract or any other act, matter or thing 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.

In order to give full effect to the guarantee herein contained you shall be entitled to act as if we are your principal debtors in respect of all your claims against the vendor 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 the above or any other provision of this guarantee.

The words the vendor, the beneficiary of this guarantees i.e. Yourself, and ourselves i.e. ____________________(Name of the Guarantor Bank), unless repugnant to the context or otherwise shall include their assigns, successors, agents, legal representatives. This guarantee shall not be effected by any change in the constitution of any of these parties and will ensure for and be available to and enforceable by any absorbing or amalgamating or reconstituted company or concern, in the event of your undergoing any such absorption, amalgamation or reconstitution.

This guarantee shall not be revocable during its currency except with your prior consent in writing. This guarantee is non-assignable and non-transferrable.

Notwithstanding anything contained herein above:

Our liability under this bank guarantee shall not exceed Rs .... /- (Rupees ____________________________________)
This bank guarantee shall be valid up to ________________(With 1 year claim period).

We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before __before 12:00 hours (Indian standard time) where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

This guarantee deed must be returned to us upon expiration of the period of guarantee.

Signature ……………………………………

Name .... (In Block letters)

Designation ………………………………… (Staff Code

No.)…………………………….. Official address:
(Bank's Common Seal)
Attorney as per power of Attorney No. Date:

WITNESS:

(Signature with Name, Designation & Address)

68. Annexure M - Letter for Refund of EMD

GEM BID NO: ______________________

(To be submitted by the unsuccessful bidders)

Date:

To

Punjab & Sind Bank,
Project Management Office,
NBCC Building, Block 3,
East Kidwai Nagar,
New Delhi - 110023.

Subject: Request for Proposal (RFP) For supply, installation & commissioning of LCD/LED videowall setup.

We ________________________________ (Company Name) had participated in the RFP for Supply, installation, commissioning and maintenance of LCD/LED based video walls, controller, Digital podium and other related equipment for Bank's Resilience Operations Centre(ROC) and we are an unsuccessful bidder.

Kindly refund the EMD submitted for participation. Details of EMD submitted are as follows

Sr. No	Bidder Name	Cheque / DD Number /BG Details	Drawn on (Bank Name	Amount(Rs)

Bank details to which the money needs to be credited via NEFT are as follows:

Name of the Bank with Branch
Account Type
Account Title
Account Number
IFSC Code

Sign
Name of the signatory

Designation

Company Seal

69. Annexure N (Bidder Eligibility Criteria)

GEM BID NO: ____________________

DATE:

Bidders meeting the following criteria are eligible to submit their Bids along with supporting documents. If the Bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

S. No.	Eligibility Criteria	Compliance (Yes/No)	Documents to be submitted
1.	The Bidder must be an Indian Company/ LLP /Partnership firm registered under applicable Act in India.		Certificate of Incorporation issued by Registrar of Companies and full address of the registered office along with Memorandum & Articles of Association/ Partnership Deed.
2.	The Bidder (including its OEM, if any) must comply with the requirements contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020		Bidder should specifically certify in **Appendix P** in this regard and provide copy of registration certificate issued by competent authority wherever applicable.
3.	The Bidder/OEM must have an average turnover of minimum Rs. 3.00 crore during last 03 (three) financial year(s) i.e. FY2023-24, FY2024-25 and FY2025-26.		Copy of the audited financial statement for required financial years. (Certificate from statutory auditor for preceding/current 3 year may be submitted.)
4.	The Bidder should be profitable organization on the basis of profit before tax (PBT) for at least 02 (two) out of last 03 (three) financial years mentioned in para 3 above.		Copy of the audited financial statement along with profit and loss statement for corresponding years and / or Certificate of the statutory auditor.

