



**REQUEST FOR PROPOSAL  
FOR  
PROCUREMENT OF HARDWARE SECURITY  
MODULE (HSM)**

**Dated: 28/07/2024**

**For**

**State Bank of India, Bangladesh Operations.**

**Navana Pristine Pavilion (12th Floor) 128,  
Gulshan Avenue, Circle-2 Dhaka – 1212,  
Bangladesh.**

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
State Bank of India, Bangladesh Operations**

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**1. INVITATION TO BID:**

State Bank of India, Bangladesh Operations, herein after referred to as 'SBI BD Operations' is having its Country Office at Navana Pristine Pavilion (12<sup>th</sup> Floor) 128, Gulshan Avenue, Circle-2 Dhaka – 1212, Bangladesh.

- i. **Procurement of Hardware Security Module (HSM) for State Bank of India, Bangladesh Operations.**
- ii. In order to execute procurement of Hardware Security Module (HSM) for State Bank of India, Bangladesh Operations, it proposes to invite tenders from eligible vendors to undertake **supply** and **maintenance** of Hardware Security Module (HSM) as per details/**scope of work** mentioned in **Annexure-E** of this RFP document.
- iii. Bidder shall mean any entity (i.e. juristic person) who meets the **eligibility criteria given in Annexure-B** of this RFP and willing to provide Hardware Security Module (HSM) as required in this bidding document. The interested Bidders who agree to all the terms and conditions contained in this document may submit their Bids with the information desired in this bidding document (Request for Proposal).
- iv. Address for submission of Bids, contact details including email address for sending communications are given in given in part II of this RFP document.
- v. The purpose of State Bank of India, Bangladesh Operations behind raising this RFP is to seek a detailed technical and commercial proposal for procurement of Hardware Security Module (HSM) desired in this document.
- vi. This document shall not be transferred, reproduced or otherwise used for purpose other than for which it is specifically issued.
- vii. Interested Bidders are advised to go through the entire document before submission of Bids to avoid any chance of elimination. The eligible Bidders desirous of taking up the project for **procurement of Hardware Security Module (HSM)** for State Bank of India, Bangladesh Operations are invited to submit their technical and commercial proposal in response to this RFP. The criteria and the actual process of evaluation of the responses to this RFP and subsequent selection of the successful Bidder will be entirely at State Bank of India, Bangladesh Operations discretion. This RFP seeks proposal from

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Bidders who have the necessary experience, capability & expertise to provide State Bank of India, Bangladesh Operations the proposed **procurement of Hardware Security Module (HSM)** adhering to State Bank of India, Bangladesh Operations requirements outlined in this RFP.

**2. Disclaimer:**

- i. The information contained in this RFP document or information provided subsequently to Bidder(s) whether verbally or in documentary form/email by or on behalf of SBI BD OPs, is subject to the terms and conditions set out in this RFP document.
- ii. This RFP is not an offer by SBI BD OPs, but an invitation to receive responses from the eligible Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized official(s) of SBI BD OPs with the selected Bidder.
- iii. The purpose of this RFP is to provide the Bidder(s) with information to assist preparation of their Bid proposals. This RFP does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information contained in this RFP and where necessary obtain independent advices/clarifications. SBI BD OPs may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- iv. SBI BD Operations, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form or arising in any way for participation in this bidding process.
- v. SBI BD Operations also accepts no liability of any nature whether resulting from negligence or otherwise, howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.
- vi. The issue of this RFP does not imply that SBI BD Operations is bound to select a Bidder or to appoint the Selected Bidder or Concessionaire, as the case may

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be, for the Project and SBI BD Operations reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

- vii. The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. Failure to furnish all information required by the bidding document or to submit a Bid not substantially responsive to the bidding document in all respect will be at the Bidder's risk and may result in rejection of the Bid.

**3. Definitions:**

In this connection, the following terms shall be interpreted as indicated below:

- i. "SBI BD Operations" means the Bank means "State Bank of India, Bangladesh Operations."
- ii. "**Bidder/Service Provider/System Integrator**" means an eligible entity/firm submitting the Bid in response to this RFP.
- iii. "**Bid**" means the written reply or submission of response to this RFP.
- iv. "**The Contract**" means the agreement entered into between SBI BD Operations and the Vendor, as recorded in the Contract Form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
- v. "**Vendor/Service Provider**" is the successful Bidder found eligible as per eligibility criteria set out in this RFP, whose technical Bid has been accepted and who has emerged as L1/TC1 Bidder as per the selection criteria set out in the RFP and to whom notification of award has been given by SBI BD Operations.
- vi. "**The Contract Price/Project Cost**" means the price payable to the Vendor under the project for the full and proper performance of its contractual obligations.
- vii. "**The Equipment/Product**" means all the hardware, it's all components, associated software/firmware/operating software which the Vendor is required to provide service under the Contract.
- viii. "**The Services**" means those services ancillary to the supply of the equipment/product, such as transportation, transit insurance, installation, commissioning, customization, integration, provision of technical assistance, training, maintenance and other such obligations of the Vendor covered under the Contract.

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- ix. **“The Project”** means supply, installation, testing and commissioning, integration of computer hardware and services with support under Warranty and annual maintenance contract, if required for the contract period.
- x. **“The Project Site”** means locations where supply and services as desired in this RFP document are to be provided.

**4. Scope of Work:**

As given in **Annexure-E** of this document.

**5. Eligibility Criteria, Technical & Functional Specifications, BOM & Compliances:**

- i. Bid is open to all Bidders who meet the eligibility criteria and Technical & functional specifications as given in **Annexure-B & Annexure-B1** of this document. The Bidder has to submit the documents substantiating eligibility criteria as mentioned in this RFP document.
  - (a) If any Bidder submits Bid on behalf of Principal/OEM, the same Bidder shall not submit a Bid on behalf of another Principal/OEM under the RFP.
  - (b) Either the Bidder on behalf of Principal/OEM or Principal/OEM itself is allowed to Bid, however both cannot Bid simultaneously.

**ii. Bidders have to submit Bill of Material (BOM) and Compliances as given in Annexure-C of this document.**

**6. Cost of Bid document:**

The participating Bidders shall bear all the costs associated with or relating to the preparation and submission of their Bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstration or presentations which may be required by SBI BD Operations or any other costs incurred in connection with or relating to their Bid. SBI BD Operations shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder regardless of the conduct or outcome of the bidding process.

**7. Clarification and amendments on RFP/Pre-Bid Meeting**

- i. Bidder requiring any clarification of the bidding document may notify SBI BD Operations in writing **strictly as per the format given in Annexure-O** at the address/by e-mail given in part II of this document within the date/time mentioned in the schedule of events.

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- ii. A pre-Bid meeting will be held on the date and time specified in the schedule of events which may be attended by the authorized representatives of the Bidders interested to respond to this RFP.
- iii. The queries received (without identifying source of query) and response of SBI BD Operations thereof will be posted on SBI BD Operations website or conveyed to the Bidders.
- iv. SBI BD Operations reserves the right to amend, rescind or reissue the RFP, at any time prior to the deadline for submission of Bids. SBI BD Operations, for any reason, whether, on its own initiative or in response to a clarification requested by a prospective Bidder, may modify the bidding document, by amendment which will be made available to the Bidders by way of corrigendum/addendum. The interested parties/Bidders are advised to check SBI BD Operations website regularly till the date of submission of Bid document specified in the schedule of events/email and ensure that clarifications / amendments issued by SBI BD Operations, if any, have been taken into consideration before submitting the Bid. Such amendments/clarifications, if any, issued by SBI BD Operations will be binding on the participating Bidders. SBI BD Operations will not take any responsibility for any such omissions by the Bidder. SBI BD Operations, at its own discretion, may extend the deadline for submission of Bids in order to allow prospective Bidders a reasonable time to prepare the Bid, for taking the amendment into account. Nothing in this RFP or any addenda/ corrigenda or clarifications issued in connection thereto is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters addresses in this RFP or any addenda/ corrigenda or clarifications issued in connection thereto thereof.
- v. No request for change in commercial/legal terms and conditions, other than what has been mentioned in the RFP or any addenda/corrigenda or clarifications issued in connection thereto, will be entertained and queries in this regard, therefore will not be entertained.
- vi. Queries received after the scheduled date and time will not be responded/acted upon.



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**8. Contents of bidding document:**

- i. The Bidder must thoroughly study/analyze and properly understand the contents of this RFP document, its meaning and impact of the information contained therein.
- ii. Failure to furnish all information required in the bidding document or submission of Bid not responsive to the bidding documents in any respect will be at the Bidder's risk and responsibility and the same may finally result in rejection of its Bid. SBI BD Operations has made considerable effort to ensure that accurate information is contained in this RFP and is supplied solely as guidelines for Bidders.
- iii. Nothing in this RFP or any addenda/corrigenda or clarifications issued in connection thereto, is intended to relieve Bidders from forming their own opinions and conclusions in respect of the matters contained in RFP and its addenda, if any.
- iv. The Bid prepared by the Bidder, as well as all correspondences and documents relating to the Bid exchanged by the Bidder and SBI BD Operations and supporting documents and printed literature shall be submitted in English.
- v. The information provided by the Bidders in response to this RFP will become the property of SBI BD Operations and will not be returned. Incomplete information in Bid document may lead to non-consideration of the proposal.

**9. Earnest Money Deposit (EMD):**

- i. The Bidder shall furnish EMD for the amount and validity period mentioned in Part II of this document.
- ii. EMD is required to protect SBI BD Operations against the risk of Bidder's conduct.
- iii. The EMD may be in the form of a Demand Draft or Pay Order or SBI BD OPERATIONS Guarantee [on the lines of **Annexure-I**], issued by a Scheduled Commercial Bank in Bangladesh, other than State Bank of India, drawn in favour of State Bank of India payable at Dhaka .In case, SBI is the sole banker for the Bidder, a Letter of Comfort from SBI would be acceptable.
- iv. Any Bid not accompanied by EMD for the specified amount as mentioned elsewhere in the RFP will be rejected as non-responsive.

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- v. The EMD of the unsuccessful Bidders shall be returned within 2 weeks from the date of Bid finalisation.
- vi. The EMD of successful Bidder will be discharged upon the Bidder signing the Contract and furnishing the Performance SBI BD Operations Guarantee for the amount and validity as mentioned in Part II of this RFP) which should be strictly on the lines of format placed at **Annexure-J**.
- vii. No interest is payable on EMD.
- viii. The EMD may be forfeited: -
  - a) if a Bidder withdraws his Bid during the period of Bid validity specified in this RFP; or
  - b) 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; or
  - c) if the successful Bidder fails to sign the contract or furnish Performance **SBI BD Operations** Guarantee, within the specified time period in the RFP/Purchase Order.
- ix. If EMD is forfeited for any reasons mentioned above, the concerned Bidder may be debarred from participating in the RFPs floated by SBI BD Operations /this department, in future, as per sole discretion of SBI BD Operations.

**10. Bid Preparation and submission:**

- i. The Bid is to be submitted in two separate envelopes. One of the envelope is to be prominently marked as **'Technical Proposal for supply Hardware Security Module (HSM) in response to the RFP No. .... dated .....**. This envelope should contain following documents and **properly sealed**:
  - (a) Bid covering letter/Bid form on the lines of **Annexure-A** on Bidder's letter head.
  - (b) Earnest Money Deposit (EMD) as specified in this document.
  - (c) A letter on Bidder's letter head: -
    - (i) Mentioning details of EMD submitted, technical competence and experience of the Bidder
    - (ii) Certifying that the period of the validity of the Bid is as per terms of this RFP.

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- (iii) Confirming that the Bidder has quoted for all the items/services mentioned in this RFP in their commercial Bid.
  - (iv) Confirming that they agree with all the terms and conditions mentioned in the RFP.
  - (v) Specific response with supporting documents in respect of Eligibility Criteria as mentioned in **Annexure-B and technical eligibility criteria on the lines of Annexure-B1.**
  - (d) Bidder's details as per **Annexure-D** on Bidder's letter head.
  - (e) Licensing details of operating software/firmware.
  - (f) Undertaking of Authenticity - **Annexure-G**
  - (g) Format for Manufacturer's Authorization Form– **Annexure- H**
  - (h) Any deviations sought from technical criteria/specifications given in RFP.
  - (i) Audited balance sheets and profit and loss account statement for last three years
  - (j) A copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the Bid document.
  - (k) Detailed explanation of functioning of Hardware/firmware.
- ii. A second sealed envelope prominently marked as **Indicative Price Proposal for supply of the SERVERs in response to the RFP No. \_\_\_\_\_ dated \_\_\_\_\_**. **This envelope should contain only indicative price Bid strictly on the lines of Annexure-F.** The Indicative Price must include all the price components mentioned. Prices are to be quoted in Bangladeshi Taka only.
- iii. Bidders may please note:
- a. The Bidder should quote for the entire package on a single responsibility basis for hardware / software / services it proposes to supply.
  - b. A soft copy (Word format) on a CD should also be kept in a separate envelope within the envelope of technical Bid. Voluminous documents should be submitted only on CDs.
  - c. While submitting the Technical Bid, literature on the hardware and its associated operating software should be segregated and kept together in one section / lot in a separate envelope.
  - d. Care should be taken that the Technical Bid shall not contain any price information. Such proposal, if received, will be rejected.

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- e. The Bid document shall be complete in accordance with various clauses of the RFP document or any addenda/corrigenda or clarifications issued in connection thereto, duly signed by the authorized representative of the Bidder and stamped with the official stamp of the Bidder. Board resolution authorizing representative to Bid and make commitments on behalf of the Bidder is to be attached.
- f. Bids are liable to be rejected if only one (i.e. Technical Bid or Indicative Price Bid) is received.
- g. Prices quoted by the Bidder shall remain fixed for the period specified in part II of this document and shall not be subjected to variation on any account, including exchange rate fluctuations and custom duty. **A Bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.**
- h. If deemed necessary SBI BD Operations may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substances of the Bid already submitted or the price quoted.
- i. The Bidder may also be asked to give presentation for the purpose of clarification of the Bid.
- j. The Bidder must provide specific and factual replies to the points raised in the RFP.
- k. The Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract.
- l. All the enclosures (Bid submission) shall be serially numbered with rubber stamp of the participating Bidder's company. The person or persons signing the Bids shall initial all pages of the Bids, except for un-amended printed literature.
- m. Any inter-lineation, erasures or overwriting shall be valid **only** if these are initialled by the person signing the Bids.
- n. The Bid document shall be spirally bound.
- o. SBI BD Operations reserves the right to reject Bids not conforming to above.
- p. The two NON-WINDOW envelopes shall be put together and sealed in an outer NON-WINDOW envelope.

