



भारतीय रिज़र्व बैंक/ RESERVE BANK OF INDIA
संपदा विभाग/ESTATE DEPARTMENT
कोच्ची/ KOCHI

Tender for
Annual Maintenance Contract for Radio Frequency Identification (RFID) based
Fixed Asset Management Solution (FAMS) for various inventory items installed
at Reserve Bank of India's Office and its Residential Premises at Kochi

Part 1 – TECHNO COMMERCIAL BID

Name of the bidder:

Address:

Telephone No:

E-mail Id:

Due Date of Submission of tender	On or before 14:00 hrs on November 27, 2025
Pre-Bid Meeting	At 11:00 hrs on November 18, 2025
Pre bid meeting venue	RBI, Kochi

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Disclaimer

The Reserve Bank of India, Kochi has implemented RFID technology-based Fixed Asset management solution (FAMS) for various inventory items installed at Bank's Main Office premises and its various Residential Colonies Located at Kochi. The Bank invites quotations from interested vendors for Annual maintenance contract for RFID based FAMS. The Bank will select a vendor who can deliver the asset tagging and reconciliation services as detailed in the Tender Document at a competitive price.

This Tender Document is neither an agreement, nor invitation to perform work of any kind to any party.

The purpose of this Tender Document is to provide requirement of the Bank to all interested parties for submitting their bid. While RBI has taken due care in the preparation of the information contained herein, RBI does not claim that the information is exhaustive. Respondents to this Tender Documents are required to make their own inquiries and they did not rely solely on the information in Tender Documents. RBI is not responsible if no due diligence is performed by the Respondents.

Section I

NOTICE INVITING TENDER

1.1	Name of the work:
	Annual Maintenance Contract (AMC) for RFID based Fixed Asset Management Solution for various inventory items installed at Reserve Bank of Indias Office and its residential colonies located at Kochi.
1.1.1	Minimum Eligibility Criteria:
(a)	Vendor should be in business of providing RFID based Asset management system/ solution at least for the last 3 years as on September 30, 2025 and should have executed similar projects. [Completion certificate of executed work issued by organisation/agency concerned (worth the Estimated cost) shall be submitted.]
(b)	Vendor should have an annual turnover of amount equal to 100% of estimated cost or more during the last 3 financial years ending March 31, 2025. [Certificate from CA shall be submitted for last 3 financial years (2022-23,2023-24,2024-25) of turnover.]
(c)	Vendor should be registered under appropriate authorities to confirm engagement in the business of providing RFID based asset management system/ solution. [Copy of necessary registration certificate to be submitted.]
(d)	Vendor should have their own RFID scanners, tag printers etc. to take up the work. (Undertaking to be submitted on letterhead of bidder with necessary details related to make, model no. etc. as specified in Annexure A .)

1.2 The Schedule of Tender is as follows:

A	Estimate cost of the work	₹1.40 Lakh (Rupees One Lakh and Forty Thousand Only) inclusive of GST (Inclusive of cost of various types of RFID Tags and service charges)
B	Mode of Tender	Offline mode. (Physical tender)
C	Date from which the Tender documents would be available to parties	From October 28, 2025 , onwards Tender document can be downloaded from RBI website https://www.rbi.org.in under head 'Tender' or Can be collected directly from the Estate Department, Reserve Bank of India, Banerji Road, Ernakulam North, Kochi - 682 018

		All corrigendum(s)/ addendum(s) and further communication(s), if any, shall be uploaded on RBI website only.
D	Earnest Money Deposit (EMD)	<p>₹2,800/- (Rupees Two Thousand and Eight Hundred only).</p> <p>EMD shall be submitted through NEFT in favor of Reserve Bank of India, Kochi</p> <p>The proof of NEFT must be submitted to the Bank on or before 14:00 hrs of last date of submission of the Bid.</p> <p>The account details of NEFT Transaction are as follows:</p> <p style="text-align: center;">Beneficiary Name: RBI, Kochi Beneficiary A/c. No: 186003001 IFSC: RBIS0KCPA01 (Fifth and tenth characters are ZERO)</p> <p>Note: Micro and Small Enterprises (MSEs) having Udyam Registration Number (Udyog Aadhar Memorandum Number) are exempted from Payment of EMD. However, a copy of Udyam registration certificate shall be submitted along with Part I of the tender.</p> <p>Please note that EMD will be interest free and will be returned to unsuccessful bidders after the award of Work Order. However, EMD would be returned to the L1 bidder/ successful bidder only after submission of Security Deposit.</p>
E	Date and Time of Pre-bid meeting	<p>11:00 hrs on November 18, 2025</p> <p>Venue: Estate Department, Reserve Bank of India, Kochi</p>
F	Date & time of uploading the outcome of pre-bid meeting on RBI website in the form of addendum, corrigendum, etc.	16:00 hrs on November 19, 2025
G	Last date & time of Submission of EMD	14:00 hrs on November 27, 2025

H	Last Date for submission of Techno Commercial Bid (Part I) & Price Bid (Part II)	14:00 hrs on November 27, 2025. Techno Commercial bid (Part I) along with the proof of EMD remitted and Price bid (Part II) shall be kept in two different sealed envelopes and both the envelopes shall put in a single envelope superscribing the name of the work and name of the tenderer on the envelope. Signed tender documents may be submitted by dropping them in 'Quotation Box' placed at 1 st floor of the Office building or may be sent through 'POST'. The POST shall reach the Bank on or before scheduled time and date for submission.
I	Date & time of opening of Part-1 (Techno-Commercial Bid)	15:00 hrs on November 27, 2025
J	Date & time of opening of Part-II Price Bids	Part II (Price-Bid) of the tender, of the qualified bidders, shall be opened, on a subsequent date which shall be communicated to the qualified bidders
K	Security Deposit	5% of the contract value by successful tenderer
L	Liquidated Damages	₹0.25% per week for the delay subject to maximum 10% of the contract amount.
M	Payment condition	100% on completion of work as stipulated at clause 3.4. For supply of RFID tags, payment will be made based on the actual count of RFID tags used at the rate quoted by the bidder.
N	Validity of the Quotation	90 days from the date of opening of Technical Bid. This period will be further mutually extended, if required.
O	All disputes arising shall be subject to the jurisdiction	Kochi, Kerala
P	Address for dispatching the completed bids	The GM(O-i-C), Estate Department, Reserve Bank of India, Banerji Road, Ernakulam North, Kochi - 682 018
Q	Contact person for communication in connection with this Tender	Name & Designation: (a) Ms. Kshipra Ramchandra Kasa, Manager Mobile: 7093939382 (b) Ms. Vineetha V, AM Mobile: 9747207776 Email id: estatekochi@rbi.org.in
R	Contract period	One-year i.e till December 2026 which may renewed for up to two subsequent years based on the contractor's performance