5.	Bidder should have experience of minimum 3 years in providing the Products/Services to any Govt PSU/BFSI/State Govt/ Listed Company(BSE or NSE)		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
6	Bidder Should have at least one project implemented of similar set-up in any Govt PSU/BFSI/State Govt/ Listed Company(BSE or NSE) not before 2023 & should be under active support		Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.
7	The Bidder (including its OEM, if any) should either be Class-I or Class-II local supplier as defined under this RFP.		Certificate of local content to be submitted as per **Appendix O**.
8.	Certification Requirements: Any Indian (e.g. BIS) or international certification will be accepted. For all the proposed equipments such as video wall display, digital podium etc.		Copy of the Valid Certificate(s) to be provided
9.	Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of the Bank)		Brief details of litigations, disputes related to product/services being procured under this RFP or infringement of any third party Intellectual Property Rights by prospective Bidder/ OEM or disputes among Bidder's board of directors, liquidation, bankruptcy, insolvency cases or cases for debarment/blacklisting for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments or any such similar cases, if any are to be given on Company's letter head.

10.	Bidders should not be under debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this RFP.		Bidder should specifically certify in **Appendix P** in this regard.
11.	The bidder, if participating as Channel Partner of any OEM, then OEM should have a support center and level 3 escalation (highest) located in Delhi/NCR. For OEMs, directly participating, the conditions mentioned above for support center remain applicable.		Bidder should specifically certify in **Appendix P** in this regard.
12.	The Bidder should not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.		Bidder should specifically certify in **Appendix P** in this regard.
13	OEM Declaration that product is not End of Life, and that service, support, spares shall be provided for next 5 years		Bidder to provide declaration on OEM letterhead.
14	Bidder & OEM must have adequate on roll specialized support staff in Delhi/NCR for timely resolution of complaints		Proof of on roll permanent staff to be submitted alongwith their role, designations & technical designation.
15	Proof of Bidder & OEM registered address		Required documents to be submitted
16	Bidder & OEM escalation matrix		OEM escalation matrix to be submitted mentioning highest level of escalation.
17	Bidder GST Certificate, PAN, and Cancelled Cheque Copy.		All mentioned documents to be submitted

18	BIS certificate for all the equipments provided i.e. video wall display, digital podium etc.		All mentioned documents to be submitted
19	Client references to be submitted		To be submitted as per Annexure F

Documentary evidence must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the Bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

Eligibility criteria mentioned at Sl No 3 to 5 in table above are relaxed for Startups subject to their meeting of quality and technical specifications. Bidder to note the followings:

i. Start-up" company should enclose the valid Certificate of Recognition issued by Department for Promotion of Industry and Internal Trade (DPIIT), (erstwhile Department of Industrial Policy and Promotion), Ministry of Commerce & Industry, Govt. of India with the technical bid.
ii. Bidder who solely on its own, fulfils each eligibility criteria condition as per the RFP terms and conditions and who are having Start-up company status, can claim exemption for eligibility criteria mentioned at Sl No 3 to 5 in table above.
iii. If all these conditions are not fulfilled or supporting documents are not submitted with the technical Bid, then all those Bids will be summarily rejected, and no queries will be entertained.

Name & Signature of authorised signatory
Seal of Company

70. Appendix O (Local Content Certificate)

<u>Certificate of Local Content</u>

<Certificate from the statutory auditor or cost auditor of the company (in case of companies) or from a practicing cost accountant or practicing chartered accountant (in respect of suppliers other than companies) giving the percentage of local content, on their letter head with Registration Number with seal.>

Date:

To,

____

____

____

Dear Sir,

<u>Ref.: RFP No. : ………………………………….. dated : ………..</u>

This is to certify that proposed ________________<details of services> is having the local content of _____________% as defined in the above mentioned RFP.

2. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.

Signature of Statutory Auditor/Cost Auditor
Registration Number:
Seal

Counter-signed:

Bidder **OEM**

<Certified copy of Board Resolution for appointment of statutory/ cost auditor should also be enclosed with the certificate of local content.>

<u>OR</u>

Format for Self-Certification of Local Content

Date:

To,

____

____

____

Dear Sir,

Ref.: RFP No. : …………………………………………….. dated : …………………………..

This is to certify that proposed _______________< details of services > is having the local content of ____________% as defined in the above-mentioned RFP.