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- q. All the envelopes shall be addressed to SBI BD Operations and deliver at the address given in Part-II of this RFP and should have name and address of the Bidder on the cover.
- r. If the envelope is not sealed and marked, SBI BD Operations will assume no responsibility for the Bid's misplacement or its premature opening.

**11. Deadline for Submission of Bids:**

- a. Bids must be received by SBI BD OPERATIONS at the address specified and by the date and time mentioned in the "Schedule of Events".
- b. In the event of the specified date for submission of Bids being declared a holiday for SBI BD OPERATIONS, the Bids will be received up to the appointed time on the next working day.
- c. In case SBI BD OPERATIONS extends the scheduled date of submission of Bid document, the Bids shall be submitted by the time and date rescheduled. All rights and obligations of SBI BD OPERATIONS and Bidders will remain the same.
- d. Any Bid received after the deadline for submission of Bids prescribed, will be rejected and returned unopened to the Bidder.

**12. Modification and Withdrawal of Bids:**

- a. The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by SBI BD OPERATIONS, prior to the deadline prescribed for submission of Bids.
- b. A withdrawal notice may also be sent by Fax, but followed by a signed confirmation copy, not later than the deadline for submission of Bids.
- c. No modification in the Bid shall be allowed, after the deadline for submission of Bids.
- d. 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 by the Bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the forfeiture of EMD submitted by the bidder.
- e. Withdrawn Bids, if any, will be returned unopened to the Bidders.

**13. Period of Validity of Bids:**

- a. Bids shall remain valid for 180 days from the date of reverse auction (Opening the Commercial BID). A Bid valid for a shorter period is liable to be rejected by SBI BD OPERATIONS as non-responsive.
- b. In exceptional circumstances, SBI BD OPERATIONS may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder is free to refuse the request. However, in such case, SBI BD OPERATIONS will not forfeit its EMD. However, any extension of validity of Bids will not entitle the Bidder to revise/modify the Bid document.
- c. SBI BD OPERATIONS reserves the right to call for fresh quotes at any time during the Bid validity period, if considered, necessary.

**14. Bid integrity:**

Willful misrepresentation of any fact within the Bid will lead to the cancellation of the contract without prejudice to other actions that SBI BD OPERATIONS may take. All the submissions, including any accompanying documents, will become property of SBI BD OPERATIONS. The Bidders shall be deemed to license, and grant all rights to SBI BD OPERATIONS, to reproduce the whole or any portion of their product for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for RFP process.

**15. Bidding process/Opening of Technical Bids:**

- i. All the technical Bids received up to the specified time and date will be opened for initial evaluation on the time and date mentioned in the schedule of events available in part II of this document. The technical Bids will be opened in the presence of representatives of the Bidders who choose to attend the same. However, Bids may be opened even in the absence of representatives of one or more of the Bidders.
- ii. In the first stage, only technical Bid will be opened and evaluated. Proposals of such Bidders satisfying eligibility criteria and agree to comply with all the terms and conditions specified in the RFP, will be

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evaluated for technical criteria/specifications/eligibility. Only those Bids complied with technical criteria shall become eligible for commercial Bid opening and further RFP evaluation process.

- iii. SBI BD OPERATIONS will examine the Bids to determine whether they are complete, required formats have been furnished, the documents have been properly signed, EMD for the desired amount and validity period is available and the Bids are generally in order. SBI BD OPERATIONS may, at its discretion waive any minor non-conformity or irregularity in a Bid which does not constitute a material deviation.
- iv. Prior to the detailed evaluation, SBI BD OPERATIONS will determine the responsiveness of each Bid to the bidding document. For purposes of these Clauses, a responsive Bid is one, which conforms to all the terms and conditions of the bidding document in toto, without any deviation.
- v. SBI BD OPERATIONS's determination of a Bid's responsiveness will be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- vi. After opening of the technical Bids and preliminary evaluation, some or all the Bidders may be asked to make presentations on the hardware, operating software/firmware proposed to be offered by them.
- vii. If a Bid is not responsive, it will be rejected by SBI BD OPERATIONS and will not subsequently be made responsive by the Bidder by correction of the non-conformity.

**16. Technical Evaluation:**

- i. Technical evaluation will include technical information submitted as per technical Bid format, demonstration of proposed product/services, reference calls and site visits, wherever required. The Bidder may highlight the noteworthy/superior features of their product. The Bidder will demonstrate/substantiate all claims made in the technical Bid to the satisfaction of SBI BD OPERATIONS, the capability of the product to support all the required functionalities at their cost in their lab or those at other organizations where similar product is in use.
- ii. SBI BD OPERATIONS reserves the right to evaluate the Bids on technical & functional parameters including factory/workplace visit and witness demos of the system and verify functionalities, response times, etc.
- iii. SBI BD OPERATIONS will evaluate the technical and functional specifications

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of all the equipments quoted by the Bidder.

- iv. During evaluation and comparison of Bids, SBI BD OPERATIONS may, at its discretion ask the Bidders for clarification on the Bids received. The request for clarification shall be in writing and no change in prices or substance of the Bid shall be sought, offered or permitted. No post Bid clarification at the initiative of the Bidder shall be entertained.
- v. The evaluation will also take into account:
  - a. 'The product' to be supplied/services offered by the Bidder to any noticeable SBI BD OPERATIONS in Bangladesh. The Bidder should furnish the details.
  - b. Does the proposed product handle the projected volumes and offers a proven solution to meet the requirements?
  - c. Is the product offered by the Bidder a complete system or does it have integrations with third party solutions?
  - d. Upgrade(s) assurance by the Bidder as per requirements of SBI BD OPERATIONS for the duration of the project.
  - e. Capability of the proposed product to meet future requirements outlined in the RFP.
  - f. Support on open platforms and product based on latest technology (both hardware, operating software/firmware).
  - g. Bidder support facilities: Support requirement like online support/ email support/ offline support, time period
  - h. Bidder will support SBI BD OPERATIONS as required in peak days of business (month-end and start of the month) and during switching over process from PR to DR and vice versa.

**17. Evaluation of Price Bids and Finalization:**

- i. The envelope containing the Commercial Bids of only those Bidders, who are short-listed after technical evaluation, would be opened.
- ii. All the Bidders who qualify in the evaluation process shall have to participate in the online reverse auction to be conducted by SBI BD OPERATIONS's authorized service provider on behalf of SBI BD OPERATIONS, details of which are given in Part II of this RFP document.
- iii. Shortlisted Bidders shall be willing to participate in the reverse auction process and must have a valid digital signature certificate. Such Bidders will be trained by SBI BD OPERATIONS's authorized service provider for this purpose. Bidders shall also be willing to abide by the e-business rules for reverse auction



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- framed by SBI BD OPERATIONS / Authorised service provider. The details of e-business rules, processes and procedures will be provided to the short-listed Bidders.
- iv. The L1/TC1 Bidder will be selected on the basis of net total of the price evaluation as quoted in the Reverse Auction/Techno Commercial Evaluation, as the case may be.
  - v. The successful Bidder is required to provide price confirmation and price breakup strictly on the lines of **Annexure-F** within 48 hours of conclusion of the Reverse Auction, failing which SBI BD OPERATIONS may take appropriate action.
  - vi. Errors, if any, in the price breakup format will be rectified as under:
    - (a) If there is a discrepancy between the unit price and total price which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the Bidder does not accept the correction of errors, the Bid will be rejected.
    - (b) If there is a discrepancy in the unit price quoted in figures and words, the unit price in figures or in words, as the case may be, which corresponds to the total Bid price for the Bid shall be taken as correct.
    - (c) If the vendor has not worked out the total Bid price or the total Bid price does not correspond to the unit price quoted either in words or figures, the unit price quoted in words shall be taken as correct.
    - (d) The Bidder should quote for all the items/services desired in this RFP. In case, prices are not quoted by any Bidder for any specific product and / or service, for the purpose of evaluation, the highest of the prices quoted by other Bidders participating in the bidding process will be reckoned as the notional price for that service, for that Bidder. However, if selected, at the time of award of Contract, the lowest of the price(s) quoted by other Bidders (whose Price Bids are also opened) for that service will be reckoned. This shall be binding on all the Bidders. However, SBI BD OPERATIONS reserves the right to reject all such incomplete Bids.

**18. Contacting SBI BD OPERATIONS:**

- i. No Bidder shall contact SBI BD OPERATIONS on any matter relating to its Bid, from the time of opening of Price Bid to the time, the Contract is awarded.
- ii. Any effort by a Bidder to influence SBI BD OPERATIONS in its decisions on

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Bid evaluation, bid comparison or contract award may result in the rejection of the Bidder's Bid.

**19. Award Criteria:**

- i. SBI BD OPERATIONS will notify successful Bidder (**L1/TC1**) in writing by letter or fax/email that its Bid has been accepted. The Selected Bidder has to return the duplicate copy of the same to SBI BD OPERATIONS within **7 working days**, duly Accepted, Stamped and Signed by Authorized Signatory in token of acceptance.
- ii. The successful Bidder will have to submit Non-disclosure Agreement (wherever applicable), Performance SBI BD OPERATIONS Guarantee for the amount and validity as desired in part II and strictly on the lines of format given at **Annexure-M** of this document together with acceptance of all terms and conditions of RFP.
- iii. Copy of board resolution or power of attorney showing that the signatory has been duly authorized to sign the acceptance letter, contract and NDA should be submitted.
- iv. The notification of award will constitute the formation of the Contract.
- v. The successful Bidder shall be required to enter into a contract/ SLA with SBI BD OPERATIONS, within 30 days of award of the tender or within such extended period as may be decided by SBI BD OPERATIONS.
- vi. Until the execution of a formal contract, the Bid document, together with SBI BD OPERATIONS's notification of award and the vendor's acceptance thereof, would constitute a binding contract between SBI BD OPERATIONS and the successful Bidder.
- vii. The contract/ agreement will be based on Bidder's offer document with all its enclosures, modifications arising out of negotiation /clarifications etc and will include SLA, project plan – phases & milestones and schedule, copies of all necessary documents, licenses, certifications etc.
- viii. SBI BD OPERATIONS reserves the right to stipulate, at the time of finalization of the contract, any other document(s) to be enclosed as a part of the final contract.
- ix. Failure of the successful Bidder to comply with the requirements/terms and conditions of this RFP shall constitute sufficient grounds for the annulment of the award and forfeiture of the EMD and/or PBG.

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- x. Upon notification of award to the L1/TC1 Bidder, SBI BD OPERATIONS will promptly notify the award of contract to the successful Bidder on SBI BD OPERATIONS's website. The EMD of each unsuccessful Bidder will be discharged and returned.

**20. Powers to Vary or Omit Work:**

- i. No alterations, amendments, omissions, additions, suspensions or variations of the work (hereinafter referred to as variation) under the contract shall be made by the successful Bidder except as directed in writing by SBI BD OPERATIONS/SBI. SBI BD OPERATIONS shall have full powers, subject to the provision herein after contained, from time to time during the execution of the contract, by notice in writing to instruct the successful Bidder to make any variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If any, suggested variations would, in the opinion of the finally selected Bidder, if carried out, prevent him from fulfilling any of his obligations under the contract, he shall notify SBI BD OPERATIONS thereof in writing with reasons for holding such opinion and SBI BD OPERATIONS shall instruct the successful Bidder to make such other modified variation without prejudice to the contract. The finally selected Bidder shall carry out such variation and be bound by the same conditions as far as applicable as though the said variations occurred in the contract documents. If SBI BD OPERATIONS confirms its instructions, the successful Bidder's obligations shall be modified to such an extent as may be mutually agreed, if such variation is substantial and involves considerable extra cost. Any agreed difference in cost occasioned by such variation shall be added to or deducted from the contract price as the case may be.
- ii. In any case in which the successful Bidder has received instructions from SBI BD OPERATIONS as to the requirements for carrying out the altered or additional substituted work which either then or later on, will in the opinion of the finally selected Bidders, involve a claim for additional payments, such additional payments shall be mutually agreed in line with the terms and conditions of the order.
- iii. If any change in the work is likely to result in reduction in cost, the parties shall agree in writing so as to the extent of change in contract price, before the finally selected Bidder(s) proceeds with the change. In all the above cases, in the event of a disagreement as to the reasonableness of the said sum, the decision of SBI BD OPERATIONS shall prevail.

**21. No Waiver of SBI BD OPERATIONS Rights or Successful Bidder's Liability:**

Neither any sign-off, nor any payment by SBI BD OPERATIONS for acceptance of the whole or any part of the work, nor any extension of time, nor any possession taken by SBI BD OPERATIONS shall affect or prejudice the rights of SBI BD OPERATIONS against the finally selected Bidder(s), or relieve the finally selected Bidder(s) of his obligations for the due performance of the contract, or be interpreted as approval of the work done, or create liability in SBI BD OPERATIONS to pay for alterations/ amendments/ variations, or discharge the liability of the successful Bidder(s) for the payment of damages whether due, ascertained, or certified or not or any sum against the payment of which he is bound to indemnify SBI BD OPERATIONS nor shall any such certificate nor the acceptance by him of any such amount paid on account or otherwise affect or prejudice the rights of the successful Bidder against SBI BD OPERATIONS.

**22. Change in Orders:**

i. SBI BD OPERATIONS may, at any time, by a written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:

- (a) Method of shipment or packing;
- (b) Place of delivery;
- (c) Quantities to be supplied subject to 25% above or below the originally declared quantities.

ii. If any such change causes an increase or decrease in the cost of, or the time required for the Vendor's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or delivery schedule, or both, and the Contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted within 15 days from the date of Vendor's receipt of SBI BD OPERATIONS's change order.

**23. Contract Amendments:**

No variation in or modification of the terms of the Contract shall be made, except by written amendment, signed by the parties.

**24. SBI BD OPERATIONS's Right to Accept Any Bid and to Reject Any or All Bids:**

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

**25. Documentary Evidence Establishing Bidder's Eligibility and Qualifications:**

On acceptance of the Bid by SBI BD OPERATIONS, the Bidder needs to submit the undertaking of authenticity on the lines of Annexure-G along with documentary evidence of their eligibility/qualifications to perform the Contract to SBI BD OPERATIONS's satisfaction:

- i. that in case of a Bidder offering to supply products and/or services mentioned in the scope of work, the Bidders need to provide the evidence that Bidder has been duly authorized by the OEM strictly on the lines of authorization letter **Annexure-H**.
- ii. that adequate, specialized expertise are available with the Bidder to ensure that the services are responsive and the Bidder will assume total responsibility for the fault-free operation of the product proposed and maintenance thereof during the support (warranty/annual maintenance contract, if desired) period.

