



Request for Proposal (RFP)

For

**Provisioning of Audio-Video / Video Conferencing Solution at Bandra-Kurla
Complex Office of Reserve Bank of India**

Tender ID: RBI/DIT-CO Central Office Departments/Others/8/25-26/ET/603

[AV-VC at CoS, BKC]

[November 07, 2025]

Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road, Mumbai-400 001

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Solution at Bandra-Kurla Complex office of RBI*

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The proposal in response to the Tender Document should be signed and submitted by a person duly authorised to bind the bidding company to the details submitted in the proposal in response to the Tender Document/RFP. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered by the competent authority to sign the necessary documents and bind the bidding. All pages of the bid documents are to be signed by the authorised signatory. For queries and clarification regarding the RFP, please feel free to contact us at the address mentioned.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Contents

Disclaimer & Disclosures	2
Contents	3
1. RFP Schedule	6
2. Purpose of the Document.....	7
3. Definition of Terms used in RFP.....	7
4. Requirements and Scope of work	8
5. Delivery Schedule.....	10
6. Performance Bank Guarantee.....	10
7. Payment Terms and Milestones	11
8. Uptime	12
9. Bid Security Declaration	12
10. Bidders' Eligibility Criteria.....	12
11. Site Particulars	13
12. Support & Comprehensive Annual Maintenance Contract (AMC)	13
13. Service Level Agreement.....	15
14. Contacting the Bank.....	18
15. Cost of Bidding.....	18
16. Bids and Evaluation Criteria.....	18
17. Bidding Document.....	21
18. Authorisation of Signature	22
19. Force Majeure	22
20. Resolution of Disputes	22
21. Disqualification Parameters in Technical Bid Evaluation	23
22. Language of Tender	23
23. Overall Liability of the Bidder	23
24. Right to Verification	23
25. Signing of Contract.....	24
26. Transit Insurance	24
27. Liquidated Damages	24
28. Acceptance Test	25



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

29.	Spare Parts	25
30.	Manuals / Documentation	26
31.	Award Criteria	26
32.	Notification of Award	26
33.	Information Security	26
34.	Firm Prices	26
35.	Non-Solicitation	26
36.	Ownership and Retention of Documents	27
37.	Vicarious Liability	27
38.	No Employer Employee Relationship.....	27
39.	Amendments to Bid Document	27
40.	Format and Signing of Bid.....	28
41.	Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	28
42.	Assignment	28
43.	Publicity.....	29
44.	Subcontracting	29
45.	Indemnity to the Bank	29
46.	Cancellation of Contract and Compensation.....	29
47.	Confidentiality Undertaking	30
48.	Local Conditions.....	32
49.	Correction of Errors	32
50.	Limitation of Liability.....	32
51.	Survival of Clauses	32
52.	Restriction on Procurement due to National Security	32
53.	Other Terms and Conditions	33
54.	Pre-bid Meeting	34
	Annex I: Commercial Bid Format.....	36
	Annex II: Compliance Certificate of Commercial Bid	40
	Annex III: Compliance to Self-Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.....	42
	Annex IV: Bidder / Company Profile	43
	Annex V: Compliance Certificate	45



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex VI: Non-disclosure Agreement.....	46
Annex VII: Manufacturer's Authorisation Form	47
Annex VIII: Service Support Particulars.....	49
Annex IX: Compliance Matrix	50
Annex X: Performance Bank Guarantee Proforma.....	51
Annex XI: Letter of Authority.....	54
Annex XII: Proforma for Undertaking/ Declaration/ Certificate by the Bidder/OEM regarding country sharing land border with India.....	55
ANNEX XIII: Format of Bid Security Declaration from Bidders in lieu of EMD	57
Annex XIV: Compliance to Technical Specification / Technical Bid Form without price.....	58



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

1. RFP Schedule

The following table is an indicative time frame for the overall process. The Reserve Bank of India reserves the right to vary this time frame and/or venue at its absolute and sole discretion and without providing any notice/intimation or reasons thereof. Changes to the time frame and/or venue will be communicated to the respondents concerned.

Indicative time frame for the overall process is as shown below:

S. No.	Process	Date
1.	Date of release of RFP Document.	November 07, 2025
2.	Last date and time for receipt of queries over e-mail from Bidders for Pre-Bid meeting	November 11, 2025, till 14:00 Hrs
3.	Date and time of Pre-bid meeting	November 12, 2025, at 15:00 Hrs
4.	Date of publication of addendum/corrigendum to the RFP, if any	November 14, 2025
5.	Date & Time of Final Submission of Bids on the MSTC Portal	November 21, 2025, till 15:00 Hrs
6.	Date and Time of Technical Bid Opening	November 21, 2025, at 16:30 hrs
7.	Date and Time of Commercial Bid Opening	Will be communicated
8.	Validity of the bid	180 days from the date of submission of bid

Contact details

I.	Address for contact	Chief General Manager-in-Charge, Department of Information Technology, 14 th Floor, Central Office Building, Reserve Bank of India, Shahid Bhagat Singh Road Mumbai - 400001
II.	All Queries to be mailed to	vc@rbi.org.in
III.	Portal for registration of Bidder on MSTC	https://www.mstcecommerce.com/eprocn/index.jsp



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

2. Purpose of the Document

- 2.1 The Reserve Bank of India (RBI) (hereinafter referred to as RBI or “Bank”) was established on April 1, 1935, in accordance with the provision of the Reserve Bank of India Act, 1934.
- 2.2 The Bank intends to sign contract with the selected Bidder for Supply, Installation, Integration and Maintenance for Provisioning of Audio-Video / Video conferencing solution at Bandra-Kurla Office of Reserve Bank of India.
- 2.3 The Bank invites technically viable and commercially competitive proposals from the Bidders for Provisioning of Audio-Video / Video conferencing solution at Bandra-Kurla Office of Reserve Bank of India, as per the Bidder eligibility criteria.
- 2.4 A Bidder submitting the proposal in response to this RFP shall hereinafter be referred to as “Bidder/Partner” interchangeably.
- 2.5 This RFP is not an offer by the Bank, but an invitation to receive responses from the Bidders. No contractual obligation shall arise from the RFP process unless and until a formal contract is signed and executed by the duly authorised official(s) of the Bank with the selected Bidder. RBI may modify any / all the terms of this RFP by giving due notification to all the Bidders through email or MSTC - Procurement Portal.
- 2.6 In case of a difference of opinion on the part of the Bidder in comprehending or interpreting any clause / provision of the Bid Document after submission of the Bid, the interpretation by the Reserve Bank and decision of the Reserve Bank in this behalf shall be final, conclusive and binding on the Bidder.

3. Definition of Terms used in RFP

Throughout this RFP/ Bid Document/ Contract, the following terms shall have the meanings as given below and shall be interpreted accordingly:

- 3.1 “RFP” means the request for proposal (this document) in its entirety, inclusive of any addenda/ corrigendum that may be issued by the Bank. RFP shall be part of the contract.
- 3.2 “Bank/ Purchaser/ Customer/ RBI/ Reserve Bank of India” means reference to “RBI”, “the Bank”, “Bank” and “Purchaser” shall be determined in context of this RFP.
- 3.3 “Proposal/ Bid” means the Bidder’s written reply or submission in response to this RFP.
- 3.4 “Services” means all services, scope of work and deliverables to be provided by a Bidder as described in the RFP.
- 3.5 “Bidder/ Service Provider/ System Integrator/ Vendor” means an eligible entity/ firm submitting a Proposal/ Bid in response to this RFP and the legal entity who signs and submits the bid.
- 3.6 “Successful Bidder” or “Vendor” means any firm/ company, etc., to whom work has been awarded and whose Bid has been accepted by the Bank and shall include its authorised representatives, successors and permitted assignees.
- 3.7 “Acceptance of Bid” means the letter/ email, or any memorandum communicating to the Bidder the acceptance of its Bid and includes an advance acceptance of his Bid.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- 3.8 “Agreement” means the contract signed between the Bank and the Selected Bidder and all the attached documents. The “Agreement” includes the RFP, subsequent modifications to the RFP, response of the selected vendor to the RFP, Purchase order and the contract document itself.
- 3.9 “Contract Period” means the period of existence of the total solution and will be valid from the date of execution of contract till completion of five (05) years from date of project sign off. The same shall be extendable at mutually agreeable terms and conditions.
- 3.10 “Authorised Signatory” means the person authorised by the Competent Authority of the respective company (say Board- in terms of applicable statutory provisions) for signing all the documents for purpose of this bid and to enter into contract thereafter, if successful in the bidding process. The documentary evidence to establish the identity and authority of authorised signatory must be submitted along with the bid document.
- 3.11 “Uptime” of the project means the amount of time all the services are available and operational. Guaranteed required uptime as expressed in SLA is 99.9% level and shall be calculated on quarterly basis.
- 3.12 “Support” shall mean the 24x7 support which shall handle Change Management and resolution to Fault/incident Reporting, Trouble Ticketing, and related enquiries during this contract.
- 3.13 “Total One Time Cost” means cost of Supply, Design, Implementation and Integration of hardware, software, and any other required component for the proposed solution.
- 3.14 “Total Contract Value” means cost of Supply, Design, Installation, Implementation, Integration and Maintenance of Hardware, Software, AMC support charges and any other required component for the proposed solution for a period of five (5) years.
- 3.15 “BFSI” refers to Banking, Financial Services and Insurance.
- 3.16 “CoS” refers to College of Supervisors.

4. Requirements and Scope of work

The Audio-Video and Video Conferencing (AV-VC) setup has been recently revamped in the Bank. There is a requirement of similar AV-VC setup in one conference room and two classrooms of College of Supervisors at Bandra-Kurla Office location of the Bank. Keeping in view of this requirement, a detailed Bill of Material is provided at [Annex – I](#).