2. The details of location(s) at which the local value addition is made are as under:

Sl No	Product details	Name of place
1		
2		

3. This certificate is submitted in reference to the Public Procurement (Preference to Make in India), Order 2017 including revision thereto.

Signature of authorised official Name:
Company seal:

71. Appendix P (Bid Form)

BID FORM (TECHNICAL BID) **DATE:**

[On Company's letter head]
(To be included in Technical Bid)

To:

< Address of tendering office >

Dear Sir,

Ref: RFP No. …………………………………… dated : ………………………………

We have examined the above RFP, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/ modifications / revisions, if any, furnished by the Bank and we offer to supply, Install, test, commission and support the desired Products detailed in this RFP. We shall abide by the terms and conditions spelt out in the RFP. We shall participate and submit the commercial Bid through online auction to be conducted by the Bank's authorized service provider, on the date advised to us.

i. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the Bidder and the necessary support document delegating this authority is enclosed to this letter.
- We declare that we are not in contravention of conflict-of-interest obligation mentioned in this RFP.
- Prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The prices submitted by us have not been disclosed and will not be disclosed to any other Bidder responding to this RFP.
- We have not induced or attempted to induce any other Bidder to submit or not to submit a Bid for restricting competition.
- We have quoted for all the Products/Services mentioned in this RFP in our price Bid.
- The rate quoted in the price Bids are as per the RFP and subsequent pre-Bid clarifications/ modifications/ revisions furnished by the Bank, without any exception.

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

iii. We undertake that we will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the Bank, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

iv. We undertake that we will not resort to canvassing with any official of the Bank, connected directly or indirectly with the bidding process to derive any undue advantage. We also understand that any violation in this regard, will result in disqualification of bidder from further bidding process.

v. It is further certified that the contents of our Bid are factually correct. We have not sought any deviation to the terms and conditions of the RFP. We also accept that in the event of any information / data / particulars proving to be incorrect, the Bank will have right to disqualify us from the RFP without prejudice to any other rights available to the Bank.

vi. We certify that while submitting our Bid document, we have not made any changes in the contents of the RFP document, read with its amendments/clarifications provided by the Bank.

vii. We agree to abide by all the RFP terms and conditions of this RFP and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the RFP, which shall remain binding upon us.

viii. Till execution of a formal contract, the RFP, along with the Bank's notification of award by way of issuance of purchase order and our acceptance thereof, would be binding contractual obligation on the Bank and us.

ix. We understand that Bank is not bound to accept the lowest or any Bid you may receive and you may reject all or any Bid without assigning any reason or giving any explanation whatsoever.

x. We hereby certify that our name does not appear in any "Caution" list of RBI / IBA or any other regulatory body for outsourcing activity.

xi. We hereby certify that on the date of submission of Bid for this RFP, we do not have any past/ present litigation which adversely affect our participation in this RFP or we are not under any debarment/blacklist period for breach of contract/fraud/corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking/ State or Central Government or their agencies/departments.

xii. We hereby certify that we (participating in RFP as OEM)/ our OEM have a support center and level 3 escalation (highest) located in India.

xiii. We hereby certify that on the date of submission of Bid, we do not have any Service Level Agreement pending to be signed with the Bank for more than 6 months from the date of issue of purchase order.

xiv. We hereby certify that we have read the clauses contained in O.M. No. 6/18/2019-PPD, dated 23.07.2020 order (Public Procurement No. 1), order (Public Procurement No. 2) dated 23.07.2020 and order (Public Procurement No. 3) dated 24.07.2020 along with subsequent Orders and its amendment thereto regarding restrictions on procurement from a bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from a country, has been registered with competent authority (where applicable evidence of valid certificate to be attached). We certify that we and our OEM fulfil all the requirements in this regard and are eligible to participate in this RFP.

xv. If our Bid is accepted, we undertake to enter into and execute at our cost, when called upon by the Bank to do so, a contract in the prescribed form and we shall be solely responsible for the due performance of the contract.

xvi. We, further, hereby undertake and agree to abide by all the terms and conditions stipulated by the Bank in the RFP document.

