

## Request for Proposal & Quote

**FOR THE SUPPLY, INSTALLATION & SUPPORT of DESKTOPS  
(1000 Nos)**



**The South Indian Bank Ltd.  
IT Operations Department  
SIB Building, Rajagiri Valley, Kakkanad, Ernakulam  
PH:- 0484 -3939393, KERALA – 682 039**

No.	SIB/ITD/RFP/HW/01/22-23
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## **Section I**

### **Background - About our Bank**

The South Indian Bank Limited (website- [www.southindianbank.com](http://www.southindianbank.com)) is one of the leading Scheduled commercial banks having more than 935 branches spread across 27 States/ Union Territories in India. The Head (Registered) Office of the Bank is situated at Thrissur, Kerala State. There are Twenty Regional Offices (ROs), geographically spread across the country, coming under the administrative control of the Head Office. The South Indian Bank Limited offers various customer services such as Anywhere-Any Time Banking supported with online ATMs, Internet Banking, International ATM-Cum-Debit Cards, Mobile Banking, online payment, on line trading etc. The Bank has already adopted significant technological advancements and using them to leverage business operations such as NDS-PDO, RTGS, NEFT, Domestic ATM sharing, SWIFT, Treasury, Forex, etc. The bank is using 'Finacle' (from M/s. Infosys Technologies Ltd) as the Core Banking Solution (CBS). The bank has setup a robust scalable state-of-the art Wide Area Network connecting its various branches and offices with its Data Centre.

## **2 TERMS & ABBREVIATIONS USED IN THIS DOCUMENT**

- **'Bid'** shall mean the set of Bid/Request for Proposal and Quote (RFPQ) documents provided by Vendor for submitting a competitive quotation for the execution of 'Works' in accordance with the terms specified in this document.
- **'SIB/Bank'** means The South Indian Bank Ltd
- **'Vendor'** means the entity who has received the RFPQ and submitted the response Bid documents for the said 'Works' with the intention of submitting a competitive quotation for the execution of Works in accordance with terms specified in this document.

## **3. REQUIREMENT SPECIFICATION**

- Supplying the Desktops as per the requirement given in Annexure-A.
- Delivery, Installing, commissioning and maintenance of Desktops at respective sites and making them operational through 'Finacle' Core banking software or any banking internal software.
- The delivery will be spread over as per Bank's requirement within this Financial Year till 31.03.2023. Locations spread across the country.

- The list of locations will be given to successful vendor through separate purchase orders. The Bank reserves the right to change the delivery locations by giving proper notice. Successful vendors will be empaneled based on the technical and commercial negotiations. Purchase order will be issued based on the requirement and the product to be delivered directly in respective locations based on the SLA/PO timeline.
- The vendor shall deliver and install desktops ordered and make it operational at the site within two weeks from the date of purchase order.
- Vendor should support the machine for minimum 4 years post warranty period.
- Warranty should cover all parts of the quoted item except consumables (Vendor should clearly mention the consumable parts while submitting the proposal).
- The spare parts for the quoted items should be available at least for 4 years post warranty period.
- Vendor should provide onsite support during warranty period. All post installation calls should be attended in maximum period of five working days after logging the ticket. Bank will impose penalty if there is delay in delivering service exceeding 5 working days from the date of logging ticket.
- The vendor shall provide on-site after sales service support during warranty period.
- The vendor shall ensure availability of spares for minimum 7 years.
  
- **WARRANTY AND SUPPORT**
  - The offer must include comprehensive on-site warranty of 3 years from the date of successful installation and commissioning of the computer hardware.
  - Vendor should resolve all hardware issues within 5 working days of reporting the issue. Replacement shall be done with good condition spare if OEM is delayed.
  - Vendor should replace the faulty machine with new one, if same damage occurs for 3 consecutive times for 2 Months period from the date of installation.
  - Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment, accessories etc covered by the offer. Vendor must warrant all equipment, accessories, spare parts etc., against any manufacturing defects during the warranty period. During the warranty

period, vendor shall maintain the equipment and repair/replace all the defective components at the installed site, at no additional charge to the Bank.