Under the proposed arrangement, the Bidder should be able to provide the undernoted services:

- 4.1 The Bidder shall supply, install, test and maintain the AV-VC solution at the Bandra-Kurla Office location for entire period of contract. However, if the Bank desires, the contract may be extended based on the mutually agreeable terms and conditions between the Bank and the Bidder.
- 4.2 The Bidder should provide a “Project management team” for implementation of the solution till the user acceptance test (UAT) is completed. The Bidder needs to adhere to the high-level



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- features and detailed functional requirements as stated in the annexures while proposing a solution. The RFP and annexures together constitute the overall requirements of the Bank.
- 4.3 The installation will be deemed to be complete after successfully conducting the Acceptance Test Plan (ATP) test at the location and acceptance of the same by the Bank.
 - 4.4 The Bidder must resolve any hardware, system software and integration issues with existing system and application related problems during installation of the Total Solution.
 - 4.5 The proposed AV-VC solution shall have the capability to seamlessly integrate with the existing Video Conferencing systems and WebEx or any third-party meeting applications for conducting online meetings.
 - 4.6 The Bidders must provide complete solution on turnkey basis, involving all aspects of required components, including but not limiting to, providing Enterprise-wide Audio-Video Conferencing facility along with comprehensive responsibility of Design, Supply, Installation, Operationalisation and Maintenance of the new solution at Bandra-Kurla Office location of the Bank.
 - 4.7 This system should enable users to configure the audio-video settings like camera angle, focus etc. via an external touch panel to suit the user requirements.
 - 4.8 The user shall be able to define the layout of the Video output as per the requirement.
 - 4.9 The microphone should support local speech reinforcement and acoustic echo cancellation and guard against unwanted RF interference.
 - 4.10 The Bank should be extended with the 24x7 Problem Resolution Support through web, phone, and Email.
 - 4.11 After issuance of Purchase Order, the successful Bidder must conduct a comprehensive site survey at the location, in coordination with the respective office and should analyse the actual requirements of all line items in the bill of material ([Annexure I](#)). An additional Purchase Order may be issued subsequently to meet the additional requirements ascertained during the site survey, if any.
 - 4.12 The Bidder should be ready to shift as and when required, the equipment from one office to any other office within the same city or within the same premises and room too, uninstall and reinstall all the equipment, in case of any civil revamp or any other requirement, without any additional cost to the Bank.
 - 4.13 Within one year from the date of issue of Purchase order, the successful Bidder should execute any new work order at the rates discovered during the tendering process of this Project. After one year from the date of issue of Purchase Order, the successful Bidder shall cater to any requirements of the Bank, at a reasonable cost, with rates discovered during this tendering process acting as a benchmark, for the active as well as passive components, taking into consideration the inflation and forex fluctuations.
 - 4.14 All the OEMs should certify both Products and the Support component on their Letter Head for all the equipment and supports quoted by the Bidders as per the requirement given in the RFP.
 - 4.15 Bidders shall provide 5 years product support for active components and maintain the "Total Solution" for at least 5 years from the date of project sign-off which may be extendable further by another two (2) years or more based on mutually agreed terms and conditions



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

between the Bank and the successful Bidder. The proposed equipment shall not be declared, End of Life/Support during the entire period of the contract. In case of such event, the Bidder shall upgrade the component/ sub-component with an alternative product, that is acceptable to the Bank, at no additional cost without causing any performance degradation and/or project delays.

- 4.16 The OEM shall commit to provide product support for active components for a period of 5 years from the date of sign-off by the Bank. If, the OEM is unable to provide support for the above period, the OEM should upgrade the component/ sub-component with an alternative that is acceptable to the Bank at no additional cost to and without causing any performance degradation and/or project delays.

5. Delivery Schedule

- 5.1 The selected Bidder shall complete the delivery and implementation of the AV / VC solution as per the following schedule:

S. No.	Deliverables	Date of Completion
1	Delivery of all items (as per Purchase Order) as in Annex – I for the project	Within 02 weeks from the date of issuance of Purchase Order
2	Implementation of the Total Solution at the location	Within 04 weeks from the date of issuance of Purchase Order
3	Signing of Contract/ Agreement with the Bank	At the earliest, withing maximum 04 weeks from the date of issuance of Purchase Order

- 5.2 The Hardware and associated peripherals/ devices so received shall be in good working condition at the designated location of the Bank.

- 5.3 The delivery of the solution shall be deemed complete when an authorised representative of the Bank issues certification for Material Delivery Completion of the proposed solution at the site.

- 5.4 The installation shall be deemed to be complete after successful completion of the implementation at the location.

6. Performance Bank Guarantee

- 6.1 The successful Bidder shall at his own expense deposit PBG on the name of:

Chief General Manager-In Charge
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Shahid Bhagat Singh Road,
Mumbai 400001.

- 6.2 Within fourteen (14) days from the date of issue of Purchase Order, a Performance Bank Guarantee shall be obtained from a scheduled commercial bank, payable on demand in terms of relevant Annex of Bank Guarantee format, for an amount equivalent to ten percent (10%) of the Total Contract Value for the due performance and fulfilment of the contract by the Bidder. The Performance Bank Guarantee should remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the vendor, including the warranty obligations.
- 6.3 Without prejudice to the other rights of the Purchaser under the Contract in the matter, the proceeds of the performance bank guarantee shall be payable to the Bank as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The Bank shall notify the Bidder in writing of the invocation of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.
- 6.4 The Performance Bank Guarantee may be discharged upon being satisfied that there has been due performance of the obligations of the Bidder under the contract.
- 6.5 The performance bank guarantee shall be valid for at least sixty (60) days beyond the end of the contract period. The performance bank guarantee shall be denominated in Indian Rupees (INR). Bank will not release any payment milestone without submission of PBG. Penalty, as per the extant Bank norms, shall be levied in case of delay in submission of PBG.
- 6.6 The Performance Bank Guarantee would be invoked in case: failure of the Bidder to enter into a contract within four (04) weeks from the issue of the purchase order or within such extended period, as may be specified by the Chief General Manager-in-Charge, Department of Information Technology, Reserve Bank of India.
- 6.7 In case of delay in submission of Performance Bank Guarantee (PBG) under avoidable circumstances, charges for the delay in submission of PBG shall be recovered from the bills of the Bidder at Bank rate.

7. Payment Terms and Milestones

The payment milestone will be spread as per the following schedule.

S. No.	Payment Milestone	Payment
1	Delivery of the products as mentioned in the Bill of Material at Annex I	40% of Total One-time Cost



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

2	Implementation of the solution at respective location and project sign-off	50% of Total One-time Cost
3	Submission of Performance Bank Guarantee	10% of Total One-time Cost

8. Uptime

- 8.1 During the support period, the vendor shall provide all the software / firmware updates, new releases, version upgrades, new versions etc. within 30 days of their availability from the OEM.
- 8.2 In case of any error/disruption/Audio-Video quality issue or any other technical challenge encountered during any meeting, the relevant defect should be attended to and rectified immediately in active coordination with the OEM backend support.
- 8.3 The selected Bidder shall ensure uptime as per the Service Level Agreement.

9. Bid Security Declaration

Bidders have to submit a Bid Security Declaration (as per [Annex XIII](#)), accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the tender document/ RFP, they will be suspended for a period of 1 year from the date of notification from being eligible to submit Bids/Proposals for contracts with RBI.

10. Bidders' Eligibility Criteria

S. No.	Eligibility Criteria	Documentation Required
1.	The Bidder should be a Registered Indian Entity under the relevant statutory provisions and should have been in business for more than three years as on date of issue of this RFP.	Attested copy of the Certificate of Incorporation/ Registration of the Bidder.
2	The bidding entity should have minimum annual turnover of at least ₹70 Crores (Rupees Seventy Crores) and a positive net worth in each of the last three financial years.	Audited financial statements of the bidding entity indicating the annual turnover and net worth as set forth in the eligibility criteria. OR Statutory Auditor Certificate.
3	The Bidder should be a Top-rated partner of the OEM of VC systems (CISCO) as per their assessment criteria, on the date of issue of RFP.	The Top-rated partner certificate copy should be enclosed in the technical bid. The certificate should be valid on the date of RFP.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

4	The Bidder should have an experience of at least one similar project* for an amount of ₹10 Crores or more implemented in the last three financial years. *Similar project means the implementation of Video Conferencing solution, Installation and integration of Audio-Video Solutions comprising Microphones, Camera, Switchers, Control processors, DSP, speakers, etc.	A copy of purchase order / Project completion certificate should be submitted.
5a.	The Bidder should not be currently blacklisted by any Financial Institution/ Regulator/ Court of Law in India.	Self-declaration on the Company Letter Head, signed by authorised signatory.
5b.	The Bidder should not be involved in any legal case that may affect the solvency/ existence of firm or in any other way affect the Bidder's capability to provide/ continue the services to the Bank.	
6	The bidding Company should have a valid ISO 9001 / ISO 27001 certificate.	The certificate copy should be enclosed in technical bid. The certificate should be valid as on the date submission of the bid.
7	The Bidder must be duly authorised to supply the Original Equipment Manufacturers (OEM) products quoted in bill of material.	Annexure-VII — Manufacturers Authorisation Form

11. Site Particulars

Non-familiarity with the site conditions will not be considered a reason either for extra claims or for not carrying out the work in strict conformity with the timelines and specifications. Successful Bidder is expected to familiarise themselves with the site conditions and operationalise the solution.

12. Support & Comprehensive Annual Maintenance Contract (AMC)

12.1 The support and comprehensive AMC will start from the date of Project Sign-off for the complete solution.

12.2 The selected Bidder shall give the product support (inclusive of Hardware, Software and any other components that form a part of the total solution) for Five (5) years from the date of sign-off of the project.

12.3 The Charges for the support and comprehensive AMC for the first year can be quoted in the commercial bid and for all subsequent years, the new AMC charges will be arrived based on the following formula:

$$Ac = Ap [15 + \{45 \times (WPIc / WPIp)\} + \{40 \times (CPIc / CPIp)\}] \times 1/100$$



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

where A_c = Contract Amount for the current/new year.

A_p = Contract Amount for the previous year coming to an end.

WPI_c = Wholesale Price Index for Electrical Products six months prior to the Commencement date of contract for the current/new year.

WPI_p = Wholesale Price Index for Electrical Products six months prior to the Commencement date of contract for the previous year coming to an end.

CPI_c = Consumer Price Index for industrial workers for Urban/Mumbai City six months prior to the commencement date of contract for the current/new year.

CPI_p = Consumer Price Index for industrial workers for Urban/Mumbai City six Months prior to the commencement date of contract for the previous year coming to an end.

- 12.4 The AMC charges quoted shall be minimum 7% of the Total Product Cost (Hardware and Software) of the project. Any Bidder quoting the AMC charges less than minimum, their bids shall be disqualified.
- 12.5 The AMC support shall cover the Hardware repair/ replacement (including associated accessories) and the software maintenance (including new security patches/ version upgrades from time to time, etc.) for each product quoted by the Bidder.
- 12.6 The AMC charges shall be paid to the Bidder on quarterly basis on submission of invoices and satisfactory performance report by the respective office of the Bank.
- 12.7 The amount of the Quarterly Payments will be in-line with the Service Level Agreement parameters as defined in the RFP and the applicable penalties shall be deducted from the Quarterly Payments.
- 12.8 The Bidder shall provide the quotes for AMC for First Year only. For TCO calculation, Net Present Value (NPV) for Year 1 to 5 will be calculated with 5% escalation and discount factor of 8%.
- 12.9 During the support period, the vendor should maintain the systems and shall be responsible for all costs relating to maintenance, repair or any technical breakdown related to Hardware/ software.
- 12.10 During the support Period, the selected vendor will have to provide at no additional cost to the Bank all software updates, releases, Version upgrades, New Versions etc. within 30 days of their availability.
- 12.11 The selected Bidder shall provide preventive maintenance of the overall solution at least once per month.
- 12.12 The selected Bidder shall ensure 99% uptime for the individual equipment. In the case of any error on account of software corruption at the site, the relevant defect should be attended to and rectified immediately. In case of any complete equipment being faulty, it shall be replaced within 24 hours. Further, proportionate penalty will be levied in case of down time of the systems as per the Service Level Agreement (SLA).
- 12.13 The hot swappable parts in case of any defect, should be replaced as soon as possible, for which the selected Bidder should have sufficient spares of critical and hot swappable parts.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- 12.14 All the OEMs quoted by the Bidders in the project should have the service and support center and warehouses in India for the entire period of the contract.
- 12.15 24x7 telephonic and online support should be made available by the OEMs for all the equipment for online troubleshooting to address any technical issues including configuration and breakdowns.
- 12.16 Bank should be able to log calls directly to the OEMs, 24X7 during the entire period of the contract. Accordingly, escalation matrix of each OEM and confirmation letter from OEM should be submitted.
- 12.17 Besides the above, the vendor will have to confirm the terms and conditions mentioned in the tender.

13. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be expected from the selected Bidder during the implementation and its subsequent support for the project period.

The SLAs have been logically segregated in the following categories:

S. No.	Service Category	Target	Penalty
1	Delivery of hardware and software at the specified location as per specification	02 weeks from the date of issuance of Purchase Order	Penalties will be applicable after 2 weeks if the delivery is still not completed (Delivery shall be considered completed on the Confirmation of delivery of items). A penalty of 0.5 % per week on the undelivered portion out of the Total One-time Cost subject to a maximum of 10%. Penalty will be computed on the Total One-time Cost.
2	Installation and Operationalisation	04 weeks from the Date of issuance of Purchase Order	Penalties will be applicable if the installation and operationalisation is still not completed within the stipulated time (Installation and operationalisation shall be considered completed on the date of submission of all relevant installation documents). A penalty of 0.5% per week subject to a maximum of 10% shall be levied. Penalty will be computed on the Total One- time Cost.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

3.	Comprehensive Support and AMC (5 years)	Five Years	In the case of any error on account of software corruption/ Hardware defect at any site, the relevant defect should be attended to immediately and rectified immediately on receipt/ notice of the complaint. In case of complete equipment being faulty, it shall be replaced within 24 hours. Further, proportionate penalty will be levied in case of down-time of the system as per the SLA.
4.	Incident Reporting	Within 24 hours from time of incident	In the event of any incident, a First Information Report should be mandatorily submitted within 4 hours from the time the incident has occurred, and a detailed RCA (Root Cause Analysis) should be submitted within 24 hours. The Non-submission of RCA may be treated as deficiency in service which shall lead to imposition of penalty.
5.	Insurance (including Transit Insurance)	Up to Project acceptance provided by the Bank	The Bidder shall take the insurance policy of the total products till the project acceptance by the Bank. This should also cover the transit insurance and Erection All Risk (EAR) policy (shall be made available till 45 days from the date of Delivery) of Hardware at respective locations. In case of nonavailability of insurance (including transit insurance), a penalty and/or insurance premia, as applicable, may be recovered on a proportionate basis.
6	Non-Maintenance of Uptime	99% for individual product and 99.5% for overall solution	<p>The selected Bidder shall ensure 99% uptime for the individual equipment and/or 99.5% uptime for overall solution at respective location. The Non- maintenance of uptime shall attract a penalty equivalent as per the SLA.</p> <p>For purpose of calculating penalty, uptime is calculated as under</p> <p>Uptime (%) = $\{(T - D) \times 100\} / T$ Where: T= Total Minutes in a Month</p> <p>D= Downtime Minutes in a Month = Total Minutes during the Month where the AV / VC solution was down.</p> <p>a. For calculating downtime minutes, all incidents at a particular office, where</p>



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

			<p>solution was down for more than Fifteen (15) minutes will be considered.</p> <p>The downtime shall be calculated location-wise monthly. The month-wise penalty amount shall be calculated on the quarterly AMC charges for the Project and added for all months in the quarter to arrive at the final penalty amount for a particular office. The quarterly penalty amount shall be deducted from bills submitted for quarterly AMC charges by the Bidder.</p> <p>b. For calculation of uptime and penalty, planned/ scheduled down time at any office will be exempted.</p> <p>SLA for overall VC solution</p> <table><tr><th>Level of Uptime for Total VC solution at the location per Month</th><th>Penalty Charges per Month (% of Total Quarterly AMC charges for the Project)</th></tr><tr><td>99.50% and above</td><td>No Penalty</td></tr><tr><td>99.00% and above but below 99.50%</td><td>0.25%</td></tr><tr><td>98.00% and above but below 99.00%</td><td>0.5%</td></tr><tr><td>97.00% and above but below 98.00%</td><td>1%</td></tr><tr><td>Below 97.00%</td><td>2%</td></tr></table>	Level of Uptime for Total VC solution at the location per Month	Penalty Charges per Month (% of Total Quarterly AMC charges for the Project)	99.50% and above	No Penalty	99.00% and above but below 99.50%	0.25%	98.00% and above but below 99.00%	0.5%	97.00% and above but below 98.00%	1%	Below 97.00%	2%
Level of Uptime for Total VC solution at the location per Month	Penalty Charges per Month (% of Total Quarterly AMC charges for the Project)														
99.50% and above	No Penalty														
99.00% and above but below 99.50%	0.25%														
98.00% and above but below 99.00%	0.5%														
97.00% and above but below 98.00%	1%														
Below 97.00%	2%														



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

			SLA for Individual Equipment	
			Level of Uptime for individual equipment at the Office per Month	Penalty Charges per Month (% of Total Cost of Faulty Equipment)
			99.50% and above	No Penalty
			96.00% and above but below 99.50%	1%
			90.00% and above but below 96.00%	5%
			Below 90.00%	10%

Any extension in Delivery/ Implementation timelines or waiver of penalty shall be at the sole discretion of the Bank in view of valid supporting reasons and associated documents (if any).

14. Contacting the Bank

No Bidder shall contact the Bank on any matter relating to its Bid, from the time of opening of the Bid to the time the Contract is awarded. Any effort by any Bidder to influence the Bank in its decisions on Bid evaluation, bid comparison or contract award may result in the rejection of that Bidder's Bid.

15. Cost of Bidding

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

16. Bids and Evaluation Criteria

16.1 The entire bidding process would be conducted through the e-tendering portal of MSTC Ltd. The URL for the same is <https://www.mstcecommerce.com/eproc/>. The competitive commercial bids should be submitted online at the website MSTC e-Procurement Portal. The Bidders will have to upload the duly signed and scanned documents as part of bid. It must be ensured that all the documents are uploaded while submitting the tender online. The vendors are requested to note that they cannot make their online submission after the time stipulated above and no extension of time will normally be permitted for submission of



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- tenders. The bid amount should only be indicated in the relevant annex in the Commercial Bid.
- 16.2 All respective bids need to be submitted through this portal only. The Bidder shall exercise due care in submitting bill of material by referring to all the relevant requirements and technical specifications given in this document.
- 16.3 The bids will be submitted online at the website MSTC e-Procurement Portal (<https://www.mstcecommerce.com/eprocn/>) as per the terms and conditions mentioned in the tender. RBI will follow a **Two stage evaluation and selection process**. In the first stage, only the documents submitted by the Bidder will be opened and evaluated based on eligibility criteria. Only those Bidders who have submitted all the required forms and documents and comply with the eligibility criteria will be considered for commercial evaluation. Bids that do not comply with the eligibility criteria and other terms and conditions in the tender document will not be commercially evaluated. In the second stage, those Bidders satisfying the eligibility criteria, terms & conditions of this RFP, shall be shortlisted for commercial evaluation.
- 16.4 In case the Commercial Bid amount is indicated in any manner or form in the Technical Bid, the Bank shall reserve the right to summarily reject the bid. The bid amount should only be indicated in the Commercial Bid as per [Annexure I](#).
- 16.5 The Bidders are requested to note that it is mandatory to register with MSTC and have a valid digital certificate/signing certificate issued by any certifying authority approved by Govt. of India to participate in the online bidding. The Bidders are requested to ensure that they have the same, well in advance and if any assistance is required for the purpose, Bidder can contact MSTC e-Procurement team directly (Mr Tanmoy Sarkar, Deputy Manager, MSTC, +91-8349894664/022-22872011).
- 16.6 RBI will open the bids on scheduled dates mentioned in the RFP in the presence of Bidders. The representatives of the Bidders who choose to be present on the date, time and address mentioned in Section 1 (or as amended by RBI from time to time) have to produce an authorisation letter from the Bidder/ Identity Card to virtually represent them at the time of opening of the bids. One representative will be allowed to represent each Bidder.
In case the Bidder's representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of RBI.
- 16.7 The Commercial Bid should be in accordance with the following:
- a) The Bidder should quote the commercial value as per the [Annexure I](#)
 - b) The Bidder should indicate unit price of each, and every component proposed by them.
 - c) The prices quoted by the Bidder shall be in Indian Rupees and there shall be no escalation in price within the period of One (01) year from the date of issue of Purchase Order to the selected Bidder.
 - d) The price quoted should be inclusive of GST.
 - e) Any fluctuation in the exchange parity of Indian Rupee, vis-à-vis the US Dollar, or any other foreign currency, will not be a valid reason for the Bank to accept any change in the quoted price.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- f) Further, subsequent to the orders being placed/agreement executed, the successful Bidder shall pass on to RBI all fiscal benefits arising out of reductions in Government levies viz GST, etc.
- 16.8 The L1 Bidder will be decided on the basis of the lowest bid submitted by the Bidder as per the [Annexure I](#). The Bank at its sole discretion may also award the contract to the next successful Bidder, subject to the acceptance of the offer, if the delivery timelines/compliance to all the terms and conditions as committed by the Bidder during the bid submission is not adhered to.
- 16.9 The vendors are requested to note that they cannot make their bids submission after the time stipulated above and no extension of time will be permitted for submission of tenders except with the permission of the Bank. RBI will not be responsible for any delay due to any reasons.
- 16.10 Bidders are not permitted to submit more than one bid and any alternate product. The cost of bidding and submission of the bids is entirely the responsibility of the Bidders, regardless of the conduct or outcome of the tendering process.
- 16.11 Each page of the bid documents should be properly stamped and signed by the authorised signatory. However, RBI may seek original hard copy of the document for verification.
- 16.12 The bids that are not submitted in the prescribed format or incomplete or submitted after due date in any sense are liable to be rejected. The RBI reserves the right to accept or reject any bids without assigning any reason and RBI's decision in this regard will be treated as final.
- 16.13 L1 Bidder will be selected on the basis of Total cost of Ownership (TCO). The Calculation for arriving at L1 for commercial selection of a vendor is by calculating Total Cost of Ownership.

$$TCO = A + B$$

Where:

A = SITC (Supply, installation, testing and commissioning) cost of Total solution

B = Net Present Value of Comprehensive Annual Maintenance and Support Cost for a period of five (5) Years.