Dated this .... day of........................... 20..

(Signature) *(Name)*

(In the capacity of)

Duly authorised to sign Bid for and on behalf of

<u>Seal of the company.</u>

72. Appendix Q (Other Terms & Penalties)

1. The Vendor warrants that the Products supplied under the Contract are new, unused, of the most recent or current model and they incorporate all recent improvements in design and / or features. The Vendor further warrants that all the Products supplied under this Contract shall have no defect, arising from design or from any act of omission of the Vendor that may develop under normal use of the supplied Products in the conditions prevailing in India.

2. Warranty for Hardware Components: Onsite comprehensive warranty for all the hardware components including free replacement of spares, parts, kits as and when necessary will be 36 months from date of installation.

3. <u>On-site comprehensive warranty and AMC (If opted):</u> The warranty and AMC would be on-site and comprehensive in nature and back-to-back support from the OEM. Vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a specified warranty period. Vendor will provide support for operating systems and other pre-installed software components during the warranty period of the hardware on which these software & operating system will be installed. Vendor shall repair or replace worn out or defective parts including all plastic parts of the Equipment at his own cost including the cost of transport.

4. During the term of the Contract, Vendor will maintain the equipment in perfect working order and condition and for this purpose will provide the following repairs and maintenance services:

   (a) Free maintenance services during the period of warranty and AMC (if opted). Professionally qualified personnel who have expertise in the hardware and system software supplied by Vendor will provide these services.

   (b) Vendor shall rectify any defects, faults and failures in the equipment and shall repair/replace worn out or defective parts of the equipment during working hours i.e. from 8.00 A.M. to 8.00 P.M. on all working days (viz. Monday to Saturday). In case any defects, faults and failures in the Equipment could not be repaired or rectified during the said period, the engineers of the Vendor are required to accomplish their duties beyond the said schedules in case of any situation if it warrants. In cases where unserviceable parts of the Equipment need replacement, the Vendor shall replace such parts, at no extra cost to the Bank, with brand new parts or those equivalent to new parts in performance. For this purpose, the Vendor shall keep sufficient stock of spares at its premises.

   (c) The maximum response time for a maintenance complaint during the entire contract period from the site of installation (i.e. time required for Vendor's maintenance engineers to report to the installations after a request call / fax /e-mail is made or letter is written) shall not exceed 2 hours.

(d) Vendor shall ensure that faults and failures intimated by the Bank as above are set right within 24 hours of being informed of the same. In any case the Equipment should be made workable and available not later than the next working day of the Bank.

(e) Vendor shall ensure that the full configuration of the Equipment is available to the Bank in proper working condition viz. uptime of 99.9% of the time on a 24 x7x365 basis.

(f) For purpose of calculating penalty, uptime is calculated as under :

$$\text{Uptime (\%)} = \frac{\text{Sum of total hours during month - Sum of downtime hours during month}}{\text{Sum of total hours during the month}} \times 100$$

Total hours during the month = No. of working days x ____ hours

(g) Penalties for SLA uptime shall be as under;

S. No.	Uptime Range	Penalty
1.	< 99.9% to 99.00%	5% of Total Project Cost
2.	< 99% to 98%	7% of Total Project Cost
3.	<98%	10% of Total Project Cost

(h) Penalties for non-performance of SLA shall be as under.

Service level category	**SLA Measure**	**Penalty**
Delivery of Hardware	Hardware procured under this RFP should be delivered within 3 weeks from issuance of PO.	In case of delay in delivery beyond the period mentioned, a penalty of 1% for each week of delay of the total cost of undelivered quantities for first two weeks of delay and 1.5% for each week for delay beyond two weeks subject to a maximum of 10% be levied.

Installation	Delay for every day beyond 1 weeks from delivery of the Hardware	In case of delay in installation beyond 1 week, a penalty of 1% for each week of delay of the total cost of uninstalled quantities for first two weeks of delay and 1.5% for each week for delay beyond two weeks, subject to a maximum of 10% be levied.