- Vendor should inform Bank of the impending performance degradation indicators, and remedial measures suggested thereof well in advance so as to enable the purchaser to take corrective steps to avert the same as far as possible.
- Warranty should not become void if Bank buys any other supplemental hardware from a third party and installs it with this equipment. However, the warranty will not apply to such hardware items installed.
- Warranty period shall be effective from the date of complete and satisfactory installation of all ordered components/equipment/items. Any augmented part of the solution is also covered under warranty from respective date of installations till the expiry of the Service Level Agreement.
- Support level/Escalation Chart has to be provided to the bank.
- A consolidated record of the maintenance done with details of part(s) replaced, the complaint registered etc. must be submitted to the PURCHASER before commencing the AMC period and during the agreement period.
- The Vendor shall at his own cost rectify the defects/replace the items supplied, for defects identified during the period of agreement.
- The Vendor shall absorb any hidden cost arising out of situations, with respect to services and maintenance of the complete hardware, software and related solutions offered/ supplied by Vendor, which arises due to an act or omission of Vendor.
- Vendor should guarantee in writing product support and spares / sub-systems components availability for SEVEN years from date of installation and same should be co-signed by the Original Manufacturer. Replacement of spares& components shall be done with equivalent/higher model within the warranty
- The vendor shall sign a comprehensive SLA & NDA with the BANK covering all relevant areas along with the Purchase Order.
- Vendor should sign back to back SLA with OEM and the compliance of maintaining the SLA shall be submitted to bank every quarter.

- Vendor should submit a self-attested certificate that it has not been blacklisted, debarred, declared non-performer or expelled by any firms/bodies during last five years
- The vendor should provide a single point contact person with cell/landline Numbers, email, full address etc. so that Bank can address all queries regarding this RFPQ to the designated person.

## **5. DELIVERY AND INSTALLATION**

- Desktops (as per the purchase order specifications given) should be delivered within a maximum of two weeks from the date of issuing the Letter of Intent/ Purchase order.
- The quoted price for the product should include cost of delivery, installation, transportation and any other hidden costs.
- All the expenses involved in delivery, unloading etc. shall be borne by the vendor. All aspects of safe delivery shall be the exclusive responsibility of the vendor.
- If the supply is delayed inordinately beyond four weeks, the Bank can cancel the said purchase deal without any obligation on its part and the same shall be binding on the Vendor.
- Materials should be properly packed against any damage and insured up to the destination
- If any equipment or part thereof is lost or rendered defective during the transit, the supplier shall immediately arrange for the replacement of damaged equipment or part thereof as the case may be at no extra cost.
- The Installation shall be completed within five working days after confirmation of delivery of Desktops at Branches/ Office. Installation to be done as per the scope of work mentioned in the Annexure.
- Vendor will have to give their spares policy and the nearest location of spares and the sharing mechanism of spares kits. Support should be through local offices for the implementation. Vendor should submit a certificate from OEM showing the authorization for selling & service the products.

- SIB is very much interested in long-term association with the potential Vendors and hence Vendors shall adapt to changes in SIB requirements and provide superior Products and Services and not by mere fulfillment of contractual commitments set here forth.
- Bank reserves the right to involve third parties, application vendor etc., in the installation process, if it deems so and the vendor shall render all assistance for the same.
- If the vendor fails to deliver and/or install the equipment within the stipulated time Schedule or the extended date communicated by the Bank, it will be a breach of Contract. Bank reserves the right to cancel the entire contract in all such cases of breach of contract by giving 10 days' notice.
- The Bank reserves its right to cancel the order in the event of delay in delivery/installation/commissioning of equipment.
- The Vendor shall at his own cost rectify the defects/replace the items supplied, for defects identified during the period of agreement.
- The Vendor shall absorb any hidden cost arising out of situations, with respect to services and maintenance of the complete hardware, software and related solutions offered/ supplied by Vendor, which arises due to an act or omission of Vendor.