1.3	GM(O-i-C), Reserve Bank of India, Kochi reserves the right to accept or reject any or all Bids without assigning any reasons and also reserves the right to relax any of the terms and conditions. No Bidder shall have any cause of action or claim against the RBI for rejection of his Bid.
1.4	All information submitted in response to this tender shall be the property of Reserve Bank of India and it shall be free to use the concept of the same at its will.

**The GM(O-i-C),
Reserve Bank of India, Kochi
Estate Department**

Section II

Instructions to Bidders

2.1	Reserve Bank of India, Estate Department, Kochi invites sealed Bids from the eligible bidders as mentioned at clause 1.1.1. Eligible Bidders are required to submit Technical and Price Bids.
2.2	Bidders are advised to study all the sections of Tender documents thoroughly. Submission of bids shall be deemed to have been done after careful study and examination of the Tender documents with full understanding of its implications.
2.3	Obtaining of Tender documents:
(a)	Tender Document can be downloaded from RBI website (https://www.rbi.org.in) OR Tender documents can be obtained from Estate Department, Kochi Office during office hours on any working day from the scheduled time and date as referred to in clause No. 1.2(C).
(b)	Interested parties, if they so desire, may contact the Estate Department officials on the phone /e-mail indicated in clause no. 1.2(Q).
2.4	Pre-bid Meeting:
	Reserve Bank of India shall conduct pre-bid Meeting(s) indicated in clause 1.2 (E) to answer any queries / provide clarifications that the Bidders may have in connection with the Project and to give them relevant information regarding the same.
2.5	Amendment to Tender Document:
2.5.1	At any time prior to the deadline for the submission of Bids, Reserve Bank of India may, for any reason, whether at its own initiative or in response to a clarification or query raised by a prospective Bidder, modify the Tender Document by an amendment.
2.5.2	The said amendment in the form of the addendum/ corrigendum will be uploaded in Bank's Website(https://www.rbi.org.in). The addendum(s) issued will form part of the Tender Documents.
2.5.3	In order to afford prospective Bidders reasonable time for preparing their Bids after taking into account such amendments, the Reserve Bank of India may, at its discretion, extend the deadline for the submission of Bids.
2.6	Preparation of bid:
2.6.1	Technical Bid (Part I)
(i)	Sections I to VI are part of the technical bid. All sections must be signed by the bidder.
(ii)	Bidder must fill all the details sought in the Section IV
(iii)	EMD shall be part of technical bid & the amount of EMD is indicated in clause 1.2(D).

(iv)	Tender documents must be filled in English and all entries must be made by hand and written in ink. If any of the documents are missing or unsigned, the quotation may be considered invalid by the Bank at its discretion.
2.6.2	Price Bid (Part II)
(i)	Currency of Bid: Bid prices shall be quoted in Indian Rupees only. These prices should include all costs associated with the work including any out of pocket / mobilization expenses, all taxes, charges, levies, cess, GST, insurance, transportation, entry taxes, WCT, Labour, other Govt. Taxes etc.
(ii)	Any correction in the amount should be authenticated by the bidder.
(iii)	The price should be quoted strictly in line with the price bid leaving no column blank whatsoever to avoid any ambiguity.
(iv)	Bidders should ensure that all columns of the price bid are duly filled, and no column is left blank. After opening of the price bid, no clarifications whatsoever shall be entertained by the RBI.
(v)	If any columns of the price bid are found blank, then the tender of the respective bidders shall be treated as non-responsive and will be summarily rejected by the RBI and further EMD shall be forfeited. However, Bank may also take the review in this matter as per clause 1.2(D) if required.
(vi)	Bidders should refer to Annexure C on type and count of fixed assets to estimate costs for hardware requirement in Price Bid.
2.6.3	It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors, which would have any effect on the performance of the contract and cost of the items. No request for the change of price or time schedule of delivery of items shall be entertained, on account of any local condition or factor once the offer is accepted by the Bidder.
2.7	Period of Validity of Bids:
2.7.1	Bids shall remain valid for acceptance by RBI for the period indicated in clause 1.2 (N) This period will be further mutually extended, if required.
2.8	Earnest Money Deposit (EMD) / Bid security:
2.8.1	The Bidders shall enclose Bid Security with their Bid for an amount indicated in Clause 1.2 (D) of Notice Inviting Tender.
2.8.2	The Bid Security shall be in form of NEFT in favor of Reserve Bank of India, Kochi {as per clause 1.2(D)}. No interest on Bid Security shall be paid.
2.8.3	Bids not accompanied by Bid Security, shall be treated as nonresponsive, and will be summarily rejected by the RBI.
2.8.4	The Bid securities of unsuccessful Bidders shall be discharged/ returned by RBI after award of work to successful bidder.
2.8.5	The Bid Security of the successful Bidder shall be returned upon the receipt of security deposit.
2.9	The Bid Security shall be forfeited if:
(i)	Bidder made misleading or false representations in the forms, statements and attachments submitted, suppressed any material information, details of any legal