(i) Vendor shall ensure that the Mean Time between Failures (MTBF) (including any malfunctioning, breakdown or fault) in the Equipment or any part thereof, during Contract period, not more than four occasions in preceding 90 days, it shall be replaced by equivalent/ superior new Equipment or part thereof by Vendor immediately at free of cost during warranty and AMC period.

(j) **Preventive maintenance**: Vendor shall conduct preventive maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the Equipment, and necessary repair of the Equipment) once within first 15 days of the installation, and subsequently once within the first fifteen (15) days of every alternate calendar month during the currency of the Contract, on a day and time to be mutually agreed upon once within the first 15 days of every alternate month during the currency of the Contract on a day and time to be mutually agreed upon. Notwithstanding the foregoing Vendor recognizes the Bank's operational needs and agrees that the Bank shall have the right to require Vendor to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.

(k) All engineering changes generally adopted hereafter by Vendor for Equipment similar to that covered by the Contract, shall be made to the Equipment at no cost to the Bank.

(l) Qualified maintenance engineers totally familiar with the Equipment shall perform all repairs and maintenance service described herein.

(m) The Bank shall maintain a register at its site in which, the Bank's operator/ supervisor shall record each event of failure and /of malfunction of the Equipment. Vendor's engineer shall enter the details of the action taken in such register. Additionally, every time a preventive or corrective maintenance is carried out, the Vendor's engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by the Bank's official. The original of the field call report shall be handed over to the Bank's official.

(n) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.

5. Any worn or defective parts withdrawn from the Equipment and replaced by Vendor shall become the property of Vendor and the parts replacing the withdrawn parts shall become the property of Bank. Notwithstanding anything contained contrary, if any hard disk or storage device is required to be replaced, the same shall not be handed over to vendor and same will continue to remain in possession of the Bank.

6. Subject to the security requirement, Vendor's maintenance personnel shall, be given access to the Equipment, when necessary, for purpose of performing the repair and maintenance services indicated in this RFP.

7. If Bank desires to shift the Equipment to a new site and install it thereof, the Vendor shall be informed of the same. The Bank shall bear the reasonable mutually agreed charges for such shifting and Vendor shall provide necessary arrangement to the Bank in doing so. The terms of this RFP, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on Vendor.

8. The Bank shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, dust within the acceptable limits required for Equipment similar to that covered by this RFP.

9. If, in any month, Vendor does not fulfill the provisions of clauses 4 (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by the Bank without prejudice to the right of the Bank to terminate the contract. In such event Vendor was credited without deducting the proportionate maintenance charges for that month, the Bank can deduct the same from future payments payable or Vendor shall refund the amount forthwith to Bank on demand by the Bank.

10. Future additions of Hardware / Software:

(a) The Bank would have the right to:

i. Shift supplied systems to an alternative site of its choice.

ii. Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor.

iii. Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from Vendor, or third party, or developed in-house.

Provided such changes or attachments do not prevent proper maintenance from being performed or unreasonably increase Vendor cost of performing repair and maintenance service.

11. Failure to complete the relocation and make the entire setup fully operational at the new site within the stipulated 15-day timeframe (or the timeline specified by the Bank) shall attract a penalty of **₹5,000/- (Rupees Five Thousand only)** per day of delay.

    If the delay exceeds **10 (ten) days**, the Bank reserves the right to execute the pending work through a third-party agency at the Vendor's sole risk and cost. All expenditures and costs incurred by the Bank during this third-party execution process shall be adjusted and fully recovered from the Vendor's upcoming quarterly AMC invoices, pending dues, or bank guarantees.

The warranty terms would not be considered as violated if any of 10(a) above takes place. Should there be a fault in the operations of the system, Vendor, would not unreasonably assume that the causes lie with those components / software not acquired from them.

Note: "**Downtime"** is defined as any period during scheduled operational hours where the videowall system, or any portion of it, is unavailable, non-functional, or failing to meet performance specifications. This includes, but is not limited to:

a) **Display Failure**: One or more screens are completely blank, flickering, or pixelated.
b) **Alignment Issues**: Color, brightness, or physical bezel misalignment across the 5x2 grid that disrupts visual continuity.
c) **Component Failure**: Malfunctions in video controllers, processors, power supplies, cabling, or source inputs.
d) **Software/Network Failure**: Inability to push, schedule, or update content due to management software or connectivity drops.