**26. Performance SBI BD OPERATIONS Guarantee:**

- i. Performance SBI BD OPERATIONS Guarantee [PBG] of the amount with validity period specified in Part II of this RFP strictly on the format at **Annexure-J** is to be submitted by the finally selected Bidder. The PBG has to be issued by a Scheduled Commercial SBI BD OPERATIONS other than SBI and needs to be submitted within the specified time of receipt of formal communication from SBI BD OPERATIONS about their Bid finally selected. Purchase Order will be released only after receipt of the Performance SBI BD OPERATIONS Guarantee. In case, SBI is the sole banker for the Bidder, a Letter of Comfort from SBI may be accepted.
- ii. The PBG is required to protect the interest of SBI BD OPERATIONS against delay in supply/installation and or the risk of unsuccessful implementation of the project, or performance of the material or services sold, which may warrant invoking of PBG. In case any act of the supplier

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results in imposition of Liquidated Damages then also SBI BD OPERATIONS reserves the right to invoke the PBG.

**27. Country of Origin / Eligibility of Goods & Services:**

- i. All equipments and components thereof to be supplied under the Contract shall have their origin in eligible source countries, as per the prevailing Import Trade Control Regulations in Bangladesh.
- ii. For purposes of this clause, "origin" means the place where the goods are mined, grown, or manufactured or produced, or the place from which the related product is supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially-recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

**28. Delivery, Installation, Commissioning & Documentation:**

- i. The Vendor shall provide such packing of the products as is required to prevent its damage or deterioration during transit thereof to the location given by SBI BD OPERATIONS. 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. Delivery, installation and commissioning of the equipment shall be made by the Vendor in accordance with the system approved / ordered and within the time schedule given in the Scope of work given in **Annexure-E** of this document.
- iii. The delivery will be deemed complete when the equipment/ components/ associated software/firmware are received in good working condition at the designated locations, mentioned in part II of this RFP.
- iv. 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 operationalized as per the technical specifications and all the features as per the technical specifications are demonstrated and implemented as

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required, on the systems, to the satisfaction of SBI BD OPERATIONS. The Bidder has to resolve any problem faced during installation and operationalization.

- v. In addition, vendor will supply all associated documentation relating to the products/hardware, system software/firmware, etc. The product(s) are considered accepted (commissioned and operationalized) after signing the Acceptance Test Plan (ATP) document jointly by the representative of SBI BD OPERATIONS and the engineer from the vendor on the lines of format/certificate on the lines of **Annexure-K** 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 the vendor and the SBI BD OPERATIONS. On the evaluation of the Acceptance Test results, if required, in view of the performance of the products/services (including hardware equipment/ components/ software), as observed during the Acceptance Test, the Bidder shall take remedial measures including upgradation of any of the components thereunder, including replacement thereof, at no additional cost to SBI BD OPERATIONS within a fortnight from the date of notification of the same to the vendor. The vendor should ensure that the product meets the requirements of SBI BD OPERATIONS as envisaged in the RFP.
  
- vi. The details of the documents to be furnished by the Vendor 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 / Vendor's warranty certificate.
  
- vii. The above documents shall be received by SBI BD OPERATIONS before arrival of products (except where it is handed over to the Consignee with all documents). If these documents are not received, the Vendor will be responsible for any consequent expenses.

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- viii. Penalties as specified in **Annexure-L** will be applicable for the any kind of default in delay in delivery, installation/commissioning/support etc. expected in scope of work which will be deducted at the time of making payment(s).
- ix. In addition to the penalty on delayed supplies, SBI BD OPERATIONS also reserves the right to cancel the Purchase Order and forfeit the EMD. In the event of such cancellation, the vendor is not entitled to any compensation, whatsoever.
- x. For the System & other Software/firmware required with the hardware ordered for, the following will apply: -
  - (a) The vendor shall supply standard software/firmware package published by third parties in or out of Bangladesh 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) The Vendor shall provide complete and legal documentation of all sub systems, licensed operating systems, licensed system software/firmware, and licensed utility software and other licensed software. The Vendor shall also provide licensed software for all software/firmware whether developed by them or acquired from others.
  - (c) In case the Vendor is providing software/firmware which is not its proprietary software then the Vendor must submit evidence in the form of agreement he has entered into with the software/firmware vendor which includes support from the software/firmware vendor for the proposed software for the entire I period required by SBI BD OPERATIONS.
  - (d) The ownership of the software license shall be that of SBI BD OPERATIONS from the date of delivery of the same. In other words, wherever the ownership of the licenses is indicated, the name "SBI BD OPERATIONS" must appear to indicate that SBI BD OPERATIONS is the perpetual owner of the software/license. Evidence to this effect must be submitted before the payment can be released.

**29. Services:**

- i. All professional services necessary to successfully implement the proposed '**product/solution/services**' will be part of the RFP/contract. These services include, but are not limited to, Project Management, Training, Deployment methodologies etc
- ii. The Bidder should also submit as part of technical Bid an overview of Project Management approach of the proposed product.



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- iii. Bidder should ensure that vendor's key personnel with relevant skill-sets are available to SBI BD OPERATIONS.
- iv. Bidder should ensure that the quality of methodologies for delivering the products and services, adhere to quality standards/timelines stipulated therefor.
- v. Bidder shall be willing to transfer skills to relevant personnel from SBI BD OPERATIONS, by means of training and documentation.
- vi. Bidder shall provide and implement patches/ upgrades/ updates for products (Software/ Firmware/ OS) as and when released by the Vendor/ OEM or as per requirements of SBI BD OPERATIONS. Bidder should bring to notice of SBI BD OPERATIONS all releases/ version changes.
- vii. Bidder shall obtain a written permission from SBI BD OPERATIONS before applying any of the patches/ upgrades/ updates. Bidder has to support older versions of the OS/firmware/Middleware etc in case SBI BD OPERATIONS chooses not to upgrade to latest version.
- viii. Bidder shall provide maintenance support for Hardware/ Software/ Operating System/ Middleware over the entire period of contract.
- ix. All product updates, upgrades & patches shall be provided by the Bidder/ Vendor free of cost during warranty and AMC/ ATS/ S&S period.
- x. Bidder shall provide legally valid firmware/software solution. The detailed information on license count and type of license should also be provided to SBI BD OPERATIONS.
- xi. The ownership of the software/firmware license and the hardware shall be that of SBI BD OPERATIONS from the date of delivery of the same to SBI BD OPERATIONS. In other words, wherever the ownership of the licenses/hardware is indicated, the name "Indian Visa Application Center, Bangladesh" must appear to indicate that SBI BD OPERATIONS is the perpetual owner of the hardware/operating software/firmware, etc. associated with the hardware. Evidence in this regard must be submitted before the payment is released.
- xii. The Bidder shall keep SBI BD OPERATIONS explicitly informed the end of support dates on related products/hardware/firmware and should ensure support during warranty and AMC/ATS/S&S.

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**30. Warranty and Annual Maintenance Contract:**

- i. The selected Bidder shall support the product and its associated items/components including OS/firmware during the period of warranty and AMC (if included in purchase order) as specified in Scope of work in this RFP from the ***date of acceptance of the product*** by SBI BD OPERATIONS.
- ii. During the warranty and AMC period (if desired), the Bidder will have to undertake comprehensive support of the entire product (hardware/components/ operating software/firmware) supplied by the Bidder at no additional cost to SBI BD OPERATIONS. During the support period, the Bidder shall maintain the product (hardware/ software, etc.) to comply with parameters defined for acceptance criteria and the Bidder 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 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.
- iii. During the support period (warranty and AMC, if desired), the vendor shall ensure that services of professionally qualified personnel are available for providing comprehensive on-site maintenance of the product and its components as per SBI BD OPERATIONS's requirements. Comprehensive maintenance shall include, among other things, day to day maintenance of the system as per SBI BD OPERATIONS's policy, 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 requirements of SBI BD OPERATIONS, fine tuning, system monitoring, log maintenance, etc. The Bidder shall provide services of an expert engineer at SBI BD OPERATIONS Head Office/ Country Office or at other locations wherever required, whenever it is essential. In case of failure of product (hardware, system software or any of its components), the Bidder shall ensure that product is made operational to the full satisfaction of SBI BD OPERATIONS within the given timelines. The selected Bidder shall provide preventive maintenance schedules as per periodicity, which shall be specified in advance.

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- iv. On site comprehensive warranty for the solution would include free replacement of spares, parts, kits, resolution of problem, if any, in solution.
- v. Warranty/ AMC (if opted) for the system software/ off-the shelf software will be provided to SBI BD OPERATIONS as per the general conditions of sale of such software.
- vi. Support (Warranty/ AMC, if opted) 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-H** of this RFP document is required to be submitted by the vendor, duly endorsed by the OEM that in case vendor fails to provide services then OEM shall provide the same at no extra cost, to the satisfaction of SBI BD OPERATIONS. The vendor will warrant products against defect arising out of faulty design, materials, etc. during the specified support period. The vendor 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. The vendor shall repair or replace worn out or defective parts including all plastic parts of the equipments at his own cost including the cost of transport.
- vii. In the event of system break down or failures at any stage, protection available, which would include the following, shall be specified.
  - a. Diagnostics for identification of systems failures
  - b. Protection of data/ Configuration
  - c. Recovery/ restart facility
  - d. Backup of system software/ Configuration
- viii. Prompt support shall be made available as desired in this RFP during the support period at the locations as and when required by SBI BD OPERATIONS.
- ix. The Bidder shall be agreeable for on-call/on-site support during peak weeks (last and first week of each month) and at the time of switching over from PR to DR and vice-versa. No extra charge shall be paid by SBI BD OPERATIONS for such needs, if any, during the support period.
- x. Bidder support staff should be well trained to effectively handle queries raised by the customers/employees of SBI BD OPERATIONS.
- xi. Updated escalation matrix shall be made available to SBI BD OPERATIONS once in each quarter and each time the matrix gets changed.

**31. Compliance with IS Security Policy:**

The Vendor shall have to comply with SBI BD OPERATIONS's IT & IS Security policy in key concern areas relevant to the RFP, details of which will be shared with the finally selected Bidder. Some of the key areas are as under:

- i. Responsibilities for data and application SBI BD Operations and confidentiality
- ii. Responsibilities on system and software access control and administration
- iii. Custodial responsibilities for data, software, hardware and other assets of SBI BD OPERATIONS being managed by or assigned to the Vendor
- iv. Physical Security of the facilities
- v. Physical and logical separation from other customers of the Vendor
- vi. Incident response and reporting procedures
- vii. Password Policy of SBI BD OPERATIONS
- viii. Data Encryption/Protection requirements of SBI BD OPERATIONS.
- ix. In general, confidentiality, integrity and availability must be ensured.

**32. Penalty/SLA conditions:**

As mentioned in **Annexure-L** of this RFP.

**33. Right to Verification:**

SBI BD OPERATIONS reserves the right to verify any or all of the statements made by the Bidder in the tender 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.

**34. Purchase Price:**

- i. Total cost of product/solution (hardware equipments/ components/ software) with support (warranty and AMC, if desired) would be the Total Cost of Ownership (TCO) and has to be quoted in commercial Bid.
- ii. Bidders should ensure that exchange rate fluctuations, changes in import duty/other taxes should not affect the BDT value of commercial Bid over the validity period defined in this RFP.

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- iii. The order will be placed for total Cost of “hardware, software/firmware/services/warranty and AMC/ATS/S&S. SBI BD OPERATIONS may also issue a separate order for AMC after expiry of the warranty period.
- iv. The applicable TDS will be deducted at the time of payment of invoices.
- v. Terms of payment are given in Part-II of this RFP document.
- vi. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in duties, charges, etc.
- vii. The Bidder will pass on to SBI BD OPERATIONS, all fiscal benefits arising out of reductions, if any, in Government levies viz. sales tax, excise duty, custom duty, etc. or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- viii. SBI BD OPERATIONS reserves the right to re-negotiate the prices in the event of change in the international market prices of both the hardware and software.

**35. Inspection and Quality Control Tests**

- i. SBI BD OPERATIONS reserves the right to carry out pre-shipment factory / go down inspection by a team of SBI BD OPERATIONS/SBI officials or demand a demonstration of the product on a representative model at Bidder’s place.
- ii. The Inspection and Quality Control tests before evaluation, prior to shipment of goods and at the time of final acceptance would be as follows:
  - a) Inspection/Pre-shipment Acceptance Testing of Goods as per quality control formats including functional testing, burn-in tests and mains fluctuation tests at full load, facilities etc., as per the standards / specifications and may be done at factory site of the supplier before dispatch of goods, by SBI BD OPERATIONS / SBI’s Consultants / Testing Agency.
  - b) The Vendor shall intimate SBI BD OPERATIONS before dispatching the goods to various locations/offices for conduct of pre-shipment testing. Successful conduct and conclusion of pre-dispatch inspection shall be the sole responsibility of the supplier;

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- c) Provided that SBI BD OPERATIONS may, at its sole discretion, waive inspection of goods having regard to the value of the order and/or the nature of the goods and/or any other such basis as may be decided at the sole discretion of SBI BD OPERATIONS meriting waiver of such inspection of goods.
  - d) In the event of the product failing to pass the acceptance test, as per the specifications given, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which, SBI BD OPERATIONS reserves the right to cancel the Purchase Order.
  - e) The inspection and quality control tests may also be conducted at the point of delivery and / or at the Goods' final destination. Reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors, at no charge to SBI BD OPERATIONS. In case of failure by the vendor to provide necessary facility / equipment at his premises, all the cost of such inspection like travel, boarding, lodging & other incidental expenses of SBI BD OPERATIONS's representatives to be borne by the vendor.
  - f) Nothing stated herein above shall in any way release the supplier from any warranty or other obligations under this Contract.
- iii. SBI BD OPERATIONS'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 SBI BD OPERATIONS or its representative prior to the products shipment from the place of origin by SBI BD OPERATIONS or its representative prior to the installation and commissioning.
- iv. Nothing stated hereinabove shall in any way release the Vendor from any warranty or other obligations under this contract.

**36. Right to Audit:**

- i. The Selected Bidder (Service Provider) has to get itself annually audited by internal/ external empaneled Auditors appointed by SBI BD OPERATIONS/ HCl/inspecting official from the Bangladesh SBI BD OPERATIONS or any regulatory authority, covering the risk parameters finalized by SBI BD OPERATIONS/ such auditors in the areas of products (IT hardware/ software) and services etc. provided to SBI BD OPERATIONS and the Service Provider are required to submit such certification by such Auditors to SBI BD

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OPERATIONS. The Service Provider and or his / their outsourced agents / sub – contractors (if allowed by SBI BD OPERATIONS) shall facilitate the same SBI BD OPERATIONS can make its expert assessment on the efficiency and effectiveness of the security, control, risk management, governance system and process created by the Service Provider. The 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 SBI BD OPERATIONS.