	proceedings pending in the court which might otherwise would have created any impact on the eligibility criteria.
(ii)	Bidder left blank the column of the price bid.
(iii)	Bidder withdraws his Bid during the period of bid validity.
(iv)	Bidder has been blacklisted by any government agency and the blacklist is still in force.
(v)	In the case of the Successful Bidder, if he fails to complete the work within the prescribed time limit.
2.10	Procedure for Submission of Bids:
	It is proposed to have a Two-Parts for this bid as following -
2.10.1	Technical Bid (Envelop 1) consist of following items -
(a)	Documentary proofs of Pre-qualification.
(b)	EMD shall be part of Technical Bid.
	Technical Bid (Part 1) and proof EMD remitted shall be kept in one cover superscribing "Technical Bid". Please note that prices should not be indicated in the technical bid.
2.10.2	Price Bid (Envelop 2)
	Price Bid (Part 2) in one cover superscribing "Price Bid".
2.10.3	Both envelopes (1 & 2) i.e. technical and price bids are to be kept in a single sealed envelope superscribing the name of the work and name of the tenderer. The tender may be submitted directly by dropping it in the 'Quotation Box' kept at 1st floor of Reserve Bank of India, Kochi Office or send through 'Post'. The Post should reach the Bank before the stipulated time and date of submission.
2.10.4	All the covers should also indicate clearly the name and address of the Bidder.
2.10.5	If on opening the single sealed cover, it is discovered that the Technical Bid and Price Bid have not been put in separate cover, the Bid will be liable to be rejected.
2.10.6	After opening the technical bid, if it is found that any bidder put EMD in envelop of price bid inadvertently, Bank may ask to submit a fresh EMD as per the clause 2.8 within the specified time (as decided by the Bank) and this EMD will be returned after old EMD is found/recovered during opening of price bid. If no EMD is found in price bid the Bank will reject the bid/tender of bidder and forfeit the fresh submitted EMD. If bidder fails to submit the fresh EMD in specified time period, the Bid will be liable to be rejected also.
2.11	No conditional/optional quote shall be accepted.
2.12	Bidders shall not be permitted to alter or modify their bids after receipt of bids.
2.13	Receipt of Bids:

	The sealed bids will be accepted till the schedule time and date as referred to in refer clause 1.2(H) . The bids shall be submitted at Estate Department, RBI, Kochi before the scheduled last day and time. The bids received thereafter shall not be entertained.
2.14	Opening of Technical Bid:
	The Technical bids will be opened on the scheduled time and date as referred to in clause 1.2(I) at Estate Department, RBI. The bidders or their authorized representatives may be present, if they so desire.
2.15	Scrutiny of Technical Bid:
2.15.1	The Technical bid shall be evaluated as per the procedure indicated in special condition of contract as indicated at Section III.
2.15.2	After evaluation of the Technical bids, the short-listed Bidders will be intimated to all the bidders. The decision of the Bank on technical suitability of the offer shall be final and shall not be open for discussion.
2.16	Opening of Price Bid:
	Price Bids of short-listed Bidders will be opened later and such short-listed bidders will be intimated about date and time accordingly. The short-listed bidders or their authorized representatives may present, if they so desire. No deviation will be accepted in Part-I of the tender. If firm puts any deviation in the tender, their tender will be outrightly rejected. Part-II of such tender will not be opened. Part-II will be opened only for those bidders who qualify in Part-I of the tender.
2.17	Bank has the Right to vary quantities at the time of placement of Supply Order/signing of Contract or split the order among the selected Bidders.
2.18	Employer's right to accept any Bid and to reject any or all Bids:
	Notwithstanding anything mentioned above, RBI reserves the right to accept or reject any Bid at any time prior to award of Contract without thereby incurring any liability to the affected Bidder or Bidders. The Bank shall not assign any reason for rejection of any or all Bids.
	RBI reserves the right to cancel/annul the selection process, at any stage prior to the award of the Contract on account of the following:
(a)	in case no Bid is received.
(b)	occurrence of any event due to which it is not possible to proceed with the selection process.
(c)	evidence of a possible collaboration/mischief on part of Bidders, impacting the competition and transparency of the selection process.
(d)	any other reason, which in the opinion of the Employer necessitates the cancellation of the selection process.
(e)	On occurrence of any such event, RBI shall notify all the Bidders within 7 days or any reasonable time of such decision. RBI shall also promptly return the Bid Security submitted by the Bidders within 15 days or any reasonable time of issue of such notice. RBI is not obligated to provide any reason or clarification to any Bidder on this account. Liability of the RBI under this clause is restricted to returning the Bid Security and no other reimbursements of costs/ expenses of any type shall be made by the Employer on this account.

(f)	The Employer further reserves the right to re-tender the process or get the work done by a government agency or Quasi Government agency if the Employer is of the opinion that the bids received are not economically or otherwise feasible or not acceptable due to reasons in sub clauses (a) to (d) above.
2.20	Disputes:
	All disputes arising shall be subject to the jurisdiction of the appropriate court as indicated in Clause 1.2(O) and will be governed by the Laws of India.

Place:

(Signature of Bidder with Stamp)

Date:

(Name)