73. Appendix R - Pre-Contract integrity pact

(To be stamped in accordance with stamp act)

Between

Punjab & Sind Bank (PSB) hereinafter referred to as "The Principal",

And

_________________________________ hereinafter referred to as "The bidder/ Contractor"

Preamble

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

In order to achieve these goals, the Principal has appointed 1. Sh. Debal Kumar Gayen Gayen.dk@gmail.com 2. Sh. Pramod Kumar Garg Pkgarg.1957@gmail.com as Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the Principal

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

a. No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b. The Principal will, during the tender process treat all Bidder(s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

c. The Principal will exclude from the process all known prejudiced persons.

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

Section 2 - Commitments of the bidder(s)/ Contractor(s)

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

a. The bidder(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he / she is not legally entitled to, in order to obtain in exchange any advantage of an kind whatsoever during the tender process or during the execution of the contract.

b. The bidder(s)/ Contractor(s) will not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contract submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.

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

d. The bidder(s)/Contractors(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, similarly the bidder(s)/Contractors(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payments made to the Indian agent/representative have to be in Indian Rupees only.

e. The bidder(s)/ Contractor(s) will, when presenting their bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.

f. Bidder(s) /Contractor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

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

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

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

Section 4 - Compensation for Damages

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

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

Section 5 - Previous transgression

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

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

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

(1) In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

(2) The Principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.

(3) The Principal will disqualify from the tender process all Bidders who do not sign this Pact or violate its provisions.

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

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

Section 8 - Independent External Monitor

(1) The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

(2) The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the bidders/Contractors as confidential. He/ she reports to the MD & CEO of Punjab & Sind Bank.

(3) The bidder(s)/Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

(4) The Monitor is under contractual obligation to treat the information and documents of the bidder(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also sighed declarations on 'Non-Disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising later, the IEM shall inform MD & CEO of Punjab & Sind Bank and recuse himself / herself from that case.

(5) The Principal will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.

(6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Management of the Principal and request the Management to discontinue or take corrective action, or to take other relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

(7) The Monitor will submit a written report to the MD & CEO of Punjab & Sind Bank, within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

(8) If the Monitor has reported to the MD & CEO of Punjab & Sind Bank, a substantiated suspicion of an offence under relevant IPC/ PC Act, and the MD & CEO of Punjab & Sind Bank has not, within the reasonable time taken

visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.

(9) The word 'Monitor' would include both singular and plural

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

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

Section 10 - Other provisions

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

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

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

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

(5) Issues like Warranty / Guarantee etc. shall be outside the purview of IEMs.

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

(For & On behalf of the Principal) (For & On behalf of Bidder / Contractor)

Place --------------

Date --------------

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

74. Appendix S

PROFORMA OF CERTIFICATE TO BE ISSUED BY THE BANK AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE OF THE HARDWARE / SOFTWARE / SERVICES

Date:

M/s. ----------

Sub:Certificate of delivery, installation and commissioning

1. This is to certify that the Products as detailed below has/have been received in good condition along with all the standard and special accessories (subject to remarks in Para No. 2) in accordance with the Contract/Specifications. The same has been installed and commissioned.

(a) PO No. . dated

(b) Description of the Product

(c) Quantity

(d) Date of receipt of the Product(s) at site

(e) Date of installation

(f) Date of commissioning

2. Details of Products not yet supplied and recoveries to be made on that account:

S.No.	Description	Amount to be recovered

3. The installation and commissioning have been done to our entire satisfaction and the Bank's staff have been trained to operate the Product.

4. Service Provider has fulfilled his contractual obligations satisfactorily.

or

Service Provider has failed to fulfill his contractual obligations with regard to the following:

(a)

(b)

(c)

5. The amount of recovery on account of non-supply of Products is given under Para No.2 above.

Signature

Name

Designation with stamp