- ii. Where any deficiency has been observed during audit of the Service Provider on the risk parameters finalized by SBI BD OPERATIONS or in the certification submitted by the Auditors, the 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 the 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 shall, whenever required by SBI BD OPERATIONS, furnish all relevant information, records/data to such auditors and/or inspecting officials of SBI BD OPERATIONS/Bangladesh SBI BD OPERATIONS/ SBI and or any regulatory authority. SBI BD OPERATIONS reserves the right to call and/or retain for any relevant material information /reports including audit or review reports undertaken by the service provider (e.g., financial, internal control and security reviews) and findings made on Selected Bidder in conjunction with the services provided to SBI BD OPERATIONS.

**37. Subcontracting:**

- i. As per scope of the RFP, subcontracting is prohibited. However, if the Bidder subsequently wishes to sub-contract the scope of work, it will have to obtain specific written permission from SBI BD OPERATIONS before contracting any work to subcontractors. SBI BD OPERATIONS at its own discretion may permit or deny the same.
- ii. In case subcontracting is permitted by SBI BD OPERATIONS, the contracting vendor will be responsible for all the services provided to SBI BD OPERATIONS regardless of which entity is conducting the Operations. The contracting vendor is also responsible for ensuring that the sub-contractor

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comply with all security requirements of the contract and SBI BD OPERATIONS can obtain independent audit report for the same. In such a case, the Bidder shall provide subcontracting details to SBI BD OPERATIONS and if required, SBI BD OPERATIONS may evaluate the same.

**38. Insurance:**

- i. The insurance shall be for an amount equal to 110 percent of the value of the Products from “Warehouse to final destination” on “All Risks” basis, valid for a period of one month after delivery of products at the defined destination.
- ii. Should any loss or damage occur, the Vendor 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 SBI BD OPERATIONS, irrespective of settlement of claim by the underwriters.

**39. Validity of Agreement:**

The Agreement/ SLA will be valid for the period up to end of support period including AMC, if opted. SBI BD OPERATIONS reserves the right to terminate the Agreement as per the terms of RFP.

**40. Limitation of liability:**

- i. For breach of any obligation mentioned in this RFP, subject to obligations mentioned in this clause, in no event Service Provider shall be liable for damages to SBI BD OPERATIONS arising under or in connection with this Agreement for an amount exceeding the total Cost of the Project. Service provider will ensure SBI BD OPERATIONS’s data confidentiality and shall be responsible for liability arising in case of breach of any kind of security and/or leakage of confidential customer/SBI BD OPERATIONS’s related information to the extent of loss so caused.
- ii. The limitations set forth herein shall not apply with respect to:
  - a) claims that are the subject of indemnification pursuant to IPR infringement,
  - b) damage(s) occasioned by the gross negligence, fraud or willful misconduct of Service Provider,



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- c) damage(s) occasioned by Service Provider for breach of Confidentiality Obligations,
- d) When a dispute is settled by the Court of Law in Bangladesh.
- e) Regulatory or statutory fines imposed by a Government or Regulatory agency for non-compliance of statutory or regulatory guidelines applicable to SBI BD OPERATIONS, provided such guidelines were brought to the notice of Service Provider.

**41. Confidentiality:**

- i. Bidder acknowledges and agrees that all tangible and intangible information obtained, developed or disclosed including all documents, contract, purchase order to be issued, data papers and statements and trade secret of SBI BD OPERATIONS relating to its business practices and their competitive position in the market place provided to the selected Bidder by SBI BD OPERATIONS in connection with the performance of obligations of Bidder under the purchase order to be issued, in part or complete shall be considered to be confidential and proprietary information (“Confidential Information”) and shall not be disclosed to any third party/published without the written approval of SBI BD OPERATIONS.
- ii. The Confidential Information will be safe guarded and Bidder will take all the necessary action to protect it against misuse, loss, destruction, alterations or deletions thereof. In the event of a breach or threatened breach by Bidder of this section, monetary damages may not be an adequate remedy; therefore, SBI BD OPERATIONS shall be entitled to injunctive relief to restrain Bidder from any such breach, threatened or actual.
- iii. Any document, other than the Contract itself, shall remain the property of SBI BD OPERATIONS and shall be returned (in all copies) to SBI BD OPERATIONS on completion of the Vendor’s performance under the Contract, if so, required by SBI BD OPERATIONS.

**42. Delay in the Vendor’s Performance:**

- i. Delivery installation, commissioning of the Products/Solution and performance of Services shall be made by the Vendor within the timelines prescribed in part II of this document.
- ii. If at any time during performance of the Contract, the Vendor should encounter conditions impeding timely delivery of the Products and performance of

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Services, the Vendor shall promptly notify SBI BD OPERATIONS in writing of the fact of the delay, its likely duration and cause(s). As soon as practicable after receipt of the Vendor's notice, SBI BD OPERATIONS shall evaluate the situation and may, at its discretion, extend the Vendors' time for performance, in which case, the extension shall be ratified by the parties by amendment of the Contract.

- iii. Any delay in performing the obligation/ defect in performance by the supplier may result in imposition of penalty, liquidated damages, invocation of Performance SBI BD OPERATIONS Guarantee and/or termination of contract (as laid down elsewhere in this RFP document).

**43. Vendor's obligations:**

- i. The Vendor is responsible for and obliged to conduct all contracted activities in accordance with the contract using state-of-the-art methods and economic principles and exercising all means available to achieve the performance specified in the Contract.
- ii. The vendor will be responsible for arranging and procuring all relevant permissions / Road Permits etc. for transportation of the equipment to the location where installation is to be done. SBI BD OPERATIONS would only provide necessary letters for enabling procurement of the same.
- iii. The Vendor is obliged to work closely with SBI BD OPERATIONS's staff, act within its own authority and abide by directives issued by SBI BD OPERATIONS from time to time and complete implementation activities.
- iv. The Vendor will abide by the job safety measures prevalent in India and will free SBI BD OPERATIONS from all demands or responsibilities arising from accidents or loss of life, the cause of which is the Vendor's negligence. The Vendor will pay all indemnities arising from such incidents and will not hold SBI BD OPERATIONS responsible or obligated.
- v. The Vendor is responsible for managing the activities of its personnel or sub-contracted personnel (where permitted) and will hold itself responsible for any misdemeanors.
- vi. Vendor shall provide necessary training from the OEM to the designated SBI BD OPERATIONS officials on the configuration, operation/ functionalities,

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maintenance, support & administration for software/ hardware and components, installation, troubleshooting processes of the proposed solution.

- vii. The Vendor shall treat as confidential all data and information about SBI BD OPERATIONS, obtained in the process of executing its responsibilities, in strict confidence and will not reveal such information to any other party without prior written approval of SBI BD OPERATIONS as explained under 'Non-Disclosure Agreement' in **Annexure N** of this document.

**44. Technical Documentation:**

- i. The Vendor shall deliver the following documents to SBI BD OPERATIONS for every firmware/software including third party software before software/ service become operational, which includes, user manuals, installation manuals, operation manuals, design documents, process documents, technical manuals, functional specification, software requirement specification, on-line tutorials/ CBTs, system configuration documents, system/database administrative documents, debugging/diagnostics documents, test procedures etc.
- ii. The vendor shall also provide documents related to Review Records/ Test Bug Reports/ Root Cause Analysis Report, list of all Product components, list of all dependent/external modules and list of all documents relating to traceability of the Product as and when applicable.
- iii. The Vendor should also provide the MIS reports as per requirements of SBI BD OPERATIONS. Any level/ version changes and/or clarification or corrections or modifications in the above-mentioned documentation should be supplied by the Vendor to SBI BD OPERATIONS, free of cost in timely manner. The vendor shall develop customized documentation as per SBI BD OPERATIONS's requirement, if desired by SBI BD OPERATIONS.

**45. Patent Rights/Intellectual Property Rights:**

- i. For any licensed software/firmware used by the finally selected L1/TC1 Vendor for performing services, the Vendor shall have the right as well as the right to license for the outsourced services. The vendor shall, if applicable, furnish a photocopy of the Agreement with their Principals/OEM in respect of 'Product' and services offered. Any license or IPR violation on the part of Vendor should not put SBI BD OPERATIONS at risk. SBI BD OPERATIONS reserves the right to audit the license usage of the Vendor.

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- ii. The Vendor shall, at its own expenses without any limitation, defend and indemnify SBI BD OPERATIONS against all third-party claims or infringements of intellectual Property Rights including patent, trademark, copyright, trade secret or industrial design rights arising from use of the products or any part thereof in India or abroad. In case of violation/ infringement of patent/ trademark/ copyright/ trade secrete or industrial design, the supplier shall after due inspection and testing get the solution redesigned for SBI BD OPERATIONS, at no extra cost.
- iii. The Vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If SBI BD OPERATIONS is required to pay compensation to a third party resulting from such infringement(s), the Vendor shall be fully responsible therefore, including all expenses and court and legal fees.
- iv. SBI BD OPERATIONS will give notice to the Vendor of any such claim without delay, provide reasonable assistance to the vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

**46. Liquidated Damages:**

If the Vendor fails to deliver any or all of the products or perform the services within the stipulated time schedule, as specified in the Contract, as desired in this RFP/ Contract, SBI BD OPERATIONS may, without prejudice to its other remedies under the Contract, and unless otherwise extension of time is agreed upon without the application of Liquidated Damages, deduct from the Contract Price, as liquidated damages mentioned at part II (Schedule of Events, SI No 19). Once the maximum deduction is reached, SBI BD OPERATIONS may consider termination of the Contract.

**47. Conflict of Interest:**

Bidder shall not have a conflict of interest (the "Conflict of Interest") that affects the bidding process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, SBI BD OPERATIONS shall be entitled to forfeit and appropriate the Bid Security and/or Performance Security (Performance SBI BD OPERATIONS Guarantee), as the case may be, as mutually agreed upon genuine estimated loss and damage likely to be suffered

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and incurred by SBI BD OPERATIONS and not by way of penalty for, inter alia, the time, cost and effort of SBI BD OPERATIONS, including consideration of such Bidder's proposal (the "Damages"), without prejudice to any other right or remedy that may be available to SBI BD OPERATIONS under the bidding documents and/ or the Concession Agreement or otherwise. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the bidding process, if:

- (a) the Bidder, its Member or Associate (or any constituent thereof) and any other Bidder, its Member or any Associate thereof (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its Member or an Associate thereof (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Member or Associate, has less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a SBI BD OPERATIONS, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
- (i) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and
- (ii) subject always to sub-clause (i) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or
- (b) a constituent of such Bidder is also a constituent of another Bidder; or
- (c) such Bidder, its Member or any Associate thereof receives or has received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder, its Member or Associate, or has provided any such subsidy,

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- grant, concessional loan or subordinated debt to any other Bidder, its Member or any Associate thereof; or
- (d) such Bidder has the same legal representative for purposes of this Bid as any other Bidder; or
- (e) such Bidder, or any Associate thereof, has a relationship with another Bidder, or any Associate thereof, directly or through common third party/ parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or
- (f) such Bidder or any of its affiliates thereof has participated as a consultant to SBI BD OPERATIONS in the preparation of any documents, design or technical specifications of the Project.

**48. Fraud & Corrupt Practices:**

- i. The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, SBI BD OPERATIONS shall reject an Application without being liable in any manner whatsoever to the Bidder if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt/fraudulent/coercive/undesirable or restrictive practices in the bidding process.
- ii. Without prejudice to the rights of SBI BD OPERATIONS under Clause 48(i) hereinabove, if a Bidder is found by SBI BD OPERATIONS to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/coercive/undesirable or restrictive practices during the bidding process, such Bidder shall not be eligible to participate in any EOI/RFP issued by SBI BD OPERATIONS during a period of 2 (two) years from the date if such Bidder is found by SBI BD OPERATIONS to have directly or indirectly or through an agent, engaged or indulged in any corrupt/fraudulent/ coercive/ undesirable or restrictive practices, as the case may be.
- iii. For the purposes of this Clause, the following terms shall have the meaning hereinafter, respectively assigned to them:
- (a) "**corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the bidding process (for avoidance of doubt, offering of employment to or employing or engaging in any manner

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whatsoever, directly or indirectly, any official of SBI BD OPERATIONS who is or has been associated in any manner, directly or indirectly with the bidding process or the Letter of Authority or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of SBI BD OPERATIONS, shall be deemed to constitute influencing the actions of a person connected with the bidding process); or (ii) engaging in any manner whatsoever, whether during the bidding process or after the issue of the Letter of Authority or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Letter of Authority or the Agreement, who at any time has been or is a legal, financial or technical adviser of SBI BD OPERATIONS in relation to any matter concerning the Project;

- (b) **“Fraudulent practice”** means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the bidding process
- (c) **“Coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person’s participation or action in the bidding process;
- (d) **“Undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by SBI BD OPERATIONS with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the bidding process; or (ii) having a Conflict of Interest; and
- (e) **“Restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

**49. Termination for Default:**

- i. SBI BD OPERATIONS, without prejudice to any other remedy for breach of Contract, by a written notice of not less than 30 (thirty) days sent to the Vendor, may terminate the Contract in whole or in part:

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- a. If the Vendor fails to deliver any or all of the Products and Services within the period(s) specified in the Contract, or within any extension thereof granted by SBI BD OPERATIONS; or
  - b. If the vendor fails to perform any other obligation(s) under the contract; or
  - c. Laxity in adherence to standards laid down by SBI BD OPERATIONS; or
  - d. Discrepancies/deviations in the agreed processes and/or products; or
  - e. Violations of terms and conditions stipulated in this RFP.
- ii. In the event SBI BD OPERATIONS terminates the Contract in whole or in part for the breaches attributable to the Vendor, SBI BD OPERATIONS may procure, upon such terms and in such manner as it deems appropriate, Products and Services similar to those undelivered, and the Vendor shall be liable to SBI BD OPERATIONS for any increase in cost for such similar Products and/or Services. However, the Vendor shall continue performance of the Contract to the extent not terminated.
- iii. If the contract is terminated under any termination clause, the vendor shall handover all documents/ executable/ SBI BD OPERATIONS's data or any other relevant information to SBI BD OPERATIONS in timely manner and in proper format as per scope of this RFP and shall also support the orderly transition to another vendor or to SBI BD OPERATIONS.
- iv. During the transition, the vendor shall also support SBI BD OPERATIONS on technical queries/support on process implementation or in case of software provision for future upgrades.
- v. SBI BD OPERATIONS's right to terminate the Contract will be in addition to the penalties / liquidated damages and other actions as deemed fit.

**50. Force Majeure:**

- i. Notwithstanding the provisions of terms and conditions contained in this RFP, the Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default, if any, and to the extent that the delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- ii. For the purposes of this clause, 'Force Majeure' means and includes wars, insurrections, revolution, civil disturbance, riots, terrorist acts, public strikes, hartal, bundh, fires, floods, epidemic, quarantine restrictions, freight embargoes,



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declared general strikes in relevant industries, Vis Major Act of Government, impeding reasonable performance of the Vendor and / or Sub-Contractor but does not include any foreseeable events, commercial considerations or those involving fault or negligence on the part of the party claiming Force Majeure.

- iii. If a Force Majeure situation arises, the Vendor shall promptly notify SBI BD OPERATIONS in writing of such condition and the cause thereof. Unless otherwise directed by SBI BD OPERATIONS in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

**51. Termination for Insolvency:**

SBI BD OPERATIONS may, at any time, terminate the Contract by giving written notice to the Vendor, if the Vendor becomes SBI BD OPERATIONSrupt or insolvent or any application for SBI BD OPERATIONSruptcy, insolvency or winding up has been filed against it by any person. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to SBI BD OPERATIONS.

**52. Termination for Convenience:**

SBI BD OPERATIONS, by written notice of not less than 90 (ninety) days sent to the Vendor, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for SBI BD OPERATIONS's convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.

**53. Disputes/Arbitration [applicable in case of successful Bidder only]:**

All disputes or differences whatsoever arising between the parties out of or in connection with this contract or in discharge of any obligation arising out of the Contract (whether during the progress of work or after completion of such work and whether before or after the termination of this contract, abandonment or breach of this contract), shall be settled amicably. If, however, the parties are not able to solve them amicably, either party (SBI BD OPERATIONS or Vendor), give written notice to other party clearly setting out there in specific dispute(s) and/or difference(s) and shall be referred to a sole arbitrator mutually

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agreed upon, and the award made in pursuance thereof shall be binding on the parties. In the absence of consensus about the single arbitrator, the dispute may be referred to joint arbitrator; one to be nominated by each party and the said arbitrators shall nominate a presiding arbitrator, before commencing the arbitration proceedings. The arbitration shall be settled in accordance with the applicable Indian Laws. Any appeal will be subject to the exclusive jurisdiction of courts at Mumbai.

The Vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed by SBI BD OPERATIONS or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator is obtained.

Arbitration proceeding shall be held at Mumbai, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

**54. Governing Language:**

The governing language shall be English.

**55. Applicable Law:**

The Contract shall be interpreted in accordance with the laws of the Union of Bangladesh and shall be subjected to the exclusive jurisdiction of courts at Dhaka.

**56. Taxes and Duties:**

- a. The Vendor shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Vendor shall include all such taxes in the contract price.
- b. Prices quoted should be exclusive of all Central / State Government taxes/duties and levies but inclusive of Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. The quoted prices and taxes/duties and statutory levies such as Service tax, VAT/ Sales tax, Excise duty, Custom duty, Octroi, etc. should be specified in the separate sheet **(Annexure- F)**.
- c. Custom duty as also cost of incidental services such as transportation, road permits, insurance etc. in connection with delivery of products at site including any incidental services and commissioning, if any, which may be levied, shall be borne by the Vendor and SBI BD OPERATIONS shall not be liable for the

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- same. Only specified taxes/ levies and duties in the **Annexure-F** will be payable by SBI BD OPERATIONS on actuals upon production of original receipt wherever required. If any specified taxes/ levies and duties in **Annexure-F** are replaced by the new legislation of Government, same shall be borne by SBI BD OPERATIONS. SBI BD OPERATIONS shall not be liable for payment of those Central / State Government taxes, levies, duties or any tax/ duties imposed by local bodies/ authorities, which are not specified by the Bidder in **Annexure-F**
- d. Prices payable to the Vendor as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, any upward revision in Custom duty. The Bidder will pass on to SBI BD OPERATIONS, all fiscal benefits arising out of reductions, if any, in Government levies viz. custom duty or the benefit of discounts if any announced in respect of the cost of the items for which orders have been placed during that period.
- e. Income / Corporate Taxes in Bangladesh: The Bidder shall be liable to pay all corporate taxes and income tax that shall be levied according to the laws and regulations applicable from time to time in India and the price Bid by the Bidder shall include all such taxes in the contract price.
- f. All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement as a result of this RFP process shall be borne by the Vendor.
- 57. Tax deduction at Source:**
- i. Wherever the laws and regulations require deduction of such taxes at the source of payment, SBI BD OPERATIONS shall effect such deductions from the payment due to the Vendor. The remittance of amounts so deducted and issuance of certificate for such deductions shall be made by SBI BD OPERATIONS as per the laws and regulations for the time being in force. Nothing in the Contract shall relieve the Vendor from his responsibility to pay any tax that may be levied in Bangladesh on income and profits made by the Vendor in respect of this contract.
- ii. The Vendor's staff, personnel and labour will be liable to pay personal income taxes in Bangladesh in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the Vendor shall perform such duties in regard to such deductions thereof as may be imposed on him by such laws and regulations.

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**58. Right to use defective product:**

If after delivery, acceptance and installation and within the warranty period, the operation or use of the product is found to be unsatisfactory, SBI BD OPERATIONS shall have the right to continue to operate or use such product until rectification of defects, errors or omissions by partial or complete replacement is made without interfering with SBI BD OPERATIONS's operation.

**59. Tender Fee:**

NA

**60. Notices:**

Any notice given by one party to the other pursuant to this contract shall be sent to other party in writing or by Email and confirmed in writing to other Party's address. The notice shall be effective when delivered or on the notice's effective date whichever is later.

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**Part-II**

**SCHEDULE OF EVENTS**

SI No	Particulars	Remarks
1	Contact details of issuing department (Name, Designation, Mobile No., Email address for sending any kind of correspondence regarding this RFP)	Surajit Chakraborty Joint AVP (SBI BD OPERATIONS) +01325074208 it2.co.bd@statebank.com
2	Bid Document Availability including changes/amendments, if any to be issued	RFP may be downloaded from SBI BD OPERATIONS's website <a href="https://bd.statebank/">https://bd.statebank/</a>
3	Last date for requesting clarification	Upto 5.00 p.m. on 01.08.2024 All communications regarding points / queries requiring clarifications shall be given in writing or by e-mail
4	Pre - Bid Meeting at (venue)-if required	From 11.30 a.m. to 01.30 p.m. 04.08.2024 at State Bank of India, Country Office, Navana Pristine Pavilion, 12 <sup>th</sup> Floor, 128, Gulshan Avenue, Dhaka 1212.
5	Clarifications to queries raised at pre-Bid meeting will be provided by SBI BD OPERATIONS.	On 04.08.2024 (date)
6	Last date and time for Bid submission	<b>6.00 p.m. on 18.08.2024</b>
7	Address for submission of Bids	VP (Operations) State Bank of India, Country Office, Navana Pristine Pavilion, 12 <sup>th</sup> Floor, 128, Gulshan Avenue, Dhaka 1212.
8	Date and Time of opening of Technical Bids	03.00 p.m. on 19.08.2024  Authorized representatives of vendors may be present during opening of the Technical Bids. However, Technical Bids would be opened even in the absence of any or all of the vendor representatives
9	Opening of Commercial Bids	03.30 p.m. on 19.08.2024 OR on a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.
10	Reverse Auction	----- (time) on ----- (date) OR On a subsequent date which will be communicated to such Bidders who qualify in the Technical Bid.

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11	Tender Fee	NA
12	Earnest Money Deposit	BDT **
	Validity period from the date of Bid opening -	
	Note for reference: ** EMD may be equivalent to 10% of the estimated value of procurement, subject to max. BDT 50 lacs.]	
13	Performance SBI BD OPERATIONS Guarantee	BDT _____
	Validity period from the date of purchase order	
	<p><i>Note for reference:</i></p> <ul style="list-style-type: none"> <li>• <i>PBG for purchase of Hardware with warranty or where only AMC is taken– 15% of the total cost of contract for the entire period of contract.</i></li> <li>• <i>PBG for purchase of Hardware with warranty and AMC – 20% of the total cost of contract for the entire period of contract.</i></li> <li>• <i>PBG should be obtained for the entire period of contract plus claim period of 3 months.</i></li> </ul>	
14	Price validity from the date of price discovery	180 Days
15	Contact details of agency appointed for conducting Reverse Auction	
16	Delivery schedule	Within 60 Days after issuing Purchase Order
17	Terms of payment	Within 20 days from the date of delivery and installation (to be confirmed by It Department)
18	Delivery locations	State Bank of India, Country Office, Navana Pristine Pavilion, 12 <sup>th</sup> Floor, 128, Gulshan Avenue, Dhaka 1212.
19	Liquidated damages	<b>Note for Reference: Range for liquidated damages may be fixed, a sum equivalent to 0.5 or 1 % per week or part thereof of Contract Price subject to maximum deduction of 5% or 10 % of the Contract Price for delay of each week or part thereof.</b>
20	Transition Penalty	BDT. <b>(Range for transition penalty may be fixed between 10% to 15% of the total contract value)</b>
21	Last Date of Submission	<b>18.08.2024</b>

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**ANNEXURES**

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**ANNEXURE–A**

**BID FORM (TECHNICAL BID)**  
[On Company's letter head]  
(to be included in Technical Bid Envelope)

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

To:  
VP (Operations)  
State Bank of India, Country Office,  
Navana Pristine Pavilion, 12<sup>th</sup> Floor,  
128, Gulshan Avenue, Dhaka 1212.

Dear Sir,  
**Ref: RFP No. SBI-BD/IT/RS/2024/05**

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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 SBI BD OPERATIONS and we offer to supply, Install, test, commission and support the desired equipments 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 SBI BD OPERATIONS's authorized service provider, on the date advised to us.

2. While submitting this Bid, we certify that:

- The undersigned is authorized to sign on behalf of the VENDOR 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.
- Indicative prices submitted by us have been arrived at without agreement with any other Bidder of this RFP for the purpose of restricting competition.
- The indicative 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.
- The rate quoted in the indicative *price Bids are as per the RFP* and subsequent pre-Bid clarifications/ modifications/ revisions furnished by SBI BD OPERATIONS, without any exception.



**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)**  
**State Bank of India, Bangladesh Operations**

3. If our offer is accepted, we undertake to complete the formalities for supply, installation, testing and commissioning of the equipment within the period specified in this document.
4. We agree to abide by all the Bid terms and conditions, contents of Service Level Agreement as per sample available at **Annexure-M** of this document and the rates quoted therein for the orders awarded by SBI BD OPERATIONS up to the period prescribed in the Bid, which shall remain binding upon us.
5. Until a formal contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.
6. 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 Bangladesh namely "Prevention of Corruption Act".
7. **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 SBI BD OPERATIONS, connected directly or indirectly with the bidding process, or to any person, organisation or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.**
8. **We undertake that we will not resort to canvassing with any official of SBI BD OPERATIONS, 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.**
9. We certify that we have not made any changes in the contents of the RFP document read with its amendments/clarifications provided by SBI BD OPERATIONS submitted by us in our Bid document.
10. It is further certified that the contents of our Bid are factually correct. We also accept that in the event of any information / data / particulars proving to be incorrect, SBI BD OPERATIONS will have the right to disqualify us from the Bid.
11. We understand that you are 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.
12. We hereby undertake that our name does not appear in any "Caution" list of Bangladesh SBI BD OPERATIONS any other regulatory body for outsourcing activity.



**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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**Annexure-B**

**Bidder's Eligibility Criteria**

*Note: In case of open RFP, suitable eligibility criteria be fixed and mentioned in the table. A proforma and some of the indicative eligibility criteria are given below.*

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:

**i. Commercial:**

| <b>S. No.</b> | <b>Eligibility Criteria</b>                                                                                                                                                                   | <b>Compliance (Yes/No)</b> | <b>Documents to be submitted</b>                                                                                                                                                               |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.            | The Bidder must be a Bangladeshi firm / company/ organization registered under applicable Act in Bangladesh.                                                                                  |                            | Copy of the Partnership deed/Bye Law/ Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office. |
| 2.            | The Bidder must have an average turnover of minimum BDT 2 crore during last financial year(s).                                                                                                |                            | Copy of the audited Balance Sheet and / or Certificate of the Chartered Accountant for preceding three years.                                                                                  |
| 3.-           | The Bidder should be profitable organization (on the basis of Operating Profit/PBT/PAT <b>&lt;select one option &gt;</b> ) for at least 2 out of last 5 financial years.                      |                            | Copy of the audited balance sheets along with profit and loss statement for corresponding years and / or Certificate of the Chartered Accountant                                               |
| 4.            | Bidder should have experience of minimum 5 years in providing the product/services.                                                                                                           |                            | Copy of the order and / or Certificate of completion of the work. The Bidder should also furnish user acceptance report.                                                                       |
| 5             | Client references and contact details (email/ landline/ mobile) of customers for whom the Bidder has executed similar projects.<br>(Start and End Date of the Project to be mentioned) in the |                            | 1.<br>2.<br>3.                                                                                                                                                                                 |

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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|     |                                                                                                                                                                                                                      |  |                                                                                          |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------|
|     | past (At least 3 client references are required)                                                                                                                                                                     |  |                                                                                          |
| 6.  | Deployment Methodologies                                                                                                                                                                                             |  | Documents on deployment framework, tools, templates & utilities to be provided.          |
| 7.  | Past/present litigations, disputes, if any (Adverse litigations could result in disqualification, at the sole discretion of SBI BD OPERATIONS)                                                                       |  | Brief details of litigations, disputes, if any are to be given on Company's letter head. |
| 8.  | Bidders should not have been blacklisted for deficiency in service by any Public Sector SBI BD OPERATIONS during the last 5 years.                                                                                   |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 9.  | Bidder should have been in operation for minimum 7 years                                                                                                                                                             |  | Length of existence of Bidder should be mentioned.                                       |
| 10. | The Bidder/ OEM should have support setup with 2 hours of response time in 1 (PR/DC)/ and 1 (DR) locations.                                                                                                          |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 11. | The OEM should be a company and have a local presence of support center and level 3 (highest escalation) locally in Bangladesh.                                                                                      |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 12. | 3 reference of the implementation in Bangladesh should be provided for a similar deployment.                                                                                                                         |  | Bidder should specifically mention this on their letter head.                            |
| 13. | The Bidder should agree to the terms and conditions of Service Level Agreement (format placed at <b>Annexure-M</b> ), should they become L1/TC1 in the reverse auction to execute a contract with SBI BD Operations. |  | Bidder should specifically confirm on their letter head in this regard.                  |
| 14. | The Bidder should not have any Service Level Agreement pending to be signed with SBI BD Operations for more than 6 months from the date of issue of purchase order issued by any of                                  |  | Bidder should specifically confirm on their letter head in this regard.                  |

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|  |                                                                                                                                                                |  |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
|  | the Department at SBI BD Operations as on the date of Bid submission. <b>[No change/ addition or deletion to be made by the Bidder to any of the clauses.]</b> |  |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|

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.

Signature

Seal of Company

**Marginal Comment:**  
**As per actual requirements of the RFP, the above clauses may be suitably modified / deleted and / or new clauses may be added.**

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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**Annexure-B1**

**Technical & Functional Specifications**

To qualify in the Technical Evaluation, a Bidder must comply with all the requirements as listed in the table below. Bidder(s) must submit their response in yes or no only, any compliance with qualified statement shall be treated as non-compliance.

| <b>SL</b> | <b>Particulars</b>                                                                                         | <b>To be filled up by the Bidder</b> | <b>Whether documentary evidence is mandatory (Y/N)</b> | <b>If documentary evidence attached write "YES"</b> |
|-----------|------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------------------|-----------------------------------------------------|
| 1         | Name of the Bidder                                                                                         |                                      | Y                                                      |                                                     |
| 2         | Constitution                                                                                               |                                      | Y                                                      |                                                     |
| 3         | Year of Establishment                                                                                      |                                      | Y                                                      |                                                     |
| 4         | Major activity                                                                                             |                                      | Y                                                      |                                                     |
| 5         | Who are the major customers                                                                                |                                      | Y                                                      |                                                     |
| 6         | VAT Registration No                                                                                        |                                      | Y                                                      |                                                     |
| 7         | TIN                                                                                                        |                                      | Y                                                      |                                                     |
| 8         | Last Year Tax Return Acknowledgement                                                                       |                                      | Y                                                      |                                                     |
| 8         | Office Address                                                                                             |                                      | Y                                                      |                                                     |
| 9         | Name of the owner, or major stake holder                                                                   |                                      | Y                                                      |                                                     |
| 10        | Give detailed about the Trade License                                                                      |                                      | Y                                                      |                                                     |
| 11        | Whether OEM / authorised/ licensed representative of OEM (Submission of Documentary evidence is mandatory) |                                      | Y                                                      |                                                     |
| 12        | Technical Certifications such as CISA, CCIE Security, CCNA qualified technical team.                       |                                      | Y                                                      |                                                     |

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|     |                                                                                             |  |   |  |
|-----|---------------------------------------------------------------------------------------------|--|---|--|
| 13  | Availability of detailed escalation matrix upto at least Three Levels.                      |  | Y |  |
| 14  | MPLS AOTP FAILOVER <50MS LATENCY                                                            |  | Y |  |
| 15  | Bidder ensures 24X7X365 support.                                                            |  | Y |  |
| 16. | Certifications and memberships like ISO 9001:2015, ISPAB,etc                                |  | Y |  |
| 17  | Bidder must provide next business day product replacement.                                  |  | Y |  |
| 18  | At least 5 successful project implementation certificate for DC, DR , VPN, wireless LAN etc |  | Y |  |
| 19  | Proper Project Implementation Plan to be submitted.                                         |  | Y |  |
| 20. | 01 dedicated Engineer to monitor the project from Day Zero                                  |  | Y |  |
| 21  | Warranty to commence from day of installation.                                              |  | Y |  |
| 22. | Procurement of all components to be completed within 60 days.                               |  | Y |  |

I certify that the particulars mentioned above are true and correct to the best of my knowledge and believe. If it is found that any information is found to be false and or misleading, I shall be responsible for that and there would not be any liability on SBI BD Operations as a result of such misrepresentation on my part.

Dhaka

Date:

**SIGNATURE OF THE BIDDER**

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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**Annexure-C**

**Attached separately. (Design will be discussed as part of Pre-Bid Meeting. Based on design the Specifications are provided.)**



Annexure- C for  
Hardware Security M

**Annexure-D**

**Bidder Details**

Details of the Bidder

| S. No. | Particulars                                                                                                                                                                             | Details |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1.     | Name                                                                                                                                                                                    |         |
| 2.     | Date of Incorporation and / or commencement of business                                                                                                                                 |         |
| 3.     | Certificate of incorporation                                                                                                                                                            |         |
| 4.     | Brief description of the Bidder including details of its main line of business                                                                                                          |         |
| 5.     | Company website URL                                                                                                                                                                     |         |
| 6.     | Particulars of the Authorized Signatory of the Bidder<br>a. Name<br>b. Designation<br>c. Address<br>d. Phone Number (Landline)<br>e. Mobile Number<br>f. Fax Number<br>g. Email Address |         |

Signature and Seal of Company



**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
State Bank of India, Bangladesh Operations**

**Annexure-E**

**Scope of Work**

- Supply, installation, testing, commissioning and maintenance of Hardware Security Module (HSM) with 3 years' service and parts warranty from OEM.
- To provide all necessary hardware & software support under maintenance, that required to make the operation smooth as per required specifications of SBI BD Operations.
- The specifications given are minimum. Bidders can quote equivalent or higher specifications to meet SBI BD Operations requirements. However, no weightage would be given for higher level of support.
- Complete documentation on best level of support to be submitted
- To provide all Necessary Parts Replacement, OS Patching, Regular Health Check-up and software required to make the Hardware Security Module (HSM) work smoothly.
- Awardee vendors have to arrange training sessions on functionality and overview of HSM for 4 (four) banks Official.
- Awardee vendors have to arrange the OEM certification after completing the training sessions.

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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**Annexure-F**

**Indicative Commercial Bid**

**Note: Suitable information may be sought in Indicative Commercial Bid. An example of Indicative Commercial Bid format is placed below for guidance.**

The indicative commercial Bid needs to contain the information listed hereunder in a sealed envelope bearing the identification – **“Indicative Commercial Bid for Procurement of Hardware Security Module (HSM) Software Licenses”**.

**Name of the Bidder:**

| Sr. No.          | Item                                                                                                                                                                                                                                                                                                                     | Qty | Rate per item | Amount in BDT. |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|---------------|----------------|
| a                |                                                                                                                                                                                                                                                                                                                          |     |               |                |
| b                |                                                                                                                                                                                                                                                                                                                          |     |               |                |
| 1                | <b>Sub-Total</b>                                                                                                                                                                                                                                                                                                         |     |               |                |
| 2.               | Installation/ Commissioning                                                                                                                                                                                                                                                                                              |     |               |                |
| 3.               | Comprehensive warranty for software and hardware mentioned in items above for 3 years from the <b>go live date</b> , including annual renewal cost, if any                                                                                                                                                               |     |               |                |
| 4.               | Comprehensive annual maintenance for software and hardware mentioned above for 3 years, including annual renewal cost, if any, after the end of comprehensive warranty. *<br><br>(This cost should be in the range of 8% to 12 % p.a. of the product cost for hardware and 15% to 25% p.a. of license cost of software). |     |               |                |
| <b>Total 'A'</b> |                                                                                                                                                                                                                                                                                                                          |     |               |                |

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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**B. Breakup of Taxes and Duties**

| Sr. No.            | Item                                                                                                                | Tax |
|--------------------|---------------------------------------------------------------------------------------------------------------------|-----|
| 1.                 | Software                                                                                                            | N/A |
| 2.                 | Hardware                                                                                                            |     |
| 3.                 | Installation/ Commissioning                                                                                         |     |
| 4.                 | Training                                                                                                            | N/A |
| 5.                 | Support                                                                                                             | N/A |
| 6.                 | Comprehensive warranty for software and hardware for ..... years from the go live date                              |     |
| 7.                 | Comprehensive annual maintenance for software and hardware for ..... years after the end of comprehensive warranty. |     |
| <b>Grand Total</b> |                                                                                                                     |     |

Signature

Seal of Company

**Note: Payment terms for all the items and comprehensive warranty/AMC may be specified in payment terms in Part II, Schedule of Event SI No. 17. Payment for comprehensive warranty/AMC, preferably should be paid in arrears. In case, Bidder insist for advance payment of Comprehensive warranty/AMC charges, the same may be permitted the same may be permitted yearly/half-yearly/quarterly in advance by obtaining PBG equivalent to the value of yearly/half-yearly/quarterly charges for the entire period of contract.**

**Undertaking of Authenticity**

To:

**VP Operations**  
**Country Office, State Bank of India, Bangladesh Operations**  
Navana Pristine Pavilion (12th Floor)  
128, Gulshan Avenue, Circle-2  
Dhaka – 1212, Bangladesh

**Sub: Undertaking of Authenticity for Hardware & Software Supplies**  
**Ref: RFP No. SBI-BD/IT/RS/2024/05**

With reference to the equipment being quoted to you vide our Quotation No: \_\_\_\_\_ dated \_\_\_\_\_, we hereby confirm that all the components /parts /assembly / software etc. used in the equipment to be supplied shall be original new components / parts / assembly / software only, from respective OEMs of the products and that no refurbished / duplicate / second hand components /parts/ assembly / software shall be supplied or shall be used. We also undertake to produce certificate from the Original Equipment Manufacturers (if required by you) in support of the above statement at the time of delivery / installation

- 2. We also confirm that in respect of licensed operating systems and other software utilities to be supplied, the same will be procured from authorized sources and supplied with Authorized License Certificate (i.e. Product keys on Certification of Authenticity in case of Microsoft Windows Operating System)
- 3. In case of default and SBI BD Ops finds that the above conditions are not complied with, we agree to take back the equipment supplied and return the money paid by you, in full within seven days of intimation of the same by SBI BD OPs, without demur or any reference to a third party and without prejudice to any remedies SBI BD OPs may deem fit.
- 4. In case of default and we are unable to comply with above at the time of delivery or during installation, for the IT Hardware / Software already billed, we agree to take back the equipments without demur, if already supplied and return the money if any paid to us by you in this regard.
- 5. We also take full responsibility of both parts & Service SLA as per the content even if there is any defect by our authorized Service Centre / Reseller / SI etc.

Dated this ..... day of ..... 2024

\_\_\_\_\_  
(Signature) (Name) (In the capacity of)

Duly authorised to sign Bid for and on behalf of

\_\_\_\_\_

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
State Bank of India, Bangladesh Operations**

**ANNEXURE- H**

**MANUFACTURERS' AUTHORIZATION FORM**

No.

Date:

To:

Dear Sir:

**Ref: RFP No. SBI-BD/IT/RS/2024/05**

We, who are established and reputable manufacturers / producers of \_\_\_\_\_ having factories / development facilities at (*address of factory / facility*) do hereby authorise M/s \_\_\_\_\_ (*Name and address of Agent*) to submit a Bid, and sign the contract with you against the above Bid Invitation.

2. We hereby extend our full warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

3. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Vendor:

(a) Such Products as SBI BD Ops may opt to purchase from the Vendor, provided, that this option shall not relieve the Vendor of any warranty obligations under the Contract; and

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

(i) advance notification to SBI BD OPs of the pending termination, in sufficient time to permit SBI BD OPs to procure needed requirements; and

(ii) following such termination, furnishing at no cost to SBI BD OPs, Operations manuals, standards, and specifications of the Products, if requested.

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

Yours faithfully,

(Name of Manufacturer / Producer)

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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*Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.*

**ANNEXURE-I**

**FORMAT FOR EMD SBI BD OPs GUARANTEE**

To:  
-----  
  
-----

Dear Sir,

**EMD SBI BD OPs GUARANTEE FOR  
SUPPLY, INSTALLATION, TESTING & COMMISSIONING  
OF COMPUTER HARDWARE, SOFTWARE & PERIPHERALS  
AS ARE SET OUT IN THE SBI BD OPs RFP No. SBI-BD/IT/RS/2024/05**

WHEREAS (SBI BD OPs), having its Country Office at Navana Pristine Pavilion (12th Floor) 128, Gulshan Avenue, Circle-2 Dhaka – 1212, Bangladesh has invited Request for Proposal for supply, installation, testing and commissioning of..... to SBI Bangladesh Operations, Request for Proposal RFP No. SBI-BD/IT/RS/2024/05

2. It is one of the terms of said Request for Proposal that the Bidder shall furnish a Bank Guarantee for a sum of BDT \_\_\_\_\_/- (Taka \_\_\_\_\_ Only) as Earnest Money Deposit.

3. M/s. \_\_\_\_\_, (hereinafter called as Bidder, who are our constituents intends to submit their Bid for the said work and have requested us to furnish guarantee in respect of the said sum of BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ Only)

4. NOW THIS GUARANTEE WITNESSETH THAT  
We \_\_\_\_\_ (SBI BD Operations) do hereby agree with and undertake to the State Bank of India, Bangladesh Operations, their Successors, assigns that in the event of the SBI BD Operations coming to the conclusion that the Bidder has not performed their obligations under the said conditions of the RFP or have committed a breach thereof, which conclusion shall be binding on us as well as the said Bidder, we shall on demand by the SBI BD Operations, pay without demur to the SBI BD Operations, a sum of BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_)

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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\_\_\_\_\_ Only) that may be demanded by SBI Bangladesh Operations. Our guarantee shall be treated as equivalent to the Earnest Money Deposit for the due performance of the obligations of the Bidder under the said conditions, provided, however, that our liability against such sum shall not exceed the sum of BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ Only).

5. We also agree to undertake to and confirm that the sum not exceeding BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ Only) as aforesaid shall be paid by us without any demur or protest, merely on demand from the SBI BD Operations on receipt of a notice in writing stating the amount is due to them and we shall not ask for any further proof or evidence and the notice from the SBI BD Operations shall be conclusive and binding on us and shall not be questioned by us in any respect or manner whatsoever. We undertake to pay the amount claimed by the SBI BD Operations within 24 hours from the date of receipt of the notice as aforesaid. We confirm that our obligation to the SBI BD Operations under this guarantee shall be independent of the agreement or agreements or other understandings between the SBI BD Operations and the Bidder. This guarantee shall not be revoked by us without prior consent in writing of the SBI BD Operations.