## **6. LIQUIDATED DAMAGES**

- If delivery is delayed, bank will charge a penalty of 5 % of order value for every week of delay, subject to a maximum of 18% of the order value or will lead to cancellation of the purchase order itself.
- In case the product is not meeting the requirements specified by the bank or non-performance of the product, bank will charge 5% on entire PO value as penalty.
- The Bank reserves it's right to recover these amounts by any mode such as adjusting from any payments to be made by the Bank to the company.
- However, the Bank may, at its discretion, waive the liquidated damages in case the delay cannot be attributed to the vendor.

## **7 MEDIA AND DOCUMENTATION**

- The vendor must provide the warranty card to the respective branch at the time of delivery/installation and a copy to IT department along with the original invoice.

- The vendor should provide all the required documentation to the corresponding branch/office and a copy to IT department along with the original invoice.

## **8 ANNUAL MAINTENANCE CONTRACT**

- Bank is already having centralized AMC arrangement with a vendor for supporting the Desktops installed across the branches (Warranty/AMC)
- The centralized AMC vendor will coordinate with successful vendor for registering warranty / AMC calls
- Successful vendor should provide service as demanded by Centralized AMC vendor/Bank hardware team
- Vendor shall quote a rate of AMC for the post warranty period (either in value or in percentage, in the Commercial Offer. The vendor is expected to ensure the maintenance standards throughout the AMC period.
- The expected warranty period is 3 years for Deskops

## **9 COMMERCIAL AND PAYMENT TERMS**

- The prices should be exclusive of all taxes. The price should be inclusive of other charges like excise, custom duties, packing/ forwarding/ freight/ transit insurance, transportation etc. with the equipment to be delivered installed and commissioned at our specified site's. An approximate indication of taxes to be incurred is to be shown separately. Price Total with and without taxes should be provided in the bid. A clear price break-up should be indicated.
- AMC/ATS/SA percentage of item cost without taxes, after warranty/support period should be mentioned for all supplied items.
- No advance payment against purchase order.
- 100% of the value of asset will be paid after delivery and successful installation & configuration. The payment will be made against original delivery challans, invoices and installation reports duly signed by the Bank officials.
- Payments will be made only on submission of invoice, installation report and other documents necessary as per the terms agreed upon. (Monthly)
- Penalty will be imposed for nonperformance of the item against the guaranteed performance level from date of installation and the amount due to the VENDOR shall be set off from the payment due for service/support charges payable by the PURCHASER.



## 10. VENDOR RESPONSIBILITY

- Vendors shall provide solution strictly in accordance with the requirements.
- Vendors shall adhere to the procedure and processes laid down in this document.
- The Vendor should invariably furnish any deviations from the specifications and/or the terms and conditions of the RFPQ, specifying the reasons and justifying such deviation. **NON-MENTION OF DEVIATIONS SHALL IMPLY COMPLIANCE TO SIB's SPECIFICATIONS.** Any non-disclosure of such information may disqualify the vendor at later stages of the Technical/commercial Evaluation of the Bids submitted by the Vendors.
- The Vendor shall not quote any product that is end of life or due end of life in the next 7 years. In case of end of life in the mentioned period, vendor should replace the product free of cost.
- Vendors shall strictly comply with the key dates and time stipulated in this document. However, all efforts shall be made to explore the possibilities of quicker ways of delivering the computer Hardware complete the initial build, and achieve substantial completion and final acceptance.
- The capabilities, operating characteristics and other technical details of the hardware and software offered should be furnished together with detailed product manuals, brochures, literature, etc. The make, model and part number of each component shall be compulsorily indicated.
- Annexure should be compulsorily filled up by the vendor. Further, additional sheets with relevant information may be attached to filled up Annexure.

## 11. GENERAL TERMS AND CONDITIONS

- Any incomplete or ambiguous terms/ conditions/ quotes will disqualify the offer.
- Any set of terms and conditions from the Vendors are not acceptable to the Bank.
- SIB reserves the right to accept or reject any bids without assigning any reason thereof and SIB's decision in this regard is final.