Section III

Special Conditions of the Contract

3.1	Evaluation of Bid:
3.1.1	The objective of evaluation process is to evaluate bids received and select a vendor who can deliver asset tagging and reconciliation services at a competitive price. The decision of the Bank regarding evaluation and selection would be final.
3.1.2	For consideration of evaluation for FAMS project, bidders are expected to submit responses on Technical Bid and Price Bid.
3.1.3	As part of Technical Bid, Bank will check if bidders meet Minimum Eligibility Criteria outlined in section 1.1.1 basis details and evidences submitted. Bank will also evaluate other requirements as mentioned in sections I to VII. Bidders who are unable to provide required documents, deposits/ bank guarantees or any other required information will be disqualified from evaluation process.
3.1.4	Bidders who fulfil criteria mentioned as part of Technical Bid will move to next stage of evaluation. Price Bids will be opened for all such bidders.
3.1.5	Post opening of Price Bids, bidder with lowest quote for price bid will be ranked as L1 and so on.
3.1.6	Such bidder with lowest price bid will be declared as successful bidder and awarded the contract.
3.2	Execution of Agreement:
	On receipt of intimation from the Bank of the acceptance of his tender, the successful bidder shall be bound to sign the formal contract within fourteen days thereof. The cost of necessary stamp paper (₹200) for execution of the agreement shall be borne by the bidder/bidder. The format of article of agreement is provided at Section VI.
3.3	Liquidated Damages for Delays:
	In case the successful bidder is unable to adhere to the project timelines, the bidder will be charged liquidated damages {refer to clause 1.2(L)}
3.4	Payment Conditions:
(i)	Charges for RFID tagging and reconciliation will be paid 100% on completion of work in all respect i.e., satisfaction to Bank and submission of Security Deposit as specified in clause 1.2 (K) and 3.8.
(ii)	1. Charges for half-yearly addition/ replacement of RFID tags and half yearly reconciliation services will be paid on half-yearly basis. 2. During the Contract period, charges for RFID tags shall be paid as quoted in Part A of the price bid.
(iii)	Each payment shall be liable for statutory deductions as per the Law.
(iv)	Bills against the aforementioned activities will be paid within 45 days from the

	date of submission of the same.
3.5	Force Majeure:
	The Bidder shall not be liable for forfeiture of its EMD, liquidated damages or termination for default, if the delay in performance or other failure to perform its obligations under the contract is a result of an event of Force Majeure. For purposes of the clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions, freight embargoes etc. The Reserve bank of India will decide whether delay or failure on the part of the bidder was the result of an event beyond his control or not. The decision of the Reserve Bank of India in this regard should be final and binding on the supplier and will not be open to question before any court / forum in any proceedings.
3.6	Termination for Default
3.6.1	The Bank may without prejudice to any other remedy for breach of Contract, by Seven Days (07) days written notice of default sent to the Bidder and upon the Bidder's failure and neglect to propose and/or execute any corrective action to cure the default, terminate this Contract in whole or in part:
(i)	If the Bidder fails to deliver any or all of the items within the time period(s) specified in the Contract; or
(ii)	If the Bidder fails to perform any other obligation(s) under the Contract.
3.6.2	On termination of the Contract for default, the security deposit of the Bidder will be forfeited.
3.6.3	Termination for Insolvency:
	The Bank may at any time terminate the Contract by giving written notice to the Bidder, without compensation to the Bidder, if the Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Bank.
3.7	General Terms and Conditions:
3.7.1	Bank intends to contract with successful bidder for a period of 1 year at the quoted rates. The contract may be renewed at the discretion of the Bank for a further period of two years, subject to satisfactory performance and the agency fulfilling the terms of the contract satisfactorily. The rates quoted for RFID tags shall be valid for entire period of the contract including the two years of contract renewal period. The contract renewal amount for half-yearly reconciliation services will be calculated as per the renewal formula given in clause 3.9.
3.7.2	Bank will only purchase RFID tags from selected bidder. Other hardware like RFID printers, readers etc. will need to be managed by selected bidder at their end.
3.7.3	RFID tags should have re-writable memory and should be able to store minimum 12 alphanumeric characters. RFID tags shall be of passive type only.

3.7.4	The scheduled visit should be decided by vendor after discussion with the Bank's officials and Bank will ensure necessary support in completion of the work as per plans.
3.7.5	The configuration of RFID tags should be carried out in such a way that any reader/ scanner available in the market should be able to detect encoded details of these RFID tags. Confirmation on compliance to this condition need to be submitted by vendor on their letterhead as specified in Annexure B . This needs to be submitted after completing initial RFID tagging and reconciliation of fixed assets.
3.7.6	Please note that readers/ scanners shall store scanned data in text format and export the same in excel/ csv with data type for values as 'General' and not 'text'.
3.7.7	In case of malfunction of any RFID tags before end of their specified life cycle/ warranty period, vendor will replace the same free of cost.
3.7.8	Half-yearly addition/ replacement activities for half-years ending June and December will be completed along with half-yearly reconciliation process for period ending June and December respectively.
3.8	Security Deposit:
	<p>Successful bidder shall submit Security Deposit for an amount of 5% of contract value* for the contract period. If the performance of the bidder is not upto the mark during the contract period, the SD amount will be forfeited.</p> <p><i>* Contract Value: The quoted amount Grand Total (A+B) in the price bid (Part 2) i.e. the sum of the quoted amounts for Hardware Requirement (A) and half-yearly Addition/ Replacement of RFID tags and Half-yearly Reconciliation services (B).</i></p>
3.9	Renewal of Annual Maintenance Contract (AMC):
<p>Bank, at its discretion, may renew the contract with vendor for next two years (after successful completion of first year contract period).</p> <p><u>In case of renewal of contract, the initial rates quoted for supply of RFID tags shall remain fixed for all three years.</u></p> <p>The rates quoted for addition/replacement of RFID tags and half-yearly reconciliation services shall be calculated on the basis of following formula:</p> <p>Renewal Formulae = $Ac = Ap \times (CPI_c / CPI_p)$</p> <p>Where:</p> <p>Ac = Charges for half-yearly addition/ replacement RFID tags and half-yearly reconciliation services for current period,</p> <p>Ap = Charges for half-yearly addition/ replacement of RFID tags and half-yearly reconciliation services for previous period,</p> <p>CPI_c = Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of renewed contract for the current period,</p>	

CPIp = Consumer Price Index for Industrial Workers (All India Average) 6 months prior to the commencement date of renewed contract for the previous period.