- 16.14 The bids will be submitted in two parts on the MSTC web portal:

a. Eligibility Criteria and Technical Bid Evaluation:

This comprises of the following to be submitted by the Bidder:

1	Compliance to Self-Declaration Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 – Annex III
2	Bidders / Company Profile – Annex IV
3	Compliance Statement – Annex V
4	Non-Disclosure Agreement (original to be submitted in physical to Bank) – Annex VI



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

5	Manufacturer Authorisation Format – Annex VII
6	Service Support Particulars - Annex VIII
7	Compliance Matrix - Annex IX
8	Performance Bank Guarantee Proforma – Annex X
9	Letter of Authority from OEM – Annex XI
10	Undertaking/ Declaration/ Certificate by the Bidder/OEM regarding country sharing land border with India - Annex XII
11	Bid Security Declaration - (original to be submitted in physical to Bank) – Annex XIII
12	Compliance to Technical Specification / Technical Bid Form without price – Annex XIV
13	Necessary documentary evidence for Bidder's experience in implementing the similar solution in the last three years. SUMMARY DOCUMENT to be provided listing the details of projects (project name, client, po date, items/solution, po amount, documentary proof) indicating supply and implementation experience.
14	Bidder Eligibility Criteria (Necessary documents in support of this)
15	Undertaking from Bidder/OEM on Support & Products
16	Compliance to remaining Annexures of RFP
17	Any other document in support of Eligibility / Technical Bid Evaluation Criteria, in addition to the documents provided above.

b. Commercial Evaluation response

- Bill of Material (Commercial Bid Format) – [Annex I](#)
- Compliance Certificate of Commercial Bid – [Annex II](#)

Note: Bank shall upload the price bid form in Excel format on MSTC portal post pre-bid meeting to include any changes if any on account of corrigendum.

The Technical Bid / Specification Compliance / Eligibility documents shall contain no financial/commercial details. Proposals with Technical Bid containing prices shall be outrightly rejected.

17. Bidding Document

- 17.1 The Bidder should examine all instructions, forms, terms and conditions and technical specifications in the RFP. Failure to furnish all information required by the RFP or submission of a bid not fully responsive to RFP in every respect will be at the Bidder's risk and may result in the rejection of the bid without any further intimation to the Bidder.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

17.2 At any time prior to the deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the RFP, by amendment.

18. Authorisation of Signature

The person who is signing the contract on behalf of the company should be authorised signatory as per their Board Resolution. Copy of the Board Resolution should be submitted.

19. Force Majeure

19.1 Neither Party shall be responsible for any failure to perform due to unforeseen circumstances or due to causes beyond the defaulting Party's control even after exertion of best efforts to prevent such failure, which failure may include, but not be limited to, acts of God, war, riots, embargoes, strikes, lockouts, acts of any Government authority, delays in obtaining licenses or rejection of applications under the Statutes, fire or floods.

19.2 If a Force Majeure situation arises, the Vendor shall promptly notify RBI in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by RBI in writing, the Vendor shall continue to perform its obligations under the Agreement/Contract as far as it is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

19.3 In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, RBI and the vendor shall hold consultations with each other in an endeavour to find a solution to the problem. Notwithstanding above, the decision of RBI shall be final and binding on the vendor.

20. Resolution of Disputes

20.1 The bids and any contract resulting there from, shall be governed by and construed according to the Indian Laws. All dispute or differences whatsoever arising between the selected Bidder and the Bank out of or in relation to the construction, meaning and operation or effect of the Contract, with the selected Bidder, or breach thereof shall be settled amicably.

20.2 If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, after issuance of 30 days' notice in writing to the other, clearly mentioning the nature of the dispute / differences, to a single arbitrator, acceptable to both the parties, for initiation of arbitration proceedings and settlement of the dispute/s and difference/ strictly under the terms and conditions of the purchase contract, executed between the Bank and the Bidder. In case, the decision of the sole arbitrator is not acceptable to either party, the disputes / differences shall be referred to joint arbitrators, one arbitrator to be nominated by each party and the arbitrators shall also appoint a presiding arbitrator before the commencement of the arbitration proceedings.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

20.3 The arbitration shall be governed by the provisions of the Rules of Arbitration of the Indian Council of Arbitration under the exclusive jurisdiction of the courts at Mumbai, India. The award shall be final and binding on both the parties and shall apply to the purchase contract. Work under the Contract shall be continued by the selected Bidder during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator, as the case may be, is obtained and save as those which are otherwise explicitly provided in the Contract, no payment due or payable by the Bank, to the Bidder shall be withheld on account of the on-going arbitration proceedings, if any, unless it is the subject matter or one of the subject matters thereof. The venue of the arbitration shall be at Mumbai, India under the exclusive jurisdiction of the courts at Mumbai, India.

21. Disqualification Parameters in Technical Bid Evaluation

The Bank reserves the right to cancel/ reject any bid in the following cases:

- If the Bidder does not respond / leaves the response field blank for any of the items mentioned in the tender.
- In case the value of total commercial proposal is negative.
- Bidders who do not qualify in the Bidder Eligibility criteria.
- The Bank reserves the right to disqualify any Bidder, who is involved in any form of lobbying/ influencing/ canvassing etc., in the evaluation / selection process.
- And any other disqualification criteria mentioned in this RFP.

22. Language of Tender

All correspondences and other documents pertaining to the RFP shall be in English. The Contract will be signed in Bilingual, that is Hindi and English. In case of any interpretation, the version in English will prevail.

23. Overall Liability of the Bidder

The Bidder's aggregate liability in connection with obligations undertaken as a part of this Project regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the contract. The Bidder's liability in case of claims against the Bank resulting misconduct or negligence of the Bidder, its employees, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

24. Right to Verification

24.1 The Bank reserves the right to verify any or all statements made by the Bidder in the tender document and to inspect the Bidder's facilities, if necessary, to establish to its satisfaction



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

about the Bidder's capacity to perform the job. The technical evaluation will be based on such information.

- 24.2 The Bank, if deemed fit, will inspect any or all of the equipment at OEM's manufacturing site before shipment to the Bank, to verify that the equipment supplied to Bank are as per the technical specification specified in the tender document or purchase agreement.

25. Signing of Contract

The selected Bidder shall enter into a contract with the Bank at the earliest, within a maximum period of 04 weeks from the date of issuance of Purchase Order or any another extended period as per the discretion of the Bank. The RFP will be a part of the contract. The Contract will be signed in Bilingual, that is Hindi and English. In case of any interpretation, the version in English will prevail.

26. Transit Insurance

The Bidder is required to take transit insurance and Erection All Risk (EAR) policy to cover hardware/software equipment cost at respective RBI location till 45 days from the date of delivery of hardware at the site. Please note that insurance premium amount needs to be borne by the Bidder only.

27. Liquidated Damages

27.1 The Bidder must strictly adhere to the delivery and implementation schedule, as specified in the RFP and purchase order issued by the RBI to the successful Bidder for performance of the obligations arising out of the purchase order and any delay will cause the RBI to resort to any or both of the following:

- a) The Bidder shall be liable to pay the Bank a penalty (as enumerated in the Service Level Agreement) for reasons solely attributable to the Bidder subject to a maximum of 10% of the Total contract amount.
- b) Termination of contract fully or partly and claim liquidated damages.

27.2 In case of termination of the purchase order by the Bank due to non- performance of the obligations arising out of the purchase order, the Performance Bank Guarantee will be forfeited.

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



28. Acceptance Test

- 28.1 The Acceptance Test Plan (ATP) aims to demonstrate the feature, quality, and capabilities of all equipment supplied and installed by the Bidder as per bank requirements, such as Hardware, Software (with required licenses) and Network equipment etc. The ATP shall be finalised on the basis of scope defined in this RFP with the selected Bidder.
- 28.2 The Acceptance Test shall be carried out jointly by the representatives of the Bank and the Bidder, after the total solution is configured and operationalised at the site.
- 28.3 A comprehensive "Acceptance Test Plan (ATP)" document, containing various aspects of the 'Acceptance Test' to demonstrate all the features of the Solution Proposed as envisaged in this tender document and claimed by the Bidder shall be submitted by the Bidder. The same shall be discussed with Bank 's representatives and modified suitably (if required) in the form of a User Acceptance Test (UAT). The Acceptance Test shall be deemed to be complete only on the issuance of the 'Acceptance Certificate' by the Bank to the Bidder.
- 28.4 However, at the minimum, the said ATP document should include the following:
- Demonstration of live multi-VC conferencing, where different parameters such as duo video capability, quality of output, Wired/ wireless presentation capability, speaker tracking, noise cancellation, Desktop/Application/File sharing will be assessed.
 - Active speaker tracking functionality.
 - Demonstration of the Plug and play VC connectivity via third party online meeting applications through the portable devices (Laptop, iPad) by using the VC infrastructure (Camera, Microphone, Speaker) without any performance degradation.
 - Wireless presentation functionality
 - Ability to configure all the equipment centrally using the Touch Panel System.
- 28.5 On evaluation of the Acceptance Test results and if required in view of the performance of the solution, as observed during the Acceptance Test, the Vendor shall provide necessary solution at his own cost thereof, to ensure the performance of the solution is meeting the requirement, as envisaged in this document. In addition, the Bank may ask the Bidder to specify further user test cases to evaluate the effectiveness of the solution.
- 28.6 The Acceptance Test document shall be a part of the Project sign-off by the Bank.
- 28.7 The solution provided by the Bidder should meet the technical and other specifications, as envisaged in this document.
- 28.8 The Bidder shall demonstrate the capabilities and perform complete testing of equipment, features, configuration of all the equipment.
- 28.9 As a part of the user acceptance test, the bank will also monitor the performance parameters of live video conferencing for some critical events and meetings, as desired by the Bank and the user acceptance document will be subsequently signed by the bank.

29. Spare Parts

The Selected Bidder should have adequate arrangements with the OEMs for availability of spares for a period of at least Five (5) years (the period will start after Project Sign-off).



30. Manuals / Documentation

The selected Bidder shall also prepare and provide one set of standard User operations comprising of connectivity and layout diagram for the proposed solution to the Bank.

31. Award Criteria

The Bank will award the Contract to the successful Bidder who has been determined to qualify to perform the Contract satisfactorily, and whose Bid has been determined to be responsive, and is the lowest evaluated Bid.

32. Notification of Award

Prior to expiration of the period of Bid validity, the Bank will notify the successful Bidder in writing or by email, that its Bid has been accepted. The notification of award will constitute the formation of the Contract.

33. Information Security

The Bidder and its personnel shall not carry any written material, layout, diagrams, CD/DVD, hard disk, storage tapes or any other media out of Bank's premise without written permission from the Bank. The Bidder personnel shall follow the Bank's information security policy and instructions in this regard. Bidder shall provide certificate/assurance from application providers/OEMs that the application is free from embedded malicious / fraudulent code. The Bidder shall ensure that the equipment / application / software and future upgrades being supplied shall be free from malicious code (Viruses, Trojan, Spyware etc.) and shall be liable for any loss (information, data, equipment, theft of Intellectual Property Rights, network breach, sabotage etc.) incurred to the Bank arising due to activation of any such embedded malware / malicious code.