- The Bank reserves the right to stop the RFPQ process at any stage and go in for fresh RFPQ without assigning any reasons OR to modify the requirements in RFPQ during the process of evaluation at any time.
- SIB is not bound to place an order on the lowest price Vendor or the best technical Vendor.
- SIB reserves the right to re-negotiate the prices in the event of change in the market prices of Computer hardware.
- In case the selected vendor fails to deliver the item as stipulated in the delivery schedule, the Bank reserves the right to procure the same or similar materials from alternate sources at the risk, cost and responsibility of the selected vendor.
- All the contents of the bid documents and the entire bid documents itself shall remain valid for a minimum period of 3 months from the date of submission of bid document.
- The Bank reserves the right to cancel the contract and recover the expenditure incurred by the Bank if the selected vendor does not perform to the satisfaction of the bank or delays execution of the contract. The Bank reserves the right to get the balance contract executed by another party of its choice. In this event, the selected vendor is bound to make good the additional expenditure, which the Bank may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
- All inquiries, communications and requests for clarification shall be submitted in hard copies/e-mail to SIB and response for the same shall be obtained in writing. Only such documents shall be considered as authoritative.
- Successful Vendor shall be responsible for compliance with all requirements under the rules, regulations, terms & condition of all regulatory bodies/statutory authorities etc. and shall protect and indemnify completely SIB from any claims / penalties arising out of any infringements/violations.
- Successful Vendor shall protect and fully indemnify the SIB from any claims for infringement of patents, copyright, licenses, trademark or the like.
- The vendor shall explicitly absolve the Bank of any responsibility/ liability for the use of system or other supplied software, with regard to copyright/ license violations, if any.

- Vendor should ensure that all points in the Main Document and Annexure(s) are taken into account before submitting the Bid Documents. If a particular point is mentioned in the Main Document and not in Annexure(s), or vice versa, it should not be construed as an error and the vendor should submit all relevant information irrespective of whether it has been requested or not. SIB reserves all right to ask any information related to RFPQ irrespective of whether it has been mentioned in the RFPQ or not.
- Bids once submitted shall be final and no amendment by the vendor shall be permitted. A Vendor shall submit only one set of proposals. However SIB reserves the right to re-negotiate the prices in the event of change in the market prices of both the hardware and software. SIB reserves the right to ask clarifications of any vendor on any matter specified in the submitted bid.
- Responses to the RFPQ that do not meet the set timelines or incomplete in any aspect or not submitted in the prescribed format will be summarily rejected at the whole discretion of SIB.
- All information disclosed through this RFPQ or verbally or in writing or in any manner or form including but not limited to all computerized data, information or software specifications, data, notes, memoranda and any other writings between the Bank and Vendor or vice versa shall be treated as confidential and shall not be disclosed to a third party, without mutual agreement.
- Neither the vendor nor the OEMs will have any right to audit the PURCHASER due to any reason.
- Vendor shall allow the Reserve Bank of India (RBI) or persons authorized by it to access the documents, records of transaction or any other information given to, stored or processed by Vendor relating to SIB or this Agreement(RFPQ), within a reasonable time failing which Vendor will be liable to pay any charges/ penalty levied by RBI. Vendor shall allow the Reserve Bank of India to conduct audits or inspection of its Books and account with regard to SIB or this Agreement by one or more of RBI officers or employees or other persons duly authorized by RBI.
- In the event of any notification / circular / guideline issued by the Reserve Bank of India (RBI) or any other regulatory authority restraining the SIB from availing the services or vendor from rendering the services under this agreement, SIB shall terminate the agreement forthwith, without assigning any reasons thereof.

## 12. RESPONSE TO RFPQ & CONTACT DETAILS

- The offer will be in two parts consisting of Technical bid and Commercial Bid.
- Any technical queries / clarifications should be completed on or before 24-05-2022
- The bids must be submitted in two separate sealed cover, giving full particulars, addressed to

### **The General Manager & CIO**

IT Operations Department - South Indian Bank  
SIB Building (3<sup>rd</sup> Floor), Info Park Road  
Kakkanad, Ernakulum – 682 039, Kerala  
Telephone: 0484 – 3939393  
Tele-Fax: 0484 – 2771326

and duly super-scribed "Technical Offer for Desktops".