6. We hereby further agree that –

- a) Any forbearance or commission on the part of the SBI BD Operations in enforcing the conditions of the said agreement or in compliance with any of the terms and conditions stipulated in the said Bid and/or hereunder or granting of any time or showing of any indulgence by the SBI BD Operations to the Bidder or any other matter in connection therewith shall not discharge us in any way our obligation under this guarantee. This guarantee shall be discharged only by the performance of the Bidder of their obligations and in the event of their failure to do so, by payment to us of the sum not exceeding BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ Only)
- b) Our liability under these presents shall not exceed the sum of BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ Only)
- c) Our liability under this agreement shall not be affected by any infirmity or irregularity on the part of our said constituents in tendering for the said work or their obligations there under or by dissolution or change in the constitution of our said constituents.
- d) This guarantee shall remain in force up to 180 days provided that if so desired by the SBI BD Operations, this guarantee shall be renewed for a further period as may be indicated by them on the same terms and conditions as contained herein.

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- e) Our liability under this presents will terminate unless these presents are renewed as provided herein up to 180 days or on the day when our said constituents comply with their obligations, as to which a certificate in writing by the SBI BD Operations alone is the conclusive proof, whichever date is later.
- f) Unless a claim or suit or action is filed against us within six months from that date or any extended period, all the rights of the SBI BD Operations against us under this guarantee shall be forfeited and we shall be released and discharged from all our obligations and liabilities hereunder.

Notwithstanding anything contained hereinabove:

- (a) Our liability under this SBI BD Operations Guarantee shall not exceed BDT...../- (Taka .....only)
- (b) This SBI BD Operations Guarantee shall be valid upto .....
- (c) We are liable to pay the guaranteed amount or any part thereof under this SBI BD Operations Guarantee only and only if you serve upon us a written claim or demand on or before .....

Yours faithfully,

For and on behalf of

\_\_\_\_\_  
Authorized official.

(Note: This guarantee will require stamp duty as applicable in the State where it is executed and shall be signed by the official(s) whose signature and authority shall be verified)



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**ANNEXURE–J**

**PERFORMANCE SBI BD Operations GUARANTEE FORMAT**  
**(TO BE STAMPED AS AN AGREEMENT)**

**THIS PERFORMANCE BANK GUARANTEE AGREEMENT** executed at .....this.....day of ..... 202\_ by ..... (Name of Bank)..... having its Registered Office at .....and its Branch at .....(hereinafter referred to as "the Guarantor", which expression shall, unless it be repugnant to the subject, meaning or context thereof, be deemed to mean and include its successors and permitted assigns) **IN FAVOUR OF** "SBI BD Operations Bangladesh" managed by State Bank of India, a Statutory Corporation constituted under the State Bank of India Act, having its Corporate Country Office at Navana Pristine Pavilion, 12th Floor, 128, Gulshan Avenue, Dhaka 1212 (**procuring office address**), hereinafter referred to as " SBI BD Operations" which expression shall, unless repugnant to the subject, context or meaning thereof, be deemed to mean and include its successors and assigns).

WHEREAS M/s \_\_\_\_\_, incorporated under \_\_\_\_\_ Act having its registered office at \_\_\_\_\_ and principal place of business at \_\_\_\_\_ (hereinafter referred to as "**Service Provider/ Vendor**") which expression shall unless repugnant to the context or meaning thereof shall include its successor, executor & assigns) has agreed to supply of hardware/software and/ or services (hereinafter referred to as "**Services**") to SBI BD Operations in accordance with the Request for Proposal (RFP) No. SBI-BD/IT/RS/2024/05

WHEREAS, SBI BD Operations has agreed to avail the Services from the Service Provider for a period of \_\_\_\_\_ year(s).

WHEREAS, in accordance with terms and conditions of the RFP/Purchase order/Agreement dated....., Service Provider is required to furnish a Bank Guarantee for a sum of BDT.\_\_\_\_\_/-(Taka \_\_\_\_\_ only) for due performance of the obligations of the Service Provider in providing the Services, in accordance with the RFP/Purchase order/Agreement guaranteeing payment of the said amount of BDT.\_\_\_\_\_/-(Taka \_\_\_\_\_ only) to SBI BD Operations, if Service Provider fails to fulfill its obligations as agreed in RFP/Agreement.

WHEREAS, Bank Guarantee is required to be valid for a total period of \_\_\_\_\_ months and in the event of failure, on the part of Service Provider, to fulfill any of its

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commitments / obligations under the RFP/Agreement, SBI BD Operations shall be entitled to invoke the Guarantee.

AND WHEREAS, the Guarantor, at the request of Service Provider, agreed to issue, on behalf of Service Provider, Guarantee as above, for an amount of BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ only).

**NOW THIS GUARANTEE WITNESSETH THAT**

1. In consideration of SBI BD Operations having agreed to entrust the Service Provider for rendering Services as mentioned in the RFP, we, the Guarantors, hereby unconditionally and irrevocably guarantee that Service Provider shall fulfill its commitments and obligations in respect of providing the Services as mentioned in the RFP/Agreement and in the event of Service Provider failing to perform / fulfill its commitments / obligations in respect of providing Services as mentioned in the RFP/Agreement, we (the Guarantor) shall on demand(s), from time to time from SBI BD Operations, without protest or demur or without reference to Service Provider and notwithstanding any contestation or existence of any dispute whatsoever between Service Provider and SBI BD Operations, pay SBI BD Operations forthwith the sums so demanded by SBI BD Operations in each of the demands, subject to a cumulative maximum amount of BDT. \_\_\_\_\_/- (Taka \_\_\_\_\_ only).
2. Any notice / communication / demand from SBI BD Operations to the effect that Service Provider has failed to fulfill its commitments / obligations in respect of rendering the Services as mentioned in the Agreement, shall be conclusive, final & binding on the Guarantor and shall not be questioned by the Guarantor in or outside the court, tribunal, authority or arbitration as the case may be and all such demands shall be honoured by the Guarantor without any delay.
3. We (the Guarantor) confirm that our obligation to the SBI BD Operations, under this guarantee shall be independent of the agreement or other understandings, whatsoever, between the SBI BD Operations and the Service Provider. 4. This guarantee shall not be revoked by us (the Guarantor) without prior consent in writing of the SBI BD Operations.

**WE (THE GUARANTOR) HEREBY FURTHER AGREE & DECLARE THAT-**

- (i) Any neglect or forbearance on the part of SBI BD Operations to Service Provider or any indulgence of any kind shown by SBI BD Operations to Service Provider or any change in the terms and conditions of the Agreement or the Services shall not, in any way, release or discharge bank from its liabilities under this Guarantee.

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- (ii) This Guarantee herein contained shall be distinct and independent and shall be enforceable against the Guarantor, notwithstanding any Guarantee or Security now or hereinafter held by SBI BD Operations at its discretion.
- (iii) This Guarantee shall not be affected by any infirmity or absence or irregularity in the execution of this Guarantee by and / or on behalf of the Guarantor or by merger or amalgamation or any change in the Constitution or name of the Guarantor.
- (iv) The guarantee shall not be affected by any change in the constitution of SBI BD Operations or Service Provider or winding up / liquidation of Service Provider, whether voluntary or otherwise
- (v) This guarantee shall be a continuing guarantee during its validity period and the SBI BD Operations can make its claim in one or more events within the total liability of the Guarantor mentioned herein.
- (vi) This Guarantee shall remain in full force and effect for a period of \_\_\_ years from the date of the issuance i.e. up to \_\_\_\_\_. Unless a claim under this Guarantee is made against us within three (3) months from that date i.e. on or before \_\_\_\_\_, all your rights under this Guarantee shall be forfeited and we shall be relieved and discharged from all liabilities there under.
- (vii) This guarantee shall be governed by Indian Laws and the Courts in Mumbai, India alone shall have the jurisdiction to try & entertain any dispute arising out of this guarantee.

Notwithstanding anything contained herein above:

- (a) Our liability under this Bank Guarantee shall not exceed BDT...../-  
(Taka ..... only)
- (b) This Bank Guarantee shall be valid up to.....
- (c) We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if SBI BD Operations serve upon us a written claim or demand on or before ..... (date which is 3 months after date mentioned at (b) above).

Yours faithfully,

For and on behalf of SBI BD Operations.

\_\_\_\_\_  
Authorised official

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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**ANNEXURE-K**

**PROFORMA OF CERTIFICATE TO BE ISSUED BY SBI BD Operations  
AFTER SUCCESSFUL COMMISSIONING AND ACCEPTANCE  
OF THE HARDWARE / SOFTWARE / SERVICES**

Date:

M/s.-----

-----

Sub: Certificate of commissioning of Solution

1. This is to certify that the products / equipment 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) Bid No. \_\_\_\_\_ dated \_\_\_\_\_

b) Description of the Solution \_\_\_\_\_

c) Quantity \_\_\_\_\_

d) Date of commissioning \_\_\_\_\_

e) Date of acceptance test \_\_\_\_\_

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

| <u>S.No.</u> | <u>Description</u> | <u>Amount to be recovered</u> |
|--------------|--------------------|-------------------------------|
|--------------|--------------------|-------------------------------|

3. The acceptance test has been done to our entire satisfaction and Staff have been trained to operate the Product.

4. The Vendor has fulfilled his contractual obligations satisfactorily\*

or

The Vendor has failed to fulfill his contractual obligations with regard to the following:

**RFP FOR PROCUREMENT OF HARDWARE SECURITY MODULE (HSM)  
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- (a)
  - (b)
  - (c)
5. The amount of recovery on account of non-supply of Products is given under Para No. 2.
6. The amount of recovery on account of failure of the Vendor to meet his contractual obligations is as indicated in endorsement of the letter.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Designation with stamp \_\_\_\_\_  
\_\_\_\_\_

\* Explanatory notes for filling up the certificates:

- (a) The Vendor has adhered to the time schedule specified in the contract in dispatching the Products / Manuals pursuant to Technical Specifications.
- (b) The Vendor has supervised the commissioning of the solution in time i.e., within the period specified in the contract from the date of intimation by the Purchaser in respect of the installation of the Product.
- (c) Training of personnel has been done by the Vendor as specified in the contract.
- (d) In the event of Manuals having not been supplied or installation and commissioning of the Solution having been delayed on account of the Vendor, the extent of delay should always be mentioned.

**ANNEXURE-L**

**Penalties & SLA terms**

1. Delivery of all equipment should be within **60 Days** from date of placing of order. In the event of the any or all equipment(s) not being delivered, installed, tested and commissioned within a period of 60 Days from date of Purchase Order, a penalty of one (1) percent of the total cost of equipments for each week or part thereof the delay, subject to maximum amount of ten (10) percent of the total cost of equipments will be charged to vendor. This amount of penalty so calculated shall be deducted at the time of making final payment after successful installation and commissioning of hardware.
2. 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.
3. 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 or 39 months from date of delivery, whichever is earlier.
4. Warranty for the System Software/off-the-shelf Software will be provided to SBI BD Operations as per the general conditions of sale of such software.
5. The Vendor shall in addition comply with the performance guarantees specified under the Contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part the Vendor shall make such changes, modifications and / or additions to the Products or any part thereof as may be necessary in order to attain the contractual guarantees specified in the Contract at its own cost and expense and to carry out further performance tests.
6. On-site comprehensive warranty: The warranty would be on-site and comprehensive in nature and back to back support from the OEM. The vendor will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of three years from the date of acceptance of the hardware and software. The vendor will provide support for Operating Systems and other preinstalled software components during the warranty period of the hardware on which these software & operating system will be installed. The 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.

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7. During the term of the contract, the 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. Professionally qualified personnel who have expertise in the hardware and system software supplied by the vendor will provide these services.
  - b) The Bidder 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 8.30 A.M. to 8.30 P.M. on all working days (viz. Sunday to Thursday). 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 SBI BD Operations, with brand new parts or those equivalent to new parts in performance. For this purpose, the VENDOR shall keep sufficient stock of spares at SBI BD Operations premises and at the premises of the VENDOR.
  - c) The maximum response time for a maintenance complaint 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) The VENDOR shall ensure that faults and failures intimated by SBI BD Operations as above are set right within 4 hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.
  - e) The VENDOR shall ensure that the full configuration of the equipment is available to SBI BD Operations in proper working condition viz. uptime of 99.99% of the time on a 24 x 7 x 365 basis.

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

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

Sum of total hours during the month

Total hours during the month = No. of working days x 24 hours

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

| S. No. | Uptime Range | Penalty |
|--------|--------------|---------|
| 1.     |              |         |

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|    |  |  |
|----|--|--|
| 2. |  |  |
| 3. |  |  |

- h) The VENDOR shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.
  - i) **Preventive maintenance:** the 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 this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the VENDOR recognizes SBI BD Operations operational needs and agrees that SBI BD Operations shall have the right to require the VENDOR to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
  - j) All engineering changes generally adopted hereafter by the VENDOR for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to SBI BD Operations.
  - k) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
  - l) SBI BD Operations shall maintain a register at its site in which, SBI BD Operations operator / supervisor shall record each event of failure and / of malfunction of the equipment. The 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 SBI BD Operations official. The original of the field call report shall be handed over to SBI BD Operations official.
  - m) The VENDOR shall provide replacement equipment if any equipment is out of the premises for repairs.
7. Any worn or defective parts withdrawn from the equipment and replaced by the VENDOR shall become the property of the VENDOR and the parts replacing the withdrawn parts shall become the property of SBI BD Operations.
8. The 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 agreement.



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9. However, if SBI BD Operations desires to shift the equipment to a new site and install it thereof urgently, the VENDOR shall be informed of the same immediately. SBI BD Operations shall bear the charges for such shifting and the VENDOR shall provide necessary arrangement to SBI BD Operations in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the VENDOR.
10. SBI BD Operations 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 Agreement.
11. NO term or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by other, whether express or implied, shall not constitute a consent to or waiver of or excuse for another different or subsequent breach.
12. If, in any month, the VENDOR does not fulfill the provisions of clauses (b), (c), (d), (e) and (h) only the proportionate maintenance charges for that period during the month will be considered payable by SBI BD Operations without prejudice to the right of SBI BD Operations to terminate the contract. In such event the VENDOR was credited without deducting the proportionate maintenance charges for that month, SBI BD Operations can deduct the same from future payments payable or the VENDOR shall refund the amount forthwith to SBI BD Operations on demand by SBI BD Operations.
13. On account of any negligence, commission or omission by the engineers of the VENDOR and if any loss or damage caused to the Equipment, the VENDOR shall indemnify/pay/reimburse the loss suffered by SBI BD Operations.
14. **Future additions of Hardware / Software:**
  - 14.1 SBI BD Operations would have the right to:
    - a) Shift supplied systems to an alternative site of its choice.
    - b) Disconnect / connect / substitute peripherals such as printers, etc. or devices or any equipment / software acquired from another vendor.
    - c) Expand the capacity / enhance the features / upgrade the hardware / software supplied, either from the vendor, or another vendor, or developed in-house.

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- provided such changes or attachments do not prevent proper maintenance, from being performed or unreasonably increase the VENDOR cost of performing repair and maintenance service.
- 14.2 The warranty terms would not be considered as violated if any of (a), (b) or (c) above takes place. Should there be a fault in the Operations of the system, the vendor, would not unreasonably assume that the causes lie with that components / software not acquired from them.
15. In the event of failure of the Service Provider to render the Services or in the event of termination of agreement or expiry of term or otherwise, without prejudice to any other right, SBI BD Operations at its sole discretion may make alternate arrangement for getting the Services contracted with another vendor. In such case, SBI BD Operations shall give prior notice to the existing Service Provider. The existing Service Provider shall continue to provide services as per the terms of contract until a 'New Service Provider' completely takes over the work. During the transition phase, the existing Service Provider shall render all reasonable assistance to the new Service Provider within such period prescribed by SBI BD Operations, at no extra cost to SBI BD Operations, for ensuring smooth switch over and continuity of services. If existing vendor is breach of this obligation, they shall be liable for paying a penalty of **as provided in Part-II, (Schedule of Events, SI No 20)** on demand to SBI BD Operations, which may be settled from the payment of invoices or Performance SBI BD Operations Guarantee for the contracted period.

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**ANNEXURE-M**

**Service Level Agreement**

*Note: Please take down model Service Level Agreement for procurement of IT hardware and related services available in the portal of IT Partner Relationships Department, duly edited as per specific requirement of RFP.*

**SERVICE LEVEL AGREEMENT**

This Agreement is made on this **DD/MM/YYYY**

**BETWEEN**

This agreement made between State Bank of India, Bangladesh Operations a commercial bank Incorporated in India and a scheduled foreign bank operating in Bangladesh through its branches and having its head office at **128 Navana Pristine Pavilion, Level-12, Gulshan Avenue, Circle-2, Dhaka-1212** (Hereinafter referred to as SBI BD Operations) (which expression unless excluded by or repugnant to the context shall include its representatives, administrators & assigns) of the **FIRST PART**.

**AND**

\_\_\_\_\_, a \_\_\_\_\_ Company duly incorporated under the Companies Act, 1994 represented by it's **the Manager** having its office premises situated at \_\_\_\_\_ Address \_\_\_\_\_, Bangladesh (hereinafter referred to as the "**SERVICE PROVIDER**", which term or expression as herein used shall where the context so requires or admits, mean and include the said \_\_\_\_\_, its successors and permitted assigns) of the

**OTHER PART**

**WHEREAS:**

- A. SBI BD Operations made a procurement of a \_\_\_\_\_ **for** its , Data Center, Disaster Recovery Site and Sixteen Centers (hereinafter referred to as \_\_\_\_\_ SBI BD Operations \_\_\_\_\_) established in SBI BD Operations (Server Room). Any new work order or discontinuation order for the \_\_\_\_\_ will automatically be part of this agreement.
- B. The **SERVICE PROVIDER**, being fully aware of the services required by SBI BD Operations situated inside Bangladesh, has offered to provide its services to SBI BD Operations to maintain the \_\_\_\_\_ in good operating and working conditions and to rectify any failure and malfunctions in the hardware systems in the manner described herein after.

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- C. Based on the representation of the SERVICE PROVIDER, SBI BD Operations has agreed to accept the SERVICE PROVIDER's offer for providing services for its entire Bangladesh Operations.
- D. The Parties therefore deem it necessary to enter into these presents to set out the terms of understanding in writing upon which SBI BD Operations will obtain and the SERVICE PROVIDER will provide services to SBI BD Operations.

**NOW, THEREFORE**, in consideration of the mutual premises set forth below, and in the Annexures attached hereto which form integral part of this Agreement, the Parties hereby agree to the following:

1. **Service Description:** The SERVICE PROVIDER 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 SERVICE PROVIDER further warrants that all the Products supplied under this Contract have no defect, arising from design or from any act of omission of the SERVICE PROVIDER 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 or 39 months from date of delivery, whichever is earlier.
3. **Warranty for the /off-the-shelf Hardware:** Warranty will be provided to SBI BD Operations as per the general conditions of sale of such hardware.
4. **On-site comprehensive warranty:** The warranty would be on-site and comprehensive in nature and back-to-back support from the OEM. The SERVICE PROVIDER will warrant all the hardware and software against defects arising out of faulty design, materials and media workmanship etc. for a period of three years from the date of acceptance of the hardware and software. The SERVICE PROVIDER will provide support for Hardware and other preinstalled accessories & components during the warranty period of the hardware on which this accessories & components will be installed. The 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.

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5. **Maintenance & Response:** During the term of the contract, the SERVICE PROVIDER 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. Professionally qualified personnel who have expertise in the hardware and system software supplied by the SERVICE PROVIDER will provide these services.
  - b) The SERVICE PROVIDER 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 days (viz. Sunday 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 SERVICE PROVIDER 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 SERVICE PROVIDER shall replace such parts, at no extra cost to SBI BD Operations, with brand new parts or those equivalent to new parts in performance. For this purpose, the SERVICE PROVIDER shall keep sufficient stock of spares at SBI BD Operations premises and at the premises of the SERVICE PROVIDER.
  - c) The maximum response time for a maintenance complaint from the site of installation (i.e., time required for SERVICE PROVIDER'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 (Two) hours.
  - d) The SERVICE PROVIDER shall ensure that faults and failures intimated by SBI BD Operations as above are set right within 4 (Four) hours of being informed of the same. In any case the equipment should be made workable and available not later than the Next Business Day.
  - e) **Reliability:** The SERVICE PROVIDER shall ensure that the full configuration of the equipment is available to SBI BD Operations in proper working condition viz. uptime of 99.99% of the time calculated on a monthly basis.
  - f) In the event of the equipment not being repaired or a workable solution not provided during Warranty period, a penalty of one (1) percent of the total consideration for each week or part there of the delay, subject to

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maximum amount of ten (10) percent of the total consideration will be charged to SERVICE PROVIDER. The SERVICE PROVIDER may provide temporary equivalent replacement as a workable solution to avoid the above penalty.

- g) **Liquidated Damage/Penalty:** Any penalty due during the Warranty period will be adjusted against the Performance Bank Guarantee retained by SBI BD Operations. For purpose of calculating penalty, uptime is calculated as under:

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

**Sum of total hours during the month**

**Total hours during the month = No. of working days x 12 Hours**

- h) The SERVICE PROVIDER shall ensure that the meantime between failures (including any malfunctioning, breakdown or fault) in the equipment or any part thereof, as calculated during any and every quarter (period of three consecutive months) is not less than 90 days.
- i) **Preventive maintenance:** The SERVICE PROVIDER 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 once within the first 45 days of every Quarter during the period of this agreement on a day and time to be mutually agreed upon. Notwithstanding the foregoing the SERVICE PROVIDER recognizes SBI BD Operations operational needs and agrees that SBI BD Operations shall have the right to require the SERVICE PROVIDER to adjourn preventive maintenance from any scheduled time to a date and time not later than 15 working days thereafter.
- j) All engineering changes generally adopted hereafter by the SERVICE PROVIDER for equipment similar to that covered by this AGREEMENT, shall be made to the equipment at no cost to SBI BD Operations.
- k) Qualified maintenance engineers totally familiar with the equipment shall perform all repairs and maintenance service described herein.
- l) SBI BD Operations shall maintain an Incident register at its site in which, SBI BD Operations operator / supervisor shall record each event of

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failure and / or malfunction of the equipment. The SERVICE PROVIDER'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 SERVICE PROVIDER'S engineer shall make, effect in duplicate, a field call report which shall be signed by him and thereafter countersigned by SBI BD Operations official. The original of the field call report shall be handed over to SBI BD Operations official.

- m) The SERVICE PROVIDER shall provide replacement equipment if any equipment is out of the premises for repairs.
6. Any worn or defective parts withdrawn from the equipment and replaced by the SERVICE PROVIDER shall become the property of the SERVICE PROVIDER and the parts replacing the withdrawn parts shall become the property of SBI BD Operations.
  7. The SERVICE PROVIDER's maintenance personnel shall be given access to the equipment, when necessary, for purpose of performing the repair and maintenance services indicated in this agreement.
  8. However, if SBI BD Operations desires to shift the equipment to a new site and install it thereof urgently, the SERVICE PROVIDER shall be informed of the same immediately. SBI BD Operations shall bear the charges for such shifting and the SERVICE PROVIDER shall provide necessary arrangement to SBI BD Operations in doing so. The terms of this agreement, after such shifting to the alternate site and reinstallation thereof would continue to apply and binding on the SERVICE PROVIDER.
  9. SBI BD Operations 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 Agreement.
  10. On account of any negligence, commission or omission by the engineers of the SERVICE PROVIDER and if any loss or damage caused to the Equipment, the SERVICE PROVIDER shall indemnify/pay/reimburse the loss suffered by SBI BD Operations.
  11. **Period of Service:** On expiry of Warranty, SBI BD Operations shall have the sole discretion to enter into an agreement with the existing or a new SERVICE PROVIDER for Annual Maintenance Contract (AMC) based on the quality/level of services extended by the SERVICE PROVIDER during the warranty period.

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12. **Confidentiality:** Either party shall not disclose to anyone, any information marked as confidential and or which is communicated or made available or accessible by either party during the tenure of this agreement.

IN WITNESS WHEREOF, the parties hereto have signed this Service Level Agreement on the day, month and year first above written with the common Seal of the company.

|                                                                                                                               |               |
|-------------------------------------------------------------------------------------------------------------------------------|---------------|
| For and on behalf of                                                                                                          |               |
| Name :                                                                                                                        | Witness:01    |
| Designation :                                                                                                                 | Name :        |
| Signature :                                                                                                                   | Designation : |
|                                                                                                                               | Signature:    |
|                                                                                                                               | Witness:02    |
|                                                                                                                               | Name :        |
|                                                                                                                               | Designation : |
|                                                                                                                               | Signature:    |
| <b>Address:</b>                                                                                                               |               |
| For and on behalf of SBI BD Operations and State Bank of India, Bangladesh Operations:                                        |               |
| Name :                                                                                                                        | Witness:01    |
| Designation :                                                                                                                 | Name :        |
| Signature:                                                                                                                    | Designation : |
|                                                                                                                               | Signature:    |
|                                                                                                                               | Witness:02    |
|                                                                                                                               | Name :        |
|                                                                                                                               | Designation : |
|                                                                                                                               | Signature:    |
| <b>Address:</b>                                                                                                               |               |
| State Bank of India, Country Office,<br>Navana Pristine Pavilion, 12 <sup>th</sup> Floor,<br>128, Gulshan Avenue, Dhaka 1212. |               |



**ANNEXURE-N**

**NON-DISCLOSURE AGREEMENT**

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the “Agreement”) is made at Dhaka between:

**State Bank of India, Bangladesh Operations**, located at Navana Pristine Pavilion, 12<sup>th</sup> Floor , 128, Gulshan Avenue, Dhaka 1212; constituted under the State Bank of India Act, 1955, having its Corporate Centre and Central Office at State Bank Bhavan, Madame Cama Road, Nariman Point, Mumbai-21 and its Global IT Centre at Sector-11, CBD Belapur, Navi Mumbai-400614; through its Visa Operations in Bangladesh

hereinafter referred to as “SBI BD Operations” which expression shall unless repugnant to the context or meaning thereof shall include its successors & assigns of the One Part;

And

\_\_\_\_\_ (hereinafter referred to as “\_\_\_\_\_” which expression shall unless repugnant to the subject or context thereof, shall mean and include its successors and permitted assigns) of the OTHER PART;

And Whereas

1. \_\_\_\_\_ is carrying on business of providing \_\_\_\_\_, has agreed to \_\_\_\_\_ for SBI BD Operations and other related tasks.
  
2. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

**NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER**

1. **Confidential Information and Confidential Materials:**

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- (a) “Confidential Information” means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. “Confidential Information” includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party’s network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party’s business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/or agents is covered by this agreement
- (b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party’s breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party’s disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.
- (c) “Confidential Materials” shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

**2. Restrictions**

- (a) Each party shall treat as confidential the Contract and any and all information (“confidential information”) obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party’s own employees and other persons and then only to those employees and persons who need to know the same) without the other party’s written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement. If the Service Provider shall appoint any Sub-Contractor, then the Service Provider may disclose confidential information to such Sub-Contractor subject to such Sub Contractor giving SBI BD Operations an undertaking in similar terms to the provisions of this clause.

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- (b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:
- (1) the statutory auditors of SBI BD Operations and
  - (2) regulatory authorities regulating the affairs of SBI BD Operations and inspectors and supervisory bodies thereof
- (c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement
- (d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.
- (e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

**3. Rights and Remedies**

- (a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized use or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party, and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.
- (b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.
- (c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.
- a. Suspension of access privileges
  - b. Change of personnel assigned to the job
  - c. Financial liability for actual, consequential or incidental damages

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d. Termination of contract

(d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

**4. Miscellaneous**

(a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.

(b) Any document provided under this Agreement is provided with RESTRICTED RIGHTS.

(c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.

(d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.

(e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.

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- (f) In case of any dispute, both the parties agree for neutral third-party arbitration. Such arbitrator will be jointly selected by the two parties and he/she may be an auditor, lawyer, consultant or any other person of trust. The said proceedings shall be conducted in English language at Mumbai and in accordance with the provisions of Bangladesh Arbitration and Conciliation Act or any Amendments or Re-enactments thereto.
- (g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- (h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- (i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship.

**5. Suggestions and Feedback**

- (a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both party agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 202\_ at \_\_\_\_\_  
(month) (place)

For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

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For and on behalf of \_\_\_\_\_

|             |  |  |
|-------------|--|--|
| Name        |  |  |
| Designation |  |  |
| Place       |  |  |
| Signature   |  |  |

**ANNEXURE-O**

**Pre-Bid Query Format  
(To be provided strictly in Excel format)**

| <b>Vendor Name</b> | <b>Sl. No</b> | <b>RFP Page No</b> | <b>RFP Clause No.</b> | <b>Existing Clause</b> | <b>Query/Suggestions</b> |
|--------------------|---------------|--------------------|-----------------------|------------------------|--------------------------|
|                    |               |                    |                       |                        |                          |
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