34. Firm Prices

Prices quoted must be firm and final and shall not be subject to any re-openers or upward modifications, on any account whatsoever including exchange rate fluctuations, revision in taxes, duties, levies, charges etc. The Bid Prices shall be indicated in Indian Rupees (INR) only. Any decision in this regard by Bank shall be final, conclusive, and binding on the Bidder. The Prices quoted by Bidder shall be valid for 1 year from the date of issue of RFP.

35. Non-Solicitation

The Bidder, during the term of the contract and for a period of two years thereafter shall not without the express written consent of the Bank, directly or indirectly:

- i. Recruit, hire, appoint or engage or attempt to recruit, hire, appoint or engage or discuss employment with or otherwise utilise the services of any person who has been an employee or associate or engaged in any capacity, by the Bank in rendering services under the contract.
- or



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

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

36. Ownership and Retention of Documents

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

37. Vicarious Liability

- 37.1 The Bidder shall be the principal employer of the employees, agents, contractors, subcontractors etc., engaged by the Bidder and shall be vicariously liable for all the acts, deeds or things, whether the same is within the scope of power or outside the scope of power, vested under the contract.
- 37.2 No right of any employment shall accrue or arise, by virtue of engagement of employees, agents, contractors, subcontractors etc., by the Bidder, for any assignment under the contract. All remuneration, claims, wages dues etc., of such employees, agents, contractors, subcontractors etc., of the Bidder shall be paid by the Bidder alone and the Bank shall not have any direct or indirect liability or obligation, to pay any charges, claims or wages of any of the Bidder's employees, agents, contractors, subcontractors etc.
- 37.3 The Bidder shall agree to hold the Bank, its successors, assigns and administrators fully indemnified, and harmless against loss or liability, claims, actions or proceedings, if any, that may arise from whatsoever nature (on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Bank) through the action of Bidder's employees, agents, contractors, subcontractors etc. in performance or non-performance under this Agreement.

38. No Employer Employee Relationship

- 38.1 The Bidder or any of its holding/subsidiary/joint-venture/ affiliate / group / client companies or any of their employees / officers / staff / personnel / representatives / agents shall not, under any circumstances, have /deemed to have any employer- employee relationship with the Bank or any of its employees /officers / staff / representatives / personnel / agents.
- 38.2 A self-declaration is required from the Bidder as part of the technical bid.

39. Amendments to Bid Document

- 39.1 Amendments to the Bid Document may be issued by the Bank for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, prior to the deadline for the submission of bids, which will be placed on the MSTC web portal.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

39.2 The amendments so placed on the MSTC web portal will be binding on all the Bidders. From the date of issue, amendments to Terms and Conditions shall be deemed to form an integral part of the RFP. Further, in order to provide prospective Bidders reasonable time to take the amendment into account in preparing their bid, the Bank may at its discretion extend the deadline for submission of bids.

40. Format and Signing of Bid

40.1 The bid should be signed by the Bidder or any person duly authorised to bind the Bidder to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that he/she is empowered to sign the bid documents and bind the Bidder. All pages of the bid documents except brochures if any are to be signed by the authorised signatory.

40.2 Forms with respective Power of Attorney should be submitted and signed by the authorised signatory. Unsigned bids would entail rejection of the Bid.

41. Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

41.1 The Bidder shall be solely responsible for full compliance with the provisions of the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. In case of any complaint of sexual harassment against the employees of the Bidder within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under the said Act in respect to the complaint.

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

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

41.4 The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

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

42. Assignment

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



43. Publicity

Any publicity by the Bidder in which the name of Reserve Bank of India is to be used should be done only with the explicit written permission of Reserve Bank of India.

44. Subcontracting

The Bidder shall not subcontract or permit anyone other than its personnel and the parties enlisted in the response to perform any of the work, service or other performance required of the Bidder under the contract without the prior written consent of the Bank.

45. Indemnity to the Bank

- 45.1 The successful Bidder shall, at its own cost and expenses, defend and indemnify the Bank against all third-party claims including those of the infringement 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 outside India.
- 45.2 The successful Bidder shall expeditiously meet any such claims and shall have full rights to defend itself therefrom. If the Bank is required to pay compensation to a third party resulting from such infringement, the Successful Bidder shall be fully responsible therefore, including all expenses and court and legal fees.
- 45.3 The Bank will give notice to the successful Bidder of any such claim and shall provide reasonable assistance to the Successful Bidder in disposing of the claim.
- 45.4 The successful Bidder shall also be liable to indemnify the Bank, at its own cost and expenses, against all losses/damages, which the Bank may suffer on account of violation by the Successful Bidder of any or all national/international trade laws, norms, standards, procedures, etc.

46. Cancellation of Contract and Compensation

- 46.1 The Bank reserves the right to cancel the contract of the selected Bidder and recover expenditure incurred by the Bank on the following circumstances:
 - (a) The selected Bidder commits a breach of any of the terms and conditions of the bid/contract.
 - (b) The Bidder goes into liquidation voluntarily or otherwise.
 - (c) The progress regarding execution of the contract, made by the selected Bidder is found to be unsatisfactory.
- 46.2 After the award of the contract, if the selected Bidder does not perform satisfactorily or delays in executing the contract, the Bank reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the Bidder is bound to make good the additional expenditure, which the Bank may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- 46.3 The Bank reserves the right to recover any dues payable by the selected Bidder from any amount outstanding to the credit of the selected Bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order. Work, Study Reports, documents, etc. prepared under this contract will become the property of the Reserve Bank of India.
- 46.4 The Bidder reserves the right to cancel the contract with a written notice of 30 calendar days to the Bank. The Bank will not make any payments if any milestones have not been achieved and has the right to recover any advance payments made. The Bank also reserves the right to claim expenses it has incurred in appointing the Bidder.

47. Confidentiality Undertaking

- 47.1 The Bidder acknowledges that during this procurement, RBI may disclose certain confidential information to it. For purpose of this RFP, the term “**Confidential Information**” means any and all oral or written information that is not generally known and that receiving Party obtained pursuant to this RFP and the term “Confidential Information” shall include, but shall not be limited to, papers, documents, writings, classified information, inventions, discoveries, know how, ideas, computer programs, source codes, object codes, designs, algorithms, processes and structures, product information, research and development information and other information relating thereto, financial data and information and processes of a business, commercial, technical, scientific, operational, administrative, financial, marketing or intellectual property nature or otherwise and any other information that RBI may disclose to the Bidder, or that the Bidder may come to know by virtue of this procurement. Confidential Information also includes information obtained by the Bidder in confidence from third parties, including, but not limited to, its sub-contractors, consultants, or clients and any other information of a private, confidential or secret nature concerning RBI, whether or not relating to the affairs of RBI.
- 47.2 The Bidder agrees to hold RBI’s Confidential Information in strict confidence and take all steps necessary (including but not limited to those required hereunder) to preserve such confidentiality. The Bidder covenants and agrees with RBI that it will not, during the term of this procurement and contract period, and thereafter, till perpetuity, directly or indirectly use, communicate, disclose or disseminate to anyone any Confidential Information and any other information concerning the businesses or affairs of RBI or of any of its affiliates or subsidiaries or the database which the Bidder may have acquired in the course of or as incidental to its engagement or dealings with RBI or with any of its affiliates or subsidiaries other than with prior written consent of RBI. The Bidder further agrees that during the aforesaid period, it will:
- a. Only disclose Confidential Information to those of its employees, officers, directors, agents and contractors (collectively “Representatives”) with a need-to-know basis, provided, the receiving Party ensures that such Representatives have entered into a



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

confidentiality agreement with it that is reasonably calculated to protect the confidential information and prohibit its unauthorised disclosure or use.

- b. Not reproduce Confidential Information in any form except as required to perform its obligations.
- c. Not publish, reverse Engineer, decompile or disassemble any Confidential Information disclosed by the other Party.
- d. Not, in the course of this procurement and contract period, directly or indirectly export or transmit any Confidential Information to any country to which such export or transmission is restricted by regulation or statute; and
- e. Promptly provide the other Party with written notice of any actual or threatened breach of this clause.
- f. It is agreed between the parties that till such time as the contract is in subsistence, all SOWs (whether Services thereunder have been completed, terminated, subsisting) shall form part of the contract.

The provisions of the above Clause shall not apply to:

- a. Disclosure of Confidential Information that is or becomes generally available to the public other than as a result of disclosure by or at the direction of a Party or any of its Representatives in violation of the contract; or
- b. Disclosure, after giving prior written notice to the other Party and subject to any practicable arrangements to protect confidentiality, to the extent required by Applicable Laws, regulations or processes of any government authority or in connection with any judicial process regarding any legal action, suit or proceeding arising out of or relating to the contract.
- c. Upon the termination and/or completion of work assigned vide a SOW, the Bidder shall at the option of RBI, either destroy or return to RBI all of the RBI's Confidential Information in its possession or control, regardless of whether the Confidential Information is in written, graphics or machine-readable form. The Bidder further agrees that upon expiry or termination of the contract, it shall not itself or through any subsidiary or agent or otherwise, sell, license, sub-license, market, distribute or otherwise deal with any of the Confidential Information (in whole or in part) except to the extent permitted by RBI.
- d. The Bidder shall protect the confidential information by using the same degree of care it uses to prevent unauthorised use, dissemination, or publication of its own information of similar nature, notwithstanding, however, in no event shall such degree of care be less than reasonable degree of care.
- e. All Confidential Information shall be and remain the property of RBI. Except as otherwise expressly provided herein, nothing contained herein, nor the disclosure of Confidential Information shall be construed as RBI assigning or granting any right or license in Confidential Information or intellectual property rights to the Bidder.
- f. In the event that Bidder shares an information under the contract, the provisions of the contract shall apply mutatis mutandis on RBI.



48. Local Conditions

It will be imperative on each Bidder to fully acquaint himself with the local conditions and factors, which would have any effect on the performance of the contract and / or the cost. It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the Bid Documents. Bank shall not entertain any request for clarification from the Bidder regarding such local conditions. It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the Bid Documents will be entertained by Bank and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by Bank on account of failure of the Bidder to appraise themselves of local laws / conditions.

49. Correction of Errors

In case of any kind of discrepancy, Commercial bid valuation shall be considered as below:

- (a) If there is a discrepancy between words and figures, the amount in words shall prevail.
- (b) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
- (c) If there is discrepancy between unit price and total price, the unit price shall prevail.
- (d) If there is a discrepancy in the total, the correct total shall be arrived at by Bank.
- (e) In case the Bidder does not accept the correction of the errors as stated above, the bid shall be rejected.

50. Limitation of Liability

The Vendor's aggregate liability in connection with obligations undertaken as a part of this Contract regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the Contract excluding taxes.