- These covers should also indicate name and address of the vendor submitting the offers. Also the softcopy of the documents should be mailed to [deepanharikumar@sib.co.in](mailto:deepanharikumar@sib.co.in) (Senior Manager) with a copy to [hardware@sib.co.in](mailto:hardware@sib.co.in)
- The offer should reach the above address on or before **30-05-2022, 5.00PM.**
- The offer should remain valid for a period of 1 year from the date of the offer.
- The Technical offer (TO) should be complete in all respects and contain all information asked for in this document. It should not contain any price information.
- The TO must be submitted with all the product brochures/leaflets, important client list etc., to be submitted along with the technical offer.
- The technical offer should comprise compliance of specifications as per Annexure-A
- Complete Bill of material without indicating the prices.
- Details of support/service centers/ locations.
- Photocopies of relevant documents / certificates as proof in support of various information submitted by the vendor.

- The Commercial Offer (CO) should be complete in all respects and contain all information asked for in this document. It should contain only the price information.
  - a) The commercial offer should comprise compliance of configuration as per the Annexure -A.
  - b) The prices to be quoted in Annexure should be only in Indian rupees.
  - c) All Taxes extra.
  - d) The prices should include 3-year warranty preferably covering all components, services and visits to the concerned offices.
  - e) The price quoted to be inclusive of supply, delivery, installation transportation, forwarding charges, duties and all other related costs.
  - f) The commercial offer shall be on a fixed price basis. No upward revision in the price would be considered on account of subsequent increase s in customs duty, excise duty etc. However, if there is any reduction on account of govt. Levies, during the offer validity period, the same shall be passed on to the Bank.
  - g) The price finalized shall remain valid for a period of one year from the letter of Intent, with the option to the Bank to review the price every quarter.
  
- Technical Offers will be evaluated on the basis of compliance with eligibility criteria, technical specification, other terms and conditions stipulated in RFP. Only those vendors who qualify in the technical evaluation would be considered.
  
- Bank reserves the right to reject an offer under any of the following circumstances:
  - a) Offer is incomplete and /or not accompanied by all stipulated documents will be rejected.
  - b) Offer is not in conformity with the terms and conditions stipulated in this document will be rejected.
  - c) Offer will be rejected if specifications stipulated in Annexure – A are not met. However, deviations resulting in higher / superior configuration will be accepted.
  - d) Offer will be rejected if un priced Bill of Material is not submitted along with Technical Offer.
  - e) The Bank shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reason whatsoever.
  - f) The Bank will be free to either reduce or increase the quantity to be purchased on the same terms and conditions.
  - g) The Bank also reserves right to place further / repeat order if any/ all items on same terms and conditions within a period of one year.

- However, the Bank reserves the right to extend the last date of submission, at its sole discretion.
- SIB is not responsible for non-receipt of quotations within the specified date and time due to any reason including postal holidays, delays in approaching SIB.
- Vendor should ensure that hardcopies & softcopies of both the bids are properly numbered as Page \_\_ (current page) of \_\_ (total pages). Further the authorized signatories of the vendor should initial and affix seal and sign on all pages of the hardcopies of the bids.
- Bids with erasure / overwriting / crossing are liable to be rejected. If required, the corrections can be made by scoring out and writing afresh. The corrections shall be authenticated with authorized signature.
- Vendor should compulsorily fill Vendor KYC details in Annexure D and submit along with bid.
- Vendor should ensure that the bid documents are submitted as above only to the following address on or before the stipulated date.

### **13. SINGLE POINT OF CONTACT**

- The vendor should provide a single point contact person with cell/landline Number, email, full address etc. so that Bank can address all queries regarding this RFPQ to the designated person.

### **14. ELIGIBILITY CRITERIA**

- Bidder should be Original Equipment Manufacturer (OEM having presence in India or its authorized channel partner in India.
- Following additional conditions will also be applicable on OEM/ Authorized channel partner.
- One OEM should be represented by only one Authorized Channel partner.
- Either the OEM or their Authorized Representative can participate in the tendering. However, both should not participate in which case both will be disqualified.
- The production unit/factory of the brand being quoted should be minimum ISO 9001:2015 and ISO 14001 certified. If the production unit is outside of India, it

should meet equivalent international norms.