Place:

(Signature of Bidder with Stamp)

Date :

(Name)

Section IV
Details of Bidders

4.1. Particulars of Firm:

Sr. No.	Particulars	To be filled by Bidder
1	Name of the firm	
2	Composition of the firm (Whether partnership/ proprietorship/ Public Ltd.)	
3	Names of the proprietor/ partners/ Directors of the firm	
4	TIN and GST details with supporting documents	
5	Address of the Firm	
	Telephone	
	Email	
	Fax	
6	Work experience in years	

4.2 The details of our bankers are as below:

Sr. No.	Particulars	To be filled by Bidder
1	Name of the Bank	
2	Branch Address	
3	Telephone and fax number	

4	Name of the contact person	
5	Credit facility/ overdraft facility enjoyed by firm from the Bank	
6	The period from which the firm has been banking with the Bank	

Signature of Bidder with Stamp/Date

Section V
Scope of Work

5	<p>Requirement of the Bank/ Specification:</p> <p>Vendor should ensure timely supply of required type and number of RFID tags as per the indent of the Bank; and timely completion of tag fixing and physical verification and reconciliation activities (as per the specified schedule). Vendors may visit the Bank's office buildings on planned dates before applying for tender to acquaint themselves with the types of Assets to be RFID tagged and quality requirement of tags. The activity is to be carried out at office and residential properties of the Bank in Kochi. The list of properties and number of assets is given in Annexure F.</p> <p>Bidders are also advised to refer to detailed explanation on procedures and responsibilities for above set of services in Annexure D.</p>
5.1	<p>Services in Scope (to be done on half yearly basis starting with half year ending on December 31, 2025):</p> <ol style="list-style-type: none"> 1. Supply and fixing of new RFID Tags for new/transferred assets 2. Replacement of RFID tags in case of reported damage. 3. Physical Verification of all the Fixed Assets and Dead Stock Articles installed and available in the Office Building and Residential Colonies (with the help of scanners) and reconciliation thereof with the system data (Asset Master List) on a Half Yearly. 4. A Reconciliation Report and Certificate shall be shared by the Firm with the Bank post completion of this exercise. <p>Bidders are advised to refer to detailed explanation on procedures and responsibilities for above set of services in Annexure D towards the end of this tender.</p>
5.2	<p>Inclusions and Exclusions:</p> <ul style="list-style-type: none"> • Bank will purchase all types of RFID tags required for asset management from successful bidder. • Bank will not purchase any other hardware like RFID readers, printers etc. Vendors will have to manage these devices at their end for delivery of associated services.
5.3	<p>Applicable Service level Agreement (SLA):</p> <ul style="list-style-type: none"> • RFID tags shall be supplied within 10 days from receipt of indent of the Bank. • Addition/ Replacement of RFID tags and reconciliation of assets are to be carried out on half yearly basis i.e as on June 30 and December 31. • For the assets as on June 30 the activity should be finished by July end. Similarly, for the assets as on December 31, it should be finished by January end.

Signature of Bidder with Stamp/Date

Section VI
Format for Articles of Agreement

(On the INR 200/- stamp paper by successful bidder)

ARTICLES OF AGREEMENT made the _____ day of _____ between the Reserve Bank of India, having its Central Office at Mumbai (hereinafter called "the Employer") of the one part and _____ (hereinafter called "the Bidder") on the other part.

WHEREAS the Employer is desirous of _____ and as per Request for Quotation.

AND WHEREAS the Bidder has agreed to execute upon the subject work to the conditions set forth herein and to the conditions set forth in the special conditions of the contract and in the schedule of quantities and conditions of Contract as modified and finally accepted by both the parties (all of which are collectively hereinafter referred to as "the said Conditions") the works shown upon the said requirement of the Bank and/or described in the said Specifications and included in the Schedule of quantities at the respective rates therein set forth, amounting to the sum as therein arrived at or such other sum as shall become payable there under (hereinafter referred to as "the said Contract Amount").

NOW IT IS HEREBY AGREED AS FOLLOWS –

1	This contract is for Annual maintenance of RFID technology based Fixed Asset Management Solution (FAMS) for Reserve Bank of India, Kochi office and its residential colonies.
2	In consideration of the said Contract amount to be paid at the times and in the manner set forth in the said conditions, the Bidder shall, upon and subject to the said conditions, execute and complete the work shown and described in the said specifications and the schedule of quantities.
3	The Employer shall pay the Bidder the said Contract amount or such other sum as shall become payable at the times and in the manner specified in the said conditions.
4	The said Conditions and Appendix thereto shall be read and construed as forming part of this agreement and the parties hereto shall respectively abide by, submit themselves to the said conditions and perform the agreements on their part respectively in the said conditions contained.
5	Time shall be considered as the important factor of this Contract and the Bidder hereby agrees to commence the work from the day of issue of work

	order/letter of acceptance as provided for in the said conditions and to complete the entire work within agreed timelines with Bank for all activities as per services in scope subject nevertheless to the provisions for the extension of time.
6	All payments by the Employer under this Contract will be made only at Reserve Bank of India, Kochi
7	All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Kochi and only courts in Kochi shall have jurisdiction to determine the same.
8	The several parts of this Contract have been read by the Bidder and fully understood by the Bidder.
9	<p>The contractor/agency shall be solely responsible for full compliance with the provision of Sexual harassment of Women at work place under Prevention, Prohibition and Redressal Act 2013. In case of any complaint of sexual harassment against its employee within the premises of Bank, the complaint will be filed before the Internal Complaints Committee constituted by the contractor/agency and the contractor/agency shall ensure appropriate action under the said Act in respect of the complaint.</p> <p>(a) Any complaint of sexual harassment from any aggrieved employee of the contractor against any employee of the Bank shall be taken cognizance of by the Regional Complaints Committee constituted by the Bank.</p> <p>(b) The contractor shall be responsible for any monetary compensation that may need to be paid in case of incident involves the employee of the contractor, for instance any monetary relief to Bank's employee, if sexual violence by the employee of the contractor is proved.</p> <p>(c) The contractor shall be responsible for educating its employees about the prevention of sexual harassment at work place and related issues.</p> <p>(d) The contractor shall provide a complete and updated list of its employees who are deployed within the Bank's premises.</p>
10	The Contractor shall not disclose directly or indirectly any information, materials and details of the Bank's infrastructure/systems/equipment etc., which may come to the possession or knowledge of the Contractor during the course of discharging its contractual obligations in connection with this agreement, to any third party and shall at all times hold the same in strictest confidence. The Contractor shall treat the details of the contract as private and confidential, except to the extent necessary to carry out the obligations under it or to comply with applicable laws. The Contractor shall not publish, permit to be published, or disclose any particulars of the works in any trade or technical paper or elsewhere without the previous written consent of the Bank. The Contractor shall indemnify the Bank for any loss suffered by the Bank as a result of disclosure of any confidential