51. Survival of Clauses

The provisions relating to indemnity, confidentiality, Deliverables, limitation of liability, governing law and jurisdiction and any clause that by its reasonable implication is intended to survive, shall survive termination of the awarded Contract.

52. Restriction on Procurement due to National Security

52.1 Compliance with the Rule 144(xi) of GFR 2017 inserted vide Office Memorandum (OM) F. No. 6/18/2019-PPD dated July 23, 2020 issued by 'Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India, the Public



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Procurement Orders issued in furtherance thereto, and their subsequent revisions shall be mandatory. In this regard, Bidder shall submit a copy of Undertaking / Declaration / Certificate on their letter head duly sealed and signed by the authorised signatory in the format at as per [Annex XII](#).

- 52.2 If the Undertaking / Declaration Certificate submitted by the Bidder is found to be false, his/her/its tender/ work order will be immediately terminated, and legal action in accordance with law including forfeiting of Earnest Money Deposit/ Performance Bank Guarantee/ Security Deposit may be initiated and the Bank may also debar the Bidder from participating in the tenders invited by the Bank in future.

53. Other Terms and Conditions

- 53.1 Bank's right to Accept Any Bid and to reject any or All Bids: The Bank reserves the right to accept or reject any Bid in part or in full, and to cancel the Bidding process and reject all Bids at any time prior to contract award, without thereby incurring any liability to the affected or Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Bank's action.
- 53.2 No Commitment to Accept Lowest or Any Tender: RBI shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. RBI reserves the right to make any changes in the terms and conditions of purchase. RBI will not be obliged to meet and have discussions with any vendor, and or to listen to any representations.
- 53.3 The Bank reserves the right to terminate the agreement, if the vendor fails to carry out any of its obligations/duties in terms of the agreement, after giving a notice of 30 days. The Bank also reserves the right to terminate the contract any time during the contract period with a notice period of 30 days, without assigning any reasons thereof.
- 53.4 The tender issued by RBI, the proposal submitted by the Vendor and the Purchase Order issued by RBI to the Vendor shall form part and parcel of this agreement and shall be read in conjunction with the terms and conditions of this agreement. In the event of any inconsistency or conflict between the terms and conditions of this Agreement and those contained in the tender or Purchase Order, the terms and conditions of this Agreement shall prevail.
- 53.5 It is agreed between the parties that till such time as the Agreement is in subsistence, all SOWs (whether Services thereunder have been completed, terminated, subsisting) shall form part of this Agreement.
- 53.6 The Vendor shall ensure compliance with all applicable laws, including but not limited to all labour laws, tax laws, data protections laws etc. RBI reserves the right to call for proof of such compliance whenever deemed necessary, and the Vendor shall abide by the same. The Vendor shall take care of any liability / insurance cover to its employees etc. engaged for the work under this Agreement, which is required under any law. The Vendor shall be solely responsible for its violation of any statutory provisions. The Vendor shall, at its own cost and expenses, also keep the Bank indemnified against all claims/losses/damages,



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

which the Bank may suffer on account of violation by the Vendor of any or all applicable national/ international laws, norms, standards, procedures, etc.

- 53.7 All expenses, stamp duty and other charges/ expenses in connection with the execution of the Agreement shall be borne by the Bidder.
- 53.8 All the proposals / declarations / assertions made by Bidder should be on their letter head and each page of the document should contain name of company and initials of the authorised signatory.
- 53.9 The products quoted by the Bidder shall not be declared End of Life (EOL) as on the date of submission of Bid and should have back-to-back AMC support from the OEM for the entire period of the contract.
- 53.10 In case of renovation / any civil work undertaken in the conference/ classrooms, the Bidder should uninstall and reinstall the AV-VC solution at no additional cost.
- 53.11 Bidder should obtain from the OEM(s) a counter guarantee indicating “End of Sale” & End of support” etc. in the OEM's letter head signed by their authorised signatory, for providing spares for all hardware items supplied by them for the projected life period of the complete solution. Even if some of the hardware reaches the declared end of life, spares for such products should be made available by them. This counter guarantee is required in case the Bidder/integrator fails to perform their contractual liability during the Project period citing such reasons.
- 53.12 The Bank is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delay or holidays. The bids found incomplete in details OR received after due date and time are liable to be rejected.
- 53.13 The Bank reserves the right to accept or reject any bid or scrap the Tender without assigning any reason thereof and Bank 's decision in this regard will be treated as final.
- 53.14 The Bank reserves the right to alter / increase / decrease the hardware, Software requirements up to (+/-) 25 %, as the case may be to meet the requirements at any point of time during the period of the contract.
- 53.15 The Bank reserves the right to shortlist the Bidders based on its requirement and consider them for the next stage of evaluation based on technical evaluation of the documents submitted by the Bidders, site visits, etc. The decision of the Bank in this regard shall be final.
- 53.16 The Bidder should submit the detailed Bill of Material without prices with part number with the Technical bid. All the equipment supplied in this project should be covered with a valid service and support agreement and the OEM should certify the same along with documentary details of such a contract as per the requirement of this RFP.
- 53.17 All the technical specifications and other terms and conditions of the offer proposed by the Bidder should be valid for a minimum period of One Year from the last date of submission of Tender.

54. Pre-bid Meeting

- 54.1 The Bank will schedule a pre-bid meeting after the issuance of RFP on the MSTC portal.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- 54.2 Any pre-bid queries can be sent to the designated email id (vc@rbi.org.in) before the scheduled date. The queries will be formally responded to, and questions/points of clarification and the responses will be circulated to all participating Bidders, if required. The source (identity) of the Bidder seeking points of clarification will not be revealed. Alternatively, Bank may at its discretion, answer all such queries in the Pre-bid meeting. It may be noted that all queries, clarifications, questions, relating to this RFP, technical or otherwise, should be only to the designated email id as stated earlier. For this purpose, communication to any other email id or through any other mode will not be entertained.
- 54.3 The Bank reserves the right to advance or postpone the pre-bid meeting date and/or change its venue. The Bidders will be informed of any changes to the date. All points discussed during the pre-bid meeting, if need be, will be posted on the Bank website along with their responses.
- 54.4 For the pre-bid meeting, Bidders are required to inform the Bank at least a day in advance vide e-mail at (vc@rbi.org.in) with participant details such as name, details of electronic devices being carried by the participants, if any, company name and mobile number. Any representative from the OEM shall not be allowed in the pre-bid meeting.
- 54.5 No queries will be entertained after the Pre-Bid meeting.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex I: Commercial Bid Format

S. No.	OEM	Model	Description	Quantity	Unit cost	GST %	Total cost (including GST)
1	Samsung	QM85R-B	85 " Displays	1			
2	SENNHEISER	MEB 114-S	Table-Top Wired Boundary Microphones	17			
3	SENNHEISER	MEG 14 40 + MAT 133 S	Wired Gooseneck Microphones	5			
4	ClearOne	910-3200-009D	Audio DSP	4			
5	AMX	CONTROL 16C/T	In-ceiling speakers	22			
6	ClearOne	910-3200-401	Power Amplifier	6			
7	AMX	FG1906-0401	All-in-One Presentation System with 8x4 4K60 4:2:0 HDMI/HDBaseT 2.0 Matrix Switching	1			
8	Cisco	CS-KIT-EQ-K9	Video conferencing system	1			
9	Cisco	CAB-HDMI-MUL4K-2M=	HDMI Adapter Ring	6			
10	Kramer - Active	TBUS-1N(B)+ T1AF-26	Enclosure - Black Sand Blasted Anodised Aluminium Top	6			
11	Kramer - Active	TS-2U + W-2UC	Enclosure - Black Sand Blasted Anodised Aluminium Top				
12	Kramer - Active	C-AC/IN+ WCP(B)	Enclosure - Black Sand Blasted Anodised Aluminium Top				
13	Kramer - Active	WU-CA(B)	Enclosure - Black Sand Blasted Anodised Aluminium Top				
14	Kramer Passive	AD-HF/HF	HDMI Coupler	6			
15	AMX	DX-TX-4K60	HDMI Transmitter	21			
16	AMX	DX-RX-4K60	HDMI Receiver	18			



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

17	AMX	AMX-UTP1011	Room Scheduler Display	3			
18	Netgear	GS724TP	Network Switch that Supports 24 port 1Gbps with 8 PoE port switch	3			
19	AMX	FG2106-03	Room Control Processor	3			
20	AMX	FG423-48	PSR5.4, 12 VDC,5.4 A Power Supply 3.5 mm				
21	AMX	FG2263-06-00	TPC-IPAD, TP CONTROL APP LICENSE FOR IPA				
22	AMX	FG2263-08-00	TPC-ANDROID TAB, TP CONTROL APP LICENSE				
23	Apple	MPQ03HN/A	Tabletop Touch Panel	3			
24	Apple	SGFC2HN/A	Apple care				
25	IPORT	72340	Docking Station Sleeve				
26	IPORT	72352	Base Station				
27	Kramer Passive	C-HM/HM/PRO-6	Flexible High-Speed 6 ft HDMI Cable with Ethernet	50			
28	Kramer Passive	C-USB3/AB-6	6ft USB Type-A Male to Type-B Male	9			
29	Kramer Passive	C-USB3/AA-6	6ft USB A-A Cable	6			
30	Kramer Passive	C-USB/CA-6	6 ft USB A-C cable	6			
31	Kramer Passive	BC-1T	Microphone Bulk Cable (Per Mtr)	400			
32	Kramer Passive	BC-2S	16AWG Speaker Cable (Per Mtr)	450			
33	Kramer Passive	BC-2T	Stereo Audio/Control cables	150			
34	Kramer Passive	10GXE02	Shielded Cat 6 cable (Per meters)	1300			
35	D-Link	D-Link	Network Patch Cable - 2M	50			
36	D-Link	XLR + D-Link	Connectors etc (LOT)	4			
37	TPLINK	TPPOE150S	PoE injector for Room Scheduler	3			
38	D-LINK	D-Link R03	Wireless Access Point	3			



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

39	Aten	UC232A	USB A to Serial cable for Codec to AMX controller connection	1			
40	Custom	Custom	Power Cable for USB Charger (Cable Cubby)	4			
41	Kramer - Active	PT-2UT/R-Kit (EXT3-U-KIT)	USB over Category Cable Extender, Local and Remote	3			
42	Custom	Custom	32U 600x800 Equipment Rack	3			
43	Samsung	WM85A	Interactive display unit	2			
44	Samsung	QM65B	65" Displays	4			
45	AMX	FG1061-16-FX	16x16 Modular 4K60 4:2:0 Multi-Format Managed	2			
46	AMX	FG1061-572	DGX-I-DXL-4K60	8			
47	AMX	FG1061-582	DGX-O-DXL-4K60	6			
48	AMX	FG1058-705	DGX-AIE, ENOVADGX AUD INSERT EXTRACT BOAR	2			
49	tvONE	C3-503	8 Input Video Mixer and Multiviewer	2			
50	Cisco	CS-CODEC-EQ-K9	Video conferencing system	2			
51	Cisco	CS-CAM-PTZ4K	20X PTZ Camera	6			
52	Cisco	PSU-12VDC-40W2=	Power supply				
53	Cisco	PWR-CORD-IND-D=	Power cord				
54	Cisco	CS-PTZ4K-BRKT=	Wall mounting kit for camera	6			
55	SENNHEISER	MKE 40	Lapel microphone, Cardioid	6			
56	SENNHEISER	SL MCR 4 DW-3	Wireless Receiver	4			
57	SENNHEISER	SL HANDHELD 865 DW-3-EU	Wireless Handheld transmitter	6			
58	SENNHEISER	SL-BODYPACK-DW-3-EU	Wireless Bodypack Transmitter	6			



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

i.	Total Product Cost (A)				
ii.	One-time implementation cost (B)				
iii.	Net Present Value of Comprehensive Annual Maintenance and Support for 5 years (C)				
	Grand Total = A + B + C				

L1 Bidder will be decided based on Total Cost of Ownership (TCO).



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex II: Compliance Certificate of Commercial Bid

(On letterhead of the Bidder)

Date

The Chief General Manager-In Charge
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

Subject: COMMERCIAL BID dated MMMM, DD, YYYY for Provisioning of AV-VC
Infrastructure at Bandra-Kurla Office of Reserve Bank of India.

Having examined the Bid Document, we, the undersigned, offer to supply, deliver, implement and commission ALL the items mentioned in the 'Request for Proposal' and the other schedules of requirements and services for your bank in conformity with the said Bid Documents for a total bid price of:

Indian Rupees in words and figures.

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

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

We hereby confirm the prices quoted by us are reasonable and as per industry standards.

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

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

Dated this Day of2025

.....

(Signature) (In the capacity of)



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Duly authorised to sign the Bid Response for and on behalf of:

.....

.....

(Name and address of Bidding Company)

Seal/Stamp of Bidder

Witness name:

Witness address:

.....

.....

Witness signature:



**Annex III: Compliance to Self-Declaration Sexual Harassment of Women at
Workplace (Prevention, Prohibition and Redressal) Act, 2013**

(On letterhead of the Bidder)

Strictly Private and Confidential

The Chief General Manager-In Charge
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

[Date]

[Salutation]

Sub: Request for Proposal (RFP) For Procurement of AV Infrastructure at Bandra-Kurla Office of Reserve Bank of India

Further to our proposal dated....., in response to Request for Proposal (RFP) For Provisioning of AV-VC Infrastructure at select locations of Reserve Bank of India (hereinafter referred to as "RFP") issued by Reserve Bank of India (hereinafter referred to as "RBI") we hereby covenant, warrant and confirm as follows:

Full compliance with the provisions of the "the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013". In case of any complaint of sexual harassment against its employee within the premises of the Bank, the complaint will be filed before the Internal Complaints Committee constituted by the Bidder and the Bidder shall ensure appropriate action under said Act in respect to the complaint.

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

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

The Bidder shall be responsible for educating its employees about prevention of sexual harassment at workplace and related issues.

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

Yours faithfully,

Authorised Signatory

Designation

Bidder's corporate name



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex IV: Bidder / Company Profile

(On Bidder's letter head)

Constitution 1. Proprietary 2. Partnership 3. Private Ltd. 4. Public Ltd.	:		
Established since	:		
Commercial Production of the solution on Offer started since	:		
Address of Registered Office	:		
Category	:	i. Software Producer / Developer (Principal) ii. Hardware Manufacturer (Principal) iii. Bidder / Solution Provider Any Other (<i>please specify</i>)	
If Consortium, please specify the names of Members	:	1. 2.	
		Name	Phone Nos. (with STD)
Names of Proprietor/ Partners / Directors	:	1. 2. 3. 4. 5.	
Number of Engineers skilled in AV / VC infrastructure	:		
Number of Total Employees	:		
Solution being offered; Sold so far to			
Purchaser with full address and Details of Contact Person (Phone, Fax, E-Mail Address)	Module in use	Date of Sale	Whether Warranty / AMC still in vogue
1.			
2.			
3.			



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Note: Please support the above facts with documentary evidence. Please also attach Income Tax Clearance Certificate (latest) and Referral Letters from Clients mentioned above

Signature of Bidder: _____

Name: _____

Business address: _____

Place: _____

Date: _____



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex V: Compliance Certificate

(On Bidder Company's Letter Head)

Chief General Manager,
Reserve Bank of India,
Department of Information Technology,
14th Floor, Central Office Building,
Shahid Bhagat Singh Marg,
Fort, Mumbai – 400 001

Dear Sir,

**Provisioning of AV-VC Infrastructure at Bandra-Kurla Office of Reserve Bank of India–
RFP No. Dated**

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to supply, install and maintain the AV infrastructure in conformity with the said Bidding documents.

We undertake, if our Bid is accepted, to supply, install and maintain the AV infrastructure in accordance with the delivery schedule specified in the tender document. We also undertake to deploy the well-trained and skilled resources with the required qualifications as specified in the RFP for the due performance and fulfilment of the contract.

If our Bid is accepted, we will obtain the guarantee of a Bank in a sum equivalent to 10 percent of the license cost for the due performance of the Contract, in the form prescribed by the Bank.

We agree to abide by the Bid and the rates quoted therein for the orders awarded by the Bank up to the period prescribed in the Bid, which shall remain binding upon us.

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.

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

We understand that you are not bound to accept the lowest or any Bid you may receive.

Dated this ... day of ... 2024

(Signature)

(Name)

(In the capacity of)

Duly authorised to sign Bid for and on behalf of



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex VI: Non-disclosure Agreement

(On Bidder's letter head)

WHEREAS, we, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to offer to supply, install and maintain AV infrastructure at Bandra-Kurla Office of Reserve Bank Of India, having its registered office at Central Office Building, Shahid Bhagat Singh Road, Fort, Mumbai – 400 001, hereinafter referred to as the BANK and,

WHEREAS the COMPANY understands that the information regarding the AV infrastructure by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and

WHEREAS the COMPANY understands that in the course of submission of the offer for the said Product and Services and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the Bank's properties and/or have access to certain plans, documents, approvals or information of the BANK.

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the BANK to grant the COMPANY specific access to the BANK's property/information

The COMPANY will not publish or disclose to others, nor, use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the BANK, unless the COMPANY has first obtained the BANK's written authorisation to do so; The COMPANY agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the COMPANY for the purpose of submitting the offer to the BANK for the offer to supply, install and maintain AV infrastructure will not be disclosed to during or subsequent to submission of the offer to the BANK, to anyone outside the BANK.

The COMPANY shall not, without the BANK's written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Authorised Signatory Name:
Designation:
Office Seal: Place:

Date:



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex VII: Manufacturer's Authorisation Form

(On OEM's letter head)

(On OEM's letter head)

No. _____ Date: _____

Chief General Manager In-Charge,
Reserve Bank of India,
Department of Information Technology,
14th Floor, Central Office Building,
Shahid Bhagat Singh Marg, Fort,
Mumbai – 400 001

{Ref: Request for Proposal (RFP) For Provisioning of AV-VC Infrastructure at Bandra-Kurla Office
of Reserve Bank of India}

Sub: Manufacturer Authorisation for your procurement needs

Dear Sir/ Madam:

We wish to take the opportunity to inform you that as a policy, <Name of OEM> business associates/Partners/System Integrator in each country carry out all the commercial transactions for <OEM products> with the customers directly and enter into contracts independent of OEM. OEM is the sole manufacturer of products like -----, etc. which can be procured through <Name of OEM> business associates/Partners/System Integrator.

We confirm that the business associates/Partners/System Integrator (Name)
having its registered office at (Address) is one such "business
associates/Authorised Partners/System Integrator" for <OEM> products in India business
associates/Partners/System Integrator Name, among others, possesses the
requisite expertise and resources to supply, renew, upgrade, install and maintain <OEM> products
to you.

The "business associates/Authorised Partners/System Integrator" has been a partner with us
(please mention the level of partnership) Continually for the last years in
India

Trust that the above points suffice your requirements. Should you need any further information or
clarification in this regard, please feel free to contact us.

Thanking You,



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

For <OEM>Authorised signatory

Name :

Designation:

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.



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex VIII: Service Support Particulars

(On Bidder's letter head)

CITY / LOCATION	POSTAL ADDRES, TELEPHONE, FAX, E-MAIL AND CONTACT DETAILS OF SUPPORT PERSONNEL	OFFICE WORKING HOURS (PL MENTION THE SUPPORT PERSONNEL IS OWNED OR FRANCHISEE ARRANGEMENT)	NUMBER OF CISCO PROFESSIONALS CAPABLE OF SUPPORTING THE SOFTWARE BEING PROVIDED	OWNED OR FRANCHISEE



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex IX: Compliance Matrix

<u>Sl. No</u>	<u>Eligibility Criteria and other terms and conditions</u>	<u>COMPLIANCE (Yes/No)</u>
1.	The Bidder must be a top-rated Partner of the OEM, i.e., M/s Cisco and having a presence in the Bank for supply of solutions and services	Yes/ No
2.	The Bidder agree to the terms and conditions of the RFP	Yes/ No
3.	The Bidder has attached all documentary evidence wherever is required	Yes/ No
4.	All Annexure complete in all respect have been attached?	Yes/ No
5.	All supporting documents as per para 10 of the RFP	Yes/ No



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex X: Performance Bank Guarantee Proforma

The Chief General Manager-In Charge
Department of Information Technology
Reserve Bank of India
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai-400 001

Dear Sir,

PERFORMANCE BANK GUARANTEE – Request for Proposal (RFP) for Provisioning of Audio-Video / Video Conferencing Solution at Bandra-Kurla Complex office of Reserve Bank of India
WHEREAS

M/s. _____ (name of Bidder), a company registered under the Companies Act, 1956 / a partnership firm registered under the Partnership Act 1932, having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), entered into a Contract/ Agreement dated (hereinafter referred to as “the said Agreement”) with you (Reserve Bank of India) for Request for Proposal (RFP) For Procurement of AV Infrastructure at Bandra-Kurla Office of Reserve Bank of India, as detailed in the scope of work for the SI for the project in the RFP document for Request for Proposal (RFP) For Procurement of AV Infrastructure at Bandra-Kurla Office of Reserve Bank of India, as detailed in the said Agreement.

We are aware of the fact that in terms of sub-para (...), Section (...), Chapter (...) of the said Agreement/ RFP, our constituent is required to furnish a Performance Bank Guarantee for an amount of ₹..... (In words and figures), being 10% of the total contract value of ₹... (in words and figures), as per the said Agreement, as security against breach/default of the said Agreement by our Constituent.