- The bank reserves the right to verify/evaluate/reject the claims made by the vendor independently.

## 15 LITIGATION

- If it comes to the notice of the Bank that the Vendor has suppressed any information either intentionally or otherwise, or furnished misleading or inaccurate information, the Bank reserves the right to nullify the Qualification and to disqualify the Vendor. If such information becomes available to the Bank prior to issue of Letter of Intent, SIB reserves the right to disqualify the Vendor. If such information comes to the knowledge of the Bank after the award of work, SIB reserves the right to terminate the Contract unilaterally at the total cost and risk of the Vendor and such action would include but not limited to forfeiture of all deposits, guarantees etc. furnished in any form. The Bank also reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected bidder, including the pending bills, bank guarantee and security deposit, if any. The Bank will also reserve the right to recover any Advance paid.
- All disputes or differences whatsoever arising between the selected vendor 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. If, however, the parties are not able to resolve any dispute or difference aforementioned amicably, the same shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration - **Indian Arbitration and Conciliation Act, 1996** and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award. A maximum of three arbitrators may be appointed in the arbitration panel.
- Work under the Contract shall be continued by the selected vendor during the arbitration proceedings unless otherwise directed in writing by the Bank or unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator or of the umpire, as the case may be, is obtained. The venue of the arbitration shall be at Kochi, Kerala State, India.

-----[End of Main Document] -----

## ANNEXURE.A -DESKTOP SPECIFICATIONS

### DESKTOPS- Specification

Product Name/Description	Price	Installation cost	Delivery time
<ul style="list-style-type: none"> <li>• Intel Core i3/i5 processor-11th Generation</li> <li>• Windows 10 Professional – latest build version ( Pricing of Windows 11 Professional 64 Downgraded to Win 10 Pro 64 may be quoted separately*)</li> <li>• 8GB DDR4 RAM</li> <li>• 256GB SSD/512SSD/1TB SATA</li> <li>• Wired Keyboard</li> <li>• Wired Mouse</li> <li>• ODD Not required.</li> <li>• 3 year Warranty</li> <li>• OS Support</li> <li>• 19.5” monitor.</li> <li>• Bluetooth and Wi-Fi card to be removed</li> </ul>			

### Scope of Installation

1. Configure IP address, Subnet mask, gateway, DNS and coordinate with network team for MAC binding.
2. Ensure connectivity and add the desktop to domain (Microsoft Active Directory).
3. Partition the Drive (C: 100 GB, D : Space after health partition if any)
4. Install antivirus( Kaspersky endpoint & Net agent), Remote Desktop tool- (Desktop Central tool), NAC Agent (Forescout), Java 8 update 251, 7zip, Mozilla, Adobe Reader, Chrome , Edge etc etc.
5. OS –Activation of key online
6. If Replacement , remove hard disk from the old computer after migrating the data and handover the same to Branch Head for onward submission to IT Head office for degaussing.
7. Connect printer/scanners if any.

Note: Proper checklist to be maintained ensuring the scope of installation and the call slip to be certified by Branch head after completion of installation. Sub-contracting for installation is not recommended.



**ANNEXURE B: VENDOR KYC**

**VENDOR DUE DILIGENCE FORMAT FOR INFORMATION TECHNOLOGY AND COMMUNICATION TECHNOLOGY PRODUCTS, APPLICATIONS AND SERVICES**

1	Name of the Vendor				
2.a	Constitution	Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> LLP <input type="checkbox"/> Pvt. Ltd. Company <input type="checkbox"/> Public Ltd. Company <input type="checkbox"/> HUF <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
		Society <input type="checkbox"/> Trust <input type="checkbox"/> Association <input type="checkbox"/> Foundation <input type="checkbox"/>			
2.b	If you have undergone any change in the constitution since inception give full information here	Originally established as .....on..... Changed to.....on..... Changed to.....on.....			
2.c	Information regarding merging/splitting since inception				
2.d	Group affiliation, if any				
<b>Please attach a “Group Tree” -graphical representation of various concerns in your Group (if applicable)</b>					