	<p>information. Failure to observe the above shall be treated as breach of contract on the part of the Contractor and the Bank shall be entitled to claim damages and pursue legal remedies. The Contractor shall take all appropriate actions with respect to its employees to ensure that the obligations of non-disclosure of confidential information under this agreement are fully satisfied. The Contractor's obligations with respect to non-disclosure and confidentiality will survive the expiry or termination of this agreement for whatever reason.</p>
11	<p>The contractor shall take all actions required to comply with Contract Labour (Regulation and Abolition) Act 1970 and the rule under the Act including the latest amendments to the Act particularly with the appropriate authority, obtaining license, maintaining registers and records, payment of wages to the workmen, welfare measures as stipulated under the Act etc. The contractor shall be liable for any penalty by the appropriate authority if there is any contravention of the Act.</p>
12	<p>The Contractor shall indemnify and keep indemnified the RESERVE BANK OF INDIA against:</p> <ul style="list-style-type: none"> i) Any claim arising out of third-party loss/ damage to life or property caused by/during execution of the work. ii) Any claim arising out of loss/ damage to the workmen engaged by the contractor during execution of the work. iii) Any claim due to non-compliance of applicable PF/ Labour laws, ESI, regulations etc.
13	<p>Minimum Wages Act, 1948, Payment of Wages Act, 1936, Contract Labour (Regulation and Abolition) Act, 1970 etc.:</p> <p>The Contractor should pay to their personnel a minimum wage at the prevailing rate as fixed under Minimum Wages Act. The Chief Labour Commissioner (Central) any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, ESI and PF per head at the current rate should be paid by the contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to the Bank.</p> <p>The contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the Contractor will be in the employment of the Contractor only and not of the Reserve Bank of India. The contractor shall pay the employer's contribution with regard to provident fund and employees' state insurance fund as per the provisions of the employees' Provident fund and miscellaneous provisions act, 1952 and employees' state insurance act, 1948.</p> <p>The contractor will be solely responsible for any penalty or claim arising due to dispute between the contractor and its employee/es under any circumstance. If any claim or penalty is legally binding to the Bank due to the dispute between contractor & its employee/es, same shall be recovered from the contractor.</p>

If the Bidder is a partnership or an individual	IN WITNESS WHEREOF the Employer and the Bidder have set their respective hands to these presents and two duplicates hereof the day and year first herein above written.
If the Bidder is a company	IN WITNESS WHEREOF the Employer has set its hands to these presents through its duly authorized official and the Bidder has caused its common seal to be affixed hereunto and the said two duplicates hereof to be executed on its behalf, the day and year first hereinabove written.

Signature Clause:	
<p>SIGNED AND DELIVERED by the hand of Shri _____ in the presence of (1) _____ (Name & Address) (2) _____ (Name & Address) Witness</p>	
<p>SIGNED AND DELIVERED by the Shri _____ in the presence of (1) _____ (Name & Address) (2) _____ (Name & Address) Witness</p>	If the party is a partnership firm or individual
<p>THE COMMON SEAL OF _____ was hereunto affixed pursuant to the resolutions passed by its Board of Directors at the meeting held on _____ in the presence of - (1) _____ (2) _____ Directors who have signed these presents in token thereof in the presence of - (1) _____ (2) _____</p>	<p>If the Bidder signs under common seal the signature presence of - clause should tally with the sealing clause in the articles of association</p>
<p>SIGNED AND DELIVERED BY the Bidder by the hand of Shri _____ and duly constituted attorney.</p>	<p>If the Contract is signed by the hand of power of attorney, Whether a company or an individual</p>

Annexure A

Undertaking regarding ownership of requisite hardware

(On letterhead of the Bidder)

Date: _____

To
The General Manager (O-i-C)
Estate Department,
Reserve Bank of India,
Kochi - 18

Dear Sir,

We hereby confirm that our organization has all requisite hardware in possession for successful execution of services mentioned under FAMS work. We will also be able to provide required type and number of RFID tags for asset tagging during contract period.

Please see below details of required hardware –

	Count	Make	Model	Owned (Yes/ No)
RFID Reader				
RFID Printer				

We assure you that FAMS work will not get impacted due to any hardware related issues.

Yours Faithfully,

(Authorized Signatory)

Name and Designation:

Annexure B
Confirmation on encoding practices for RFID tags

(On letterhead of the Bidder)

Date: _____

To
The Regional
Director Estate
Department,
Reserve Bank of India,
Thiruvananthapuram-33

Dear Sir,

We hereby confirm compliance to special condition mentioned in clause 3.7.5 of Tender. We have configured RFID tags in such a way that any reader/ scanner available in the market will be able to detect all encoded details in these RFID tags. We will ensure the same for future addition/ replacement related requirements of RFID tags.

Yours Faithfully,

(Authorized Signatory)

Name and Designation:

Annexure C

Type of Fixed Assets

Sr. No	Asset Type/ Description
1.	Electrical/ Electronic Assets
	Weighing scales
	Franking Machine
	Note counting machine, Note Sorting Machine, Coin Dispenser
	Security Equipment, Metal Detector, Walkie Talkie sets
	<u>Electrical equipment's</u> - All types of Fans, Water Dispensers, Photo copier, Tea/ Coffee Vending Machine, TV, Rat repellent Machine, Treadmill, Exercise Cycle, Fridge, AC, Inverter, Dishwasher, Air Purifiers, Dust Catchers
	<u>Electronics Equipment's</u> - Computer, (Monitor, CPU, Keyboard and Mouse together as one) MICR Coder, Optical Comparator, Printer, Modem, Servers, Projectors, Servers, Hard disc
	Telecommunication Equipment- EPBAX, Fax, Push Button, Conference system, Microphone,
	Laptops
	Any electrical items movable for quarters
	Electrical instrument and Office equipment Fixed Office
	Electrical instrument and Office equipment Fixed Residence
	Electrical Instrument- CVPS
	Electrical Instrument Security
2.	Non-Electronic Metallic (Steel)
	Cup Boards, Wardrobe, Bookcases
	Drawer, Storage Units
	Safes
	Elevating Trucks and Trolleys
	Motor Vehicles
	Compactor
	Miscellaneous
3	Non- Electronic Non- Metallic (Wooden)
	Tables (All types)
	Chairs (All types)
	Sofa Sets
	Side units, Shoe Racks, Steel Racks