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

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

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



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

- II. Notwithstanding anything to the contrary, as contained in the said Agreement, we agree that your decision as to whether our constituent has made any such default/s / breach/es, as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Agreement, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.
- III. This Performance Bank Guarantee shall continue and hold good for a period of 60 days beyond the completion of the contract period, subject to the terms and conditions in the said Agreement.
- IV. We bind ourselves to pay the above said amount provided a claim or demand under this guarantee is made by RBI on us on or before completion of contract (date).
- V. We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we have an obligation to honour the same without demur.
- VI. In order to give full effect to the guarantee contained herein, we (name and address of the bank), agree that you shall be entitled to act as if we were your principal debtors in respect of your claims against our constituent. We hereby expressly waive all our rights of surety ship and other rights, if any, which are in any way inconsistent with any of the provisions of this Performance Bank Guarantee.
- VII. We confirm that this Performance Bank Guarantee will cover your claim/s against our constituent made in accordance with this Guarantee from time to time, arising out of or in relation to the said Agreement and in respect of which your claim is lodged with us on or before the date of completion of the contract. (Date).
- VIII. Any notice by way of demand or otherwise hereunder may be sent by special courier, fax, hand delivery, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted.
- IX. If it is necessary to extend this Performance Bank Guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you (Reserve Bank of India).
- X. This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent, nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up but will ensure to the benefit of you and be available to and be enforceable by you.
- XI. Notwithstanding anything contained hereinabove, our liability under this Performance Bank Guarantee is restricted to ₹..... (in words and figures) and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the date of completion of the contract. (Date).



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

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

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

I. Our liability under this Performance Bank Guarantee shall not exceed ₹..... (in words and figure);

II. This Performance Bank Guarantee shall be valid only up to (Date); and

III. We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before the date of completion of the contract. (Date).

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

Dated this day 2025.

Yours faithfully,

(Signature of Authorised Signatory)

<NAME, TITLE AND ADDRESS>

FOR AND ON BEHALF OF

<NAME OF THE APPLICANT ORGANISATION>



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex XI: Letter of Authority

(This 'Letter of Authority' should be issued on the letterhead of the OEM)

Place:

Date:

The Chief General Manager-in-Charge
Department of Information Technology,
Central Office, Reserve Bank of India,
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai – 400 001.

Dear Sir,

Subject: Letter of Authority

We have been approached by M/s _____ in connection with
your tender/ RFP No. _____ subject _____ dated _____.

We confirm having offered to them the software/ hardware in line with your requirement outlined
in the Request for Proposal (RFP) For Procurement of AV Infrastructure at select locations of
Reserve Bank of India.

Our offer to them is for the following software/hardware for which we are the OEM and having
back-to-back support agreement with the Bidder.

1. _____
2. _____
3. _____
4. _____
5. _____

.

The authorised agency would independently support and service the above-mentioned software
/ hardware during the contract period.

(Authorised Signatory)

For _____



**Annex XII: Proforma for Undertaking/ Declaration/ Certificate by the Bidder/OEM
regarding country sharing land border with India**

To be submitted by Bidder on their letter head duly sealed and signed by the authorised
signatory

The Chief General Manager-in-charge
Department of Information Technology,
Central Office, Reserve Bank of India,
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai– 400 001.

Dear Sir,

Ref: RFP No. _____ dated _____

Bidder Name: _____

I / We _____ (Name and address, including Country of location of Bidder/OEM) have read and understood the contents of the Office Memorandum (OM) F. No. 6/18/2019 PPD dated July 23, 2020 and its subsequent orders/revision issued by Public Procurement Division, Department of Expenditure, Ministry of Finance, Government of India regarding the restrictions on procurement from a Bidder of a country which shares a land border with India.

2. I / We certify that _____ (Name of the Bidder/OEM)

- i. is not from a country sharing land border with India, or
- ii. is from a country sharing land border with India and has been registered with the
Competent Authority, the certificate of which is enclosed, or
- iii. is from a country sharing land border with India where Government of India has extended
lines of credit, or
- iv. is from a country sharing land border with India where Government of India is engaged
in development projects.

(Strikeout whichever of the above is not applicable)



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

3. I/We further certify that _____ (Name of Bidder/OEM) fulfils all requirements in this regard and is eligible to be considered under the provision of the above referred Office Memorandum and its subsequent orders/ revision. I/We also undertake that even in case of contracts where we are permitted by the Bank/RBI to sub- contract. I/we _____ (Name of Bidder/OEM) will not sub-contract any work to a contractor from country(ies) sharing land border with India, unless such contractor fulfils all the requirements contained in the above referred office memorandum / order.
4. I/We know and understand that, if this Undertaking / Declaration / Certificate submitted by JS is found to be false, the Bank shall be free to reject/ terminate our tender/ Work Order and that the Bank shall also be free to initiate any legal action in accordance with law including forfeiting of Earnest Money Deposit / Performance Bank Guarantee / Security Deposit and / or debarring us from participating in tenders invited by the Bank in future.

Signature and name of the authorised signatory of the Bidder with Rubber Stamp

Date:

Place:



ANNEX XIII: Format of Bid Security Declaration from Bidders in lieu of EMD

(On Bidders Letter head)

Bid Security Declaration Form

The Chief General Manager-in-charge
Department of Information Technology,
Central Office, Reserve Bank of India,
14th Floor, Central Office Building,
Shahid Bhagat Singh Road,
Mumbai- 400 001.

Ref: RFP No. _____ dated _____

Bidder Name: _____

Dear Sir,

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration. I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid. Signature and name of the authorised signatory of the Bidder with Rubber Stamp

Date:

Place:



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

Annex XIV: Compliance to Technical Specification / Technical Bid Form without price

S. No.	OEM	Model	Description	Quantity	Compliance (Complete/ No)	Remarks
1	Samsung	QM85R-B	85 " Displays	1		
2	SENNHEISER	MEB 114-S	Table-Top Wired Boundary Microphones	17		
3	SENNHEISER	MEG 14 40 + MAT 133 S	Wired Gooseneck Microphones	5		
4	ClearOne	910-3200-009D	Audio DSP	4		
5	AMX	CONTROL 16C/T	In-ceiling speakers	22		
6	ClearOne	910-3200-401	Power Amplifier	6		
7	AMX	FG1906-0401	All-in-One Presentation System with 8x4 4K60 4:2:0 HDMI/HDBaseT 2.0 Matrix Switching	1		
8	Cisco	CS-KIT-EQ-K9	Video conferencing system	1		
9	Cisco	CAB-HDMI-MUL4K-2M=	HDMI Adapter Ring	6		
10	Kramer - Active	TBUS-1N(B)+T1AF-26	Enclosure - Black Sand Blasted Anodised Aluminium Top	6		
11	Kramer - Active	TS-2U + W-2UC	Enclosure - Black Sand Blasted Anodised Aluminium Top			
12	Kramer - Active	C-AC/IN+WCP(B)	Enclosure - Black Sand Blasted Anodised Aluminium Top			



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

13	Kramer - Active	WU-CA(B)	Enclosure - Black Sand Blasted Anodised Aluminium Top			
14	Kramer Passive	AD-HF/HF	HDMI Coupler	6		
15	AMX	DX-TX-4K60	HDMI Transmitter	21		
16	AMX	DX-RX-4K60	HDMI Receiver	18		
17	AMX	AMX-UTP1011	Room Scheduler Display	3		
18	Netgear	GS724TP	Network Switch that Supports 24 port 1Gbps with 8 PoE port switch	3		
19	AMX	FG2106-03	Room Control Processor	3		
20	AMX	FG423-48	PSR5.4, 12 VDC, 5.4 A Power Supply 3.5 mm			
21	AMX	FG2263-06-00	TPC-IPAD, TP CONTROL APP LICENSE FOR IPA			
22	AMX	FG2263-08-00	TPC-ANDROID TAB, TP CONTROL APP LICENSE			
23	Apple	MPQ03HN/A	Tabletop Touch Panel			
24	Apple	SGFC2HN/A	Apple care	3		
25	IPORT	72340	Docking Station Sleeve			
26	IPORT	72352	Base Station			
27	Kramer Passive	C-HM/HM/PRO-6	Flexible High-Speed 6 ft HDMI Cable with Ethernet	50		
28	Kramer Passive	C-USB3/AB-6	6ft USB Type-A Male to Type-B Male	9		
29	Kramer Passive	C-USB3/AA-6	6ft USB A-A Cable	6		
30	Kramer Passive	C-USB/CA-6	6 ft USB A-C cable	6		
31	Kramer Passive	BC-1T	Microphone Bulk Cable (Pe Mtr)	400		



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

32	Kramer Passive	BC-2S	16AWG Speaker Cable (Per Mtr)	450		
33	Kramer Passive	BC-2T	Stereo Audio/Control cables	150		
34	Kramer Passive	10GXE02	Shielded Cat 6 cable (Per meters)	1300		
35	Kramer Passive	D-Link	Network Patch Cable - 2M	50		
36	Kramer Passive	XLR + D-Link	Connectors etc (LOT)	4		
37	TPLINK	TPPOE150S	PoE injector for Room Scheduler	3		
38	D-LINK	D-link R03	Wireless Access Point	3		
39	Aten	UC232A	USB A to Serial cable for Codec to AMX controller connection	1		
40	Custom	Custom	Power Cable for USB Charger (Cable Cubby)	4		
41	Kramer - Active	PT-2UT/R-Kit (EXT3-U-KIT)	USB over Category Cable Extender, Local and Remote	3		
42	Custom	Custom	32U 600x800 Equipment Rack	3		
43	Samsung	WM85A	Interactive display unit	2		
44	Samsung	QM65B	65" Displays	4		
45	AMX	FG1061-16-FX	16x16 Modular 4K60 4:2:0 Multi-Format Managed	2		
46	AMX	FG1061-572	DGX-I-DXL-4K60	8		
47	AMX	FG1061-582	DGX-O-DXL-4K60	6		
48	AMX	FG1058-705	DGX-AIE, ENOVADGX AUD INSERT EXTRACT BOAR	2		
49	tvONE	C3-503	8 Input Video Mixer and Multiviewer	2		
50	Cisco	CS-CODEC-EQ-K9	Video conferencing system	2		
51	Cisco		20X PTZ Camera			



*RFP for Provisioning of Audio-Video / Video Conferencing
Solution at Bandra-Kurla Complex office of RBI*

		CS-CAM-PTZ4K				
52	Cisco	PSU-12VDC-40W2=	Power supply	6		
53	Cisco	PWR-CORD-IND-D=	Power cord			
54	Cisco	CS-PTZ4K-BRKT=	Wall mounting kit for camera	6		
55	SENNHEISER	MKE 40	Lapel microphone, Cardioid	6		
56	SENNHEISER	SL MCR 4 DW-3	Wireless Receiver	4		
57	SENNHEISER	SL HANDHELD 865 DW-3-EU	Wireless Handheld transmitter	6		
58	SENNHEISER	SL-BODYPACK-DW-3-EU	Wireless Bodypack Transmitter	6		

Note: The Technical Bid / Specification Compliance shall contain no financial/commercial details. Proposals with Technical Bid containing prices shall be outrightly rejected.