3	Address of Main/Registered office with Door No. Street No. and PIN		
4	Address for Correspondence with Door No. Street No. and PIN		
5	Address of manufacturing / development Centre with Door No. Street No. and PIN		
6	Address of branches / other offices / units (Please attach a separate list, if necessary)		
7	Telephone Nos.	Mobile Phone Number/s (with name and designation of the contact person)	
8	Email Id	Alternate Email Id	FAX No.
9	Date of Birth/Incorporation		
10	Website URL		
10	Registration No. (eg. CIN)		
11	Date of Commencement of Business		
12	Brief Profile of the Firm / Company(Please attach a separate sheet, if necessary)		
13	Licenses & Registrations		

	a) Registration under shops and commercial Establishment Act with Local Body	No.....Dt..... ....
	b) Commercial Tax Registration	TIN No.....Dt.....
	c) VAT Registration	No.....Dt..... ....
	d) Service Tax Registration with Central Excise Department	No.....Dt..... ....
	e) Tax Deduction Account Registration (TAN)	No.....Dt..... ....
	f) PAN issued by Income Tax Department	No.....Dt..... ....
	g) Exim Code	No.....Dt..... ....
	h) Registration under Software Technology Park Scheme	No.....Dt..... ....
	i) MSME Registration	No.....Dt..... ....

	j) GST registration	No.....Dt..... .....		
14	Details of Quality Certification of products/company			
	ISI / BIS	ISO	Any other (please specify)	
15	List of major products*/services /Vertical-wise			
	Product/service	Date of launching	% to Annual Turnover**	% to Annual Revenue**
*Please enclose your company's product catalogue with detailed specification of the product/service				
** Relating to the previous available financials				

15	Financials (Rupees in Millions)			
	Capital	20....-..	20..-..	20..-..
	Turnover			
	Net Profit			
	Net worth			

Please provide copies of audited financials for the last 3 years along with the Notice of AGM (For Companies)

16	Details of Banking Relationship:			
	Name of the Bank and Branch	..... .....		
	Type of Account	Current <input type="checkbox"/>	Saving <input type="checkbox"/>	OD/ <input type="checkbox"/>
	Account No.	.....		
	MICR No.	.....		
	IFSC Code	.....		
	Account holder (Since)	..... ..... ..... .....		
		.....		

17	Auditors (Name with address and telephone/mobile numbers)	<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>ICAI Membership Registrastion No.....</p>
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18	Clientele:	
	List of Major Clients (Attach separate list, if required)	<p>1. Since.....</p> <p>2. Since.....</p> <p>3. Since.....</p> <p>4. Since.....</p> <p>5. Since.....</p>

**Please produce reference from at least two of your major clients**

19	Competitors:	
	Whom do you consider as your near competitors - Product/ service/ industry-wise list	<p>1. ....</p> <p>2. ....</p> <p>3. ....</p> <p>4. ....</p> <p>5. ....</p>

20	Blacklisting:	
	Are your blacklisted ever: Yes    No <input type="checkbox"/> <input type="checkbox"/>	If Yes Since when 1. Since.....by..... 2. Since.....by..... 3. Since.....by.....  Reason for Blacklisting:

21	Litigation:	
	Please provide a list of major suits filed either pending or settled/closed against you with clients and/or	<p>1. On.....by.....Status.....</p> <p>2. On.....by.....Status.....</p> <p>3. On.....by.....Status.....</p>

	for patent, trade mark, Intellectual property Rights infringements	
22	HR	
	a) Number of employees in the scroll	Service >5 Years..... Service >1 <5 Years..... <1 Year.....Outsourced.....
	b) Key technical personnel (attach separate list, if required)	..... ..... .....
	c) Key Managerial Personnel (attach separate list, if required)	..... ..... .....
	d) Whether Family concern/Widely held	.....
	e) Whether professionally managed or conventional	.....
23	Insurance	
	Please narrate the details of any Insurance held for client protection	
24	Any other relevant information (Use additional sheets if required)	

25	List of KYC documents furnished	<p>Name:..... ..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No..... .....</p> <hr/> <p>Name:..... ..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No.....</p> <hr/> <p>Name:..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No..... .....</p>
		<p>Name:..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No..... .....</p>

20	List of other documents submitted	1. 2. 3. 4. 5. 6.
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21	Litigation:  Please provide a list of major suits filed either pending or settled/closed against you with clients and/or for patent, trade mark, Intellectual property Rights infringements	1. On.....by.....St atus.....  2. On.....by.....St atus.....  3. On.....by.....St atus.....
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22	HR  a) Number of employees in the scroll b) Key technical personnel (attach separate list, if required)  c) Key Managerial Personnel (attach separate list, if required)  d) Whether Family concern/Widely held  e) Whether professionally managed or conventional	Service >5 Years..... Service >1 <5 Years..... <1 Year.....Outsourced..... ..... ..... ..... ..... ..... ..... ..... ..... .....
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		..... .....
23	Insurance	
	Please narrate the details of any Insurance held for client protection	
24	Any other relevant information (Use additional sheets if required)	
25	List of KYC documents furnished	Name:..... ..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No..... .....
		Name:..... ..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No.
		Name:..... ..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No..... .....

		Name:..... ..... Proof of ID Type:.....No..... ..... Proof of Address Type.....No..... .....
26	List of other documents submitted	1. 2. 3. 4. 5. 6.

I.....S/o.....  
 .....  
 ..... residing  
 at....., in my capacity as the ..... of  
 .....do hereby  
 solemnly affirm and declare that the particulars furnished in this due diligence format is true  
 and correct to the best of my knowledge and belief. I also declare that I have not withheld any  
 material information that is relevant and known to me regarding the firm/Company at the time  
 of signing this document.

I/We also confirm that I have gone through the IS Security Policy, IT Outsourcing Policy, IT  
 Governance Policy and IT Operation Policy of the Bank and confirm that I/We shall adhere to  
 such policy, as applicable in the context, in terms of RBI Guidelines.

I/We hereby authorize the Bank to obtain opinion on me/us directly from our Bankers.

I/We hereby undertake to abide by the Non-disclosure policy of the Bank and shall execute the  
 Non-disclosure agreement, when asked by the Bank to do so.

I/We also agree that I shall allow the Bank to conduct an onsite IS audit on us either by the  
 Bank personnel or by a duly appointed IS auditor by the Bank, if required by the Bank.

I/We also agree to the Bank to set the standards and criteria for the outsourced personnel both  
 at the development and maintenance and also agree to the Bank for surveillance of the  
 production facilities and the personnel engaged in the work with the help of surveillance

cameras installed and monitored either on site or at remote location. **(Applicable for outsourcing tasks etc. with data/materials owned by the Bank)**

Authorized Signatory

Place: .....

Date: .....

### Guidelines regarding requirements of KYC documents

Individual	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter
Sole proprietorship :	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and profile of the Proprietor
	Provide ID Proof and Address proof of the Proprietorship firm
Partnership	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN allotment letter and a profile of all the Partners
	Provide copies of Partnership deed, Partnership Registration certificate (if registered), 1 Address proof of the firm
LLP	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card forwarding letter of all the Partners
	Provide copies of LLP agreement and Certificate of Incorporation
Ltd. Company	Provide Photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter, DIN and profile of all the directors and all executives/mandate holders who will be signing various documents while dealing with the Bank.
	Provide copies of MOA, AOA, Certificate of Incorporation, Certificate of Commencement of Business(only for public Ltd. Co), CIN, PAN and address proof of the Company.

	Copies of Mandate/POA issue to the executives/mandate holders who will be signing various documents while dealing with the Bank.
Society/Trust etc.	Provide photograph, 1 ID Proof, 1 Address Proof and Copy of PAN Card/PAN Card allotment letter and profile of all the Signatories/Mandate holder
	Copies of Registration Deed, Bye-laws, List of Managing Committee

\*\*\*\*\***End of document**\*\*\*\*\*