	Any Furniture for Residence
	Miscellaneous

Note: Above list of items is indicative only. Vendor shall tag and reconcile the items as per the list of assets provided by the Bank before initiation of quarterly / half-yearly activities

Annexure D

Responsibilities and Deliverables for Services in Scope

1. Supply and fixing of new RFID tags/Replacement of RFID tags (Half-Yearly activity):

This procedure is to be carried out after every half-year end to -

- Add RFID tags for new/ transferred assets.
- Replace RFID tags in case of reported damage.

Vendor teams are expected to visit to Bank's office and residential locations for the same on half-yearly basis and work towards completing this activity before 10th day of next month after half-year end.

Responsibilities for vendor partner are detailed out in sub-sections below –

1.1 Addition of RFID tags:

- Get asset lists from the Bank with information on new assets added during previous half-year and assets transferred to one location to another and also accepted/ updated in system during previous half-year.
- These lists should have necessary data fields like Internal Inventory Number, Inventory Number, Branch, Dept, Section, Asset Description, Asset Type etc. These lists will be provided at least 3 days prior to vendor's visit so that vendor can estimate no. of new RFID tags needed. Vendor shall ensure configuration and printing on tags before visiting office for tagging purpose.
- Encode Internal Inventory Number data field for each asset in RFID tag identified for that particular asset.
- Print Internal Inventory Number and Inventory Number data fields for each asset on corresponding RFID tag.
- Also print Barcode for Internal Inventory Number for each asset on corresponding RFID tag.
- The configuration of RFID tags shall be carried out in such a way that any reader/ scanner available in the market should be able to detect encoded details of these RFID tags. A confirmation shall be submitted by vendor for compliance to the same.
- Readers/ Scanners shall store scanned data in text format and export the same in excel/ csv with data type for values as 'General' and not 'Text'.

- Affix these RFID tags on corresponding assets. Take placement, position and surface of asset into consideration while affixing RFID tags so as to ensure that RFID readers will be able to scan these tags without any problem during reconciliation.
- In case of transferred assets, ensure that each such asset is actually physically located in department to which transfer is mentioned. If not, notify the same to coordinator from Bank's end and get this transfer done. Then remove old RFID tag on transferred asset and add new RFID tag as per same procedure mentioned above. Please note that old tag needs to be removed because of old Inventory Number printed on it which gets changed after transfer. Hence caution must be taken to ensure print of new Inventory Number on new tag.
- After affixing RFID tags for all new/ transferred assets, fill out necessary information in sign-off form provided by Bank and take signature of coordinator from Bank's end indicating completion of given activity. Attach asset list printout with this sign-off form for easy reference.
- Submit above set of documents to Bank.
- Please ensure that you complete tagging of new/ transferred assets for all departments.

1.2 Replacement of RFID tags:

- Get asset lists from Bank with information of assets reported to have damaged RFID tags during previous half-year (if any). These lists should have necessary data fields like Internal Inventory Number, Inventory Number, Branch, Dept, Section, Asset Desc, Asset Type etc. These lists will be provided at least 3 days prior to vendor's visit so that vendor can estimate no. of replacements required.
- In addition to above asset lists, vendor is also expected to identify damaged tags during reconciliation process and replace them. It is suggested to get few extra tags during visit to Bank's premises for such type of activity. If RFID tag is damaged due to normal wear & tear or due to any activity from Bank's side, the cost of tag will be reimbursed. If tag is not working due to sensor issue, vendor should replace during contract period without any additional cost to Bank.
- In case RFID tags on any reported assets have not been damaged, report the same to coordinator from Bank's end and answer on any apprehensions/ objections.
- For RFID tags on reported assets that have been verified to be damaged, encode Internal Inventory Number data field for each such asset in new RFID tag allotted for that particular asset.
Print Internal Inventory Number and Inventory Number data fields for each such asset on corresponding RFID tag.
Also print Barcode for Internal Inventory Number for each such asset on corresponding RFID tag.

- Affix these RFID tags on corresponding assets. Take placement, position and surface of asset into consideration while affixing RFID tags so as to ensure that RFID readers will be able to scan these tags without any problem during reconciliation.
- After affixing RFID tags for all such assets, fill out necessary information in sign-off form provided by Bank and take signature of coordinator from Bank's end indicating completion of given activity. Attach asset list printout with this sign-off form for easy reference.
- Submit above set of documents to Bank.
- Repeat above activities for each department.

1.3 Deliverables:

- Report on type and count of new/ replaced RFID tags.
- Minutes of governance meeting with Bank's team.

2. Reconciliation of tagged assets with latest asset master list (Half-yearly activity):

Before reconciliation activity, vendor should complete activities mentioned in sub-sections above i.e. Addition/ Replacement of RFID tags for previous half-year end. After completion of these half-yearly activities, reconciliation activity should be taken up.

Reconciliation activity is to be carried out every six months i.e. twice in a year. For the assets as on June 30 it should be finished by July end. Similarly, for the assets as on December 31, it should be finished by January end.

Data for all fixed assets at a particular office location should be captured through RFID readers and exported in Excel. Post that detailed reconciliation should be carried out with latest asset master lists shared by the Bank. Responsibilities for vendor partner are detailed out in sub-sections below –

2.1 Scanning of fixed assets:

- Get latest asset master lists for all departments from the Bank with necessary data fields like Internal Inventory Number, Inventory Number, Branch, Dept, Section, Asset Desc, Asset Type etc.
- Assess asset master lists for each department and estimate approx. time required for scanning of fixed assets for each department.
- Arrange meeting with coordinators from Bank's end and jointly finalize time slots for scanning of fixed assets for each department.
- Scan fixed assets for all departments during allotted time slots with help of RFID readers. Take help from coordinators from Bank's end in case of issues in accessing any area/ cabins/ rooms in any of the departments.

2.2 Reconciliation of scanned data with latest asset master list:

- Extract the scanned data for all departments and transfer the same in Excel sheet format to a workstation allotted by the Bank.

- Reconcile this scanned data for all departments with latest asset master list provided by the Bank for all these departments.
- Usage of VLOOKUP functions in Excel is advisable to match Internal Inventory Number data fields to find out discrepancies. It is recommended that reconciliation of consolidated data from asset master lists for all departments should be done with consolidated scanned data for all departments at one go.
- Detailed explanation of reconciliation using VLOOKUP functions in excel is provided in excel file embedded at the end of this annexure.

2.3 Reporting of discrepancies observed during reconciliation:

Vendor should jointly conduct this exercise with coordinators from Bank's end. Goal is to analyse discrepancies observed and take necessary actions to cross verify causes of discrepancies. Post this cross verification, discrepancies can be reported.

Below are some of the pointers for this analysis and subsequent cross verification –

- **Scenario 1: Assets present in asset master list but not captured in scanned data (scanned data mismatch for Internal Inventory Number)**
 - ❖ Physically verify all such assets with help of coordinators from Bank's end.
 - ❖ Check if any of these assets have not been tagged before. Also check if any of these assets have damaged RFID tags.
 - ❖ Check if any of these assets have been transferred to other office location but not accepted/updated in CBS/Excel.
 - ❖ Check if data for any of these assets was not captured during scanning activity due to issues with RFID readers. Please note this count for reporting purposes. If yes, scan such assets again and include corresponding records in excel data extracted from RFID readers. Correct corresponding discrepancies observed during reconciliation.
 - ❖ Check with Bank's team if any of these assets have been reported to be lost.
 - ❖ Analyze reasons for observed discrepancies and mark count for below for reporting purposes –
 - Assets not present in department
 - Assets with no RFID tags
 - Assets with damaged RFID tags
 - Assets transferred to other office location without acceptance/update in CBS/Excel
 - Lost assets
 - Assets not captured during first scan
- **Scenario 2: Assets present in scanned data but not in asset master list (asset master data mismatch for Internal Inventory Number)**
 - ❖ Check if any on these assets are present in system but marked for other office location i.e. if transfer for any of these assets was accepted/updated in CBS/Excel by other office location but physical transfer has not happened yet.

- ❖ Check if any of these assets have been written off/marked for disposal and subsequently removed from CBS/excel data but still physically present in office location.
- ❖ Analyze reasons for observed discrepancies and mark count for below for reporting purposes –
 - Assets accepted/updated for transfer in CBS/Excel by other office location but still physically present in old office location
 - Assets written off/marked for disposal in CBS/Excel but still physically present in office location

2.4 Deliverables:

- Report on type and count of new/ replaced RFID tags.
- Reconciliation report and certificate based on scanning of assets data for RBI office premises at a particular location.
- Minutes of governance meeting with Bank's team.

3. Reconciliation process example along with screenshots:

Please refer to excel embedded below –



[FAMS_Reconciliation Process_Example.xlsx](#)

Annexure 'E'
Complaint Escalation Matrix

Sl No.	Support Level	Name	Phone No.	E-Mail ID
1.	LEVEL 1			
2.	LEVEL 2			
3.	LEVEL 3			

Signature and Seal of the bidder

Annexure 'F'

Details of Properties managed by Kochi Office

SL No	Property
1.	Office Building, Reserve Bank of India, Banerji Road, Ernakulam North, Kochi – 682 018
2.	Officers' Quarters, Reserve Bank of India, Banerji Road, Ernakulam North, Kochi – 682 018
3.	Staff Quarters, Reserve Bank of India, Judges Avenue Road, Kaloor.

Place:

Seal and Signature of the Vendor

Date:

Annexure 'G'

Details of bidder's bank account for returning the EMD amount

Particulars	
Name of the bank	
Name of account holder	
IFSC code	
Account type	
Account number	

Signature of the bidder with seal



भारतीय रिज़र्व बैंक/ RESERVE BANK OF INDIA
संपदा विभाग/ESTATE DEPARTMENT
कोच्ची/ KOCHI

Tender for
Annual Maintenance Contract for Radio Frequency Identification (RFID) based
Fixed Asset Management Solution (FAMS) for various inventory items installed
at Reserve Bank of India's Office and its Residential Premises at Kochi

Part II – PRICE BID

Name of the bidder:

Address:

**Annual Maintenance Contract for Radio Frequency Identification (RFID) based
Fixed Asset Management Solution (FAMS) for various inventory items installed
at Reserve Bank of India's Office and its Residential Premises at Kochi**

PART II

Part A: Supply of Following RFID tags					
Sr No.	Particulars	Qty in Nos. (Approx)	Rate Per Tag	GST amount	Total Amount (Inclusive of GST)
1.	RFID tag for Electronic Items	135			
2.	RFID tag for Non electronic Metallic Items	60			
3.	RFID tag for Non-Electronic Non- Metallic	65			
Sub total (A)					
Part B - Half-Yearly Addition/ Replacement of RFID tags and Half-yearly Reconciliation Services					
Sr No	Particulars	Qty	Rate per service	GST @18%	Total Amount (Inclusive of GST)
1	Charges for Half-Yearly Addition/ Replacement of RFID tags and Half-yearly Reconciliation Services	02 services per year			
Sub total (B)					
Grand Total (A + B)					

Rupees-----

Note: The quantity of RFID tags indicated at Part A in the above table is based on previous year utilization. The actual quantity may vary according to the Bank's requirement

Place:

Seal and Signature of the Vendor